

EFFECTIVE: April 1, 2016

PRODUCT GUIDE
for
Frontier Florida LLC

This Product Guide contains terms and conditions and rates applicable for the furnishing of Basic Local Exchange, Long-Distance Message Telecommunications Service, Intrastate Private Line Services, and for other general subscriber services, equipment, and facilities associated with the above services offered by Frontier Florida LLC (Frontier), within this State.



PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Contents Page 1

EFFECTIVE: April 1, 2016

TABLE OF CONTENTS

<u>SECTION</u>	<u>DESCRIPTION</u>
	Title Page
	Table of Contents
	Explanation of Symbols
1	Definition of Terms
2	General Regulations
2A	Detariffed Service Arrangement (DSA)
3	Basic Local Exchange Service
3.1	General
3.2	Rate Schedules
3.2.1	Flat Rate Schedule
3.2.2	Message Rate Schedule
3.2.3	Regrouping Procedures
3.3	Monthly Exchange Rates
3.4	Exceptions to Basic Local Exchange Service
3.5	Local Calling Areas
3.6	Maps of Exchange Service Areas
3.7	Directory Assistance Service
3.8	Operator Assisted Local Calls
3.9	Live Operator Fee
3.10	Network Access Register Package
3.11	Extended Calling Service (ECS)
3.12	Frontier Local Calling Plans
4	Service Charges
5	Charges Applicable under Special Condition
6	Directory Listings
6.1	Terms and Conditions
6.2	Business Listings
6.3	Residence Listings
6.4	Non-published Telephone Numbers
6.5	Non-list Telephone Numbers
6.6	Additional Listing Charges
6.7	Miscellaneous Listings
7	Coin Telephone Service

PRODUCT GUIDE

TABLE OF CONTENTS

<u>SECTION</u>	<u>DESCRIPTION</u>	
8	Telephone Answering Service Facilities	
9	Foreign Exchange Service, Foreign Central Office Service, and Tampa Metropolitan Plan	
10	Digital Network Services	
10.1	Switched Data Service	
10.2	Customer Network Control Service	
10.3	Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI)	
10.4	Digital (ISDN) Single Line Service	
10.5	Frame Relay – Grandfathered ¹	
10.6	Metro Ethernet	(C)
10.7	Flexible Digital Channel Service	
10.8	Asynchronous Transfer Mode (ATM) - Grandfathered ¹	(C)
10.9	Transport LAN Connect (TLC)	
11	Central Office Non-Transport Service Offerings	
11.1	Airport Telephone Service	
11.2	Centrex Service/Digital (ISDN) Centrex Service	
11.3	Multi-Account Centrex Service	
11.4	Centrex Service Management System	
11.5	Centrex Service Customer Moves and Changes (CMAC)	
11.6	Centrex Service Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS)	
11.7	Multilocation Centrex Service	
11.8	Centrex	
11.9	Centrex Service Station Message Detail Recording (SMDR)	
12	Miscellaneous Services	
12.1	Extension Service	
12.2	Extension Line Channels	
12.3	Duplicate Bill Charge	
12.3.1	Digital Billing	
12.4	Reservation Service	
12.5	Special Billing Services - Special Billing Numbering Plan	
12.6	Arrangements for Night, Sunday, And Holiday Service	
12.7	Reserve Telephone Numbers	
12.8	Long-distance Trunk Service (Toll Terminals)	
12.9	Community Fire Reporting Service	
12.10	Automatic Time and Charge Reporting Service	
12.11	Calling Calling Services	
12.12	Custom Calling Local Area Signaling Service (CLASS)	
12.13	DID and IOD Service	
12.14	Mobile Telephone Service Radio Line Usage Detail	

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

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Contents Page 3

EFFECTIVE: April 1, 2016

TABLE OF CONTENTS

<u>SECTION</u>	<u>DESCRIPTION</u>
12	Miscellaneous Service Arrangements (Cont'd) 12.15 Break in Rotary Group 12.16 Restricted Sent Paid Service (RSPS) 12.17 Custom Code Restrictions 12.18 Info Contact 976 12.19 Call Trace 12.20 Business Traffic Study Service 12.21 Intercept Message Traveling Service 12.22 Dormitory Communications Service 12.23 Billed Number Screening 12.24 Services for Enhanced Service Providers (ESPs) 12.25 Telecommunications Service Priority (TSP) System 12.26 Info Contact 900 12.27 Customized Number Service 12.28 Video Digital Transport Service 12.29 Custom Abbreviated Dialing (CAD) Service 12.30 Business Discount Rewards Program 12.31 Corporate Rewards 12.32 Custom Redirect Service 12.33 Road Work Recovery Surcharge
13	Connections of Customer-Provided Terminal Equipment and Communications Systems
14	Long-Distance Message Telecommunications Service
15	Interconnection of Mobile Services
16	Interconnection of Local Exchange Services to Shared Tenant Services
17	Intraexchange Private Line Service
18	Intrastate-Interexchange private Line Service
19	Equipment for Disabled Customers
20	Bundled Services
21	Promotions

PRODUCT GUIDE

TABLE OF CONTENTS

<u>SECTION</u>	<u>DESCRIPTION</u>
100	Obsolete Service Offerings
100.1	General
100.2	Establishment and Furnishing of Service
100.3	Total Solutions
100.4	Frontier Local Calling Plans
100.5	Foreign Exchange Service
100.6	Digital (ISDN) Single Line Service
100.7	Frame Relay – Grandfathered ¹
100.8	Multi-Media Data Service (MMDS)
100.9	Metro Ethernet Service
100.10	Local Packet Switching Network Service
100.11	Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI)
100.12	Centrex Service
100.13	Electronic Tandem Switching Service
100.14	Centrex Service 1000 Service
100.15	Line Feature Package – Series 3000 (with Remote Access to Features)
100.16	Centrex Service Customer Moves and Charges (CMAC)
100.17	Centrex Service /Digital (ISDN) Centrex Service
100.18	Centrex Service Automatic Call Distribution (ACD)/Automatic Call Distribution - Management Information System (ACD/MIS)
100.19	Custom Calling Service
100.20	Extension Line Channels
100.21	Network Facilities for Use with Public Announcement Services
100.22	Information System Access Lines
100.23	Enhanced Call Forward
100.24	Enhanced Call Forwarding
100.25	Custom Routing Service - Flexible Call Forwarding
100.26	Special Billing Services
100.27	Custom Routing Service
100.28	Redirect Service
100.29	Reserve Telephone Numbers
100.30	Dial Datalink Service
100.31	Discount Calling Plan
100.32	Conference Service-Reservation System
100.33	Business Line 800/Residential Line 800 Service
100.34	Wide Area Telecommunications Service – Grandfathered
100.35	Centrex Service Term Payment Plan - Prepayment
100.36	Enhanced Emergency Number Service - E9-1-1
100.37	Intraexchange Private Line Service
100.38	Centrex Service
200	Local Exchange Service Area Maps and Descriptions

(C)

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

(N)
|
(N)

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Symbols Page 1

EFFECTIVE: April 1, 2016

EXPLANATION OF SYMBOLS

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

(C) - To signify changed regulation or text.

(D) - To signify discontinued rate, regulation or text.

(I) - To signify increase.

(N) - To signify new rate, text, and/or regulation.

(R) - To signify reduction.

(T) - To signify a change in text but no change in rate or regulation.

(M) - To signify a move from one page to another with no change in text, regulation or tariff.

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

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 1

EFFECTIVE: April 1, 2016

SECTION 1 - DEFINITION OF TERMS

Accessories: Denotes devices which are mechanically attached to, or used with, the facilities furnished by the Company and which are independent of, and not electrically, acoustically, or inductively connected to the communications path of the telecommunications system.

Add-on: A private branch exchange feature which permits a station user to add another station to the conversation on incoming central office trunk calls.

Address Telephone Index (ATI): Provides customer names, telephone numbers, and address information in connection with emergency services.

Affiliated Entities: Corporations, partnerships, proprietorships, or other groups that hold stock in excess of 50 percent of the stock of the entity which claims to be affiliated. Conversely, and in accordance with FPSC Docket No. 360455-TP, Order No. 17111, whenever one entity controls less than 50 percent of the stock of another entity, then the groups are not considered to be affiliated.

Agent or Representative: One authorized to act on behalf of another--usually by legal contract.

Alternating Current Supply: Electrical energy which is used for power purposes, protection of equipment in humid areas, and for the operation of bells and signal devices.

Authorized Change of Local Service Provider: This term applies to a change in the preferred local service provider that the end-user authorizes.

Authorized Protective Connecting Module: Denotes a protective unit designed by the Company and manufactured under the control of the Company quality assurance procedures, which unit is to be incorporated in a conforming answering device.

Basic Termination Charge: See "Termination Charge."

Bill to Third Party: Denotes a billing arrangement by which a long-distance call can be charged to an authorized station as determined by the Company other than the station originating the call or the station where the call is terminated.

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

Building (Single): In a Shared Tenant Service application, the term "Single Building" means one structure under one roof. Separate buildings superficially connected are not considered as one building.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 2

EFFECTIVE: April 1, 2016

SECTION 1 - DEFINITION OF TERMS

Call Forwarding: A service which permits a subscriber to arrange to have all incoming calls to his telephone automatically transferred to another telephone number.

Calling Area: See "Local Service Area."

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

Call Waiting: A service which provides a tone signal to indicate to a subscriber who is using his telephone that another call is waiting. It permits the subscriber to answer the incoming call while placing the original call on hold.

Central Office: A local operating unit by which telephone intercommunications is provided for subscribers within a specified area. Means are also provided for connecting subscribers with the toll network and, in multioffice exchange areas, with the other central offices.

Central Office Designation: See "Telephone Number."

Central Office District or Area: The specific section or area served by a single central office or switchboard and serving all subscriber's lines which have a common central office designation. Central office areas are contiguous that have a common boundary over land. Central office areas that do not have a common boundary over land, or that have a common boundary over water only, are noncontiguous.

Central Office Line: See "Exchange Line."

Centrex Service: (Obsolete Service Offering)

Channel: Denotes a path (or paths) for electrical communication, between two or more stations or Telephone Company offices. A channel may be furnished in such manner as the Telephone Company may elect, whether by wire, radio, or a combination thereof, and whether or not by means of a single physical facility or route.

Circuit: See "Exchange Line."

Class of Service: A description of telephone service furnished a subscriber in terms of:

- a. For Exchange Service:

Grade of Line: Individual
Type of Rate: Flat Rate or Message Rate
Primary Use: Business or Residence

Dialing Method: Touch Call or Rotary

- b. For Long-Distance Telecommunications Service:

Type of Call: Station-to-station or person-to-person

- c. For Wide Area Telecommunications Service:

Type of Rate: Measured-time

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 3

EFFECTIVE: April 1, 2016

SECTION 1 - DEFINITION OF TERMS

Coin Box Telephone: A telephone set, equipped with a device for collecting money in payment of telephone messages and used in connection with either public or semipublic telephone service.

Collect Call: Denotes a billing arrangement for a long-distance call by which the charge for the call may be reversed, provided the charge is accepted at the called station. A collect call may be billed to a Calling Card or third-party number. In the case of a public or semipublic coin telephone, the charges must be billed to a Calling Card or third-party number or the call may be reoriginated from the called station.

Common Battery Service: The type of telephone service in connection with which electrical energy for talking and signaling is supplied from a central point.

Communications System: Channels and other facilities which are capable, when not connected to telecommunication service, or two-way communication between customer-provided terminal equipment or Company stations.

Company: Whenever used in this tariff, "Company" refers to Frontier Florida LLC, unless the context clearly indicates otherwise.

Company-Attended Public Telephone: See "Public Telephone."

Company Station: See "Station."

Composite Data Service Vendor: Denotes a customer that has been certificated by the Federal Communications Commission pursuant to Section 214 of the Communications Act of 1934, as amended, to acquire and operate facilities to perform data switching for others. A subscriber shall be classified as a Composite Data Service Vendor only with respect to use of those exchange services which are utilized for the provision of composite data service.

Conference Call: A service which allows three or more parties at different locations to participate in the same conversation.

Conformance Number: Denotes an identifying number assigned by the Company to a particular model of conforming answering device incorporating an authorized protective connecting module when that model or device is in conformance with the provisions set forth by the Company or in a technical reference for conforming answering devices.

Conforming Answering Device: Denotes a customer-provided device which automatically answers incoming calls; transmits a prerecorded voice message or appropriate audible signal to the calling party; records a voice message from the calling party if so designed and arranged; and automatically disconnects from the line in a prearranged manner on completion of the last of the functions for which it was designed and arranged as described in this paragraph. The conforming answering device may include remote interrogation and/or device function control. A conforming answering device must incorporate an authorized protective connecting module and must bear a valid conformance number.

Connecting Arrangement: Denotes the equipment used to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company, or of facilities of the Company.

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

Connecting Station: An exchange or toll station of a connecting company.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 4

EFFECTIVE: April 1, 2016

SECTION 1 - DEFINITION OF TERMS

Construction Charge: A separate charge made for construction of pole lines, circuits, facilities, etc. (see Charges Applicable Under Special Conditions, Section 5).

Contract Period: The length of time for which a subscriber is obligated to retain service, facilities, and equipment.

Cost: Wherever the word "cost" is used in this tariff, it is intended to cover the cost of labor, materials and incidentals, plus a charge for supervision.

Credit Card: Denotes a billing arrangement by which a toll call may be charged to an authorized Company Credit Card number assigned by the Company.

Customer of Record/Subscriber of Record: A Customer or Record/Subscriber of Record is any person, firm, partnership, corporation, municipality, or cooperative organization which orders and is responsible for paying the telephone bill.

Customer Premises: The discrete real property owned, leased, or controlled by a subscriber for the subscriber's own business or residential purposes.

Customer Premises Equipment (CPE): Terminal equipment located on the customer's premises, and in inventory, such as telephone sets, teletypewriters, data terminal equipment, mobile telephone terminal equipment, private branch exchange equipment, key system equipment, dialers, and other supplemental equipment. CPE does not include paystations, terminal equipment used for official telephone company business, subscriber multiplexing terminal equipment, subscriber pair gain equipment, transmit earth stations, or telecommunications devices for the deaf (TDD).

Data Access Arrangement: Denotes a protective connecting arrangement for use with the network control signalling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth in this tariff.

Data Switching: The term used in connection with composite data service denotes the switching of data (nonvoice) messages by the interchange, controlling, and routing of data message between two or more stations, via communications facilities, wherein the information content of the message remains unaltered.

Demarcation Point: The point of physical interconnection (connecting block, terminal strip, jack, protector, or remote isolation device) between the telephone network and the customer's premises wiring. This point is part of the telephone network, provided and maintained by the telephone company under tariff. The location of this point is:

- a. Single Line/Single Customer Building: Either at the point of physical entry to the building or a junction point as close as practicable to the point of entry.
- b. Single Line/Multi-customer Building: Within the customer's premises at a point easily accessed by the customer.
- c. Multiline Systems: At a point within the same room and within 25 feet of the FCC registered terminal equipment.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 5

EFFECTIVE: April 1, 2016

SECTION 1 - DEFINITION OF TERMS

Direct Current Supply: Electrical energy for talking and signaling purposes, other than ringing.

Direct Electrical Connection: A physical connection of the electrical conductors in the communications path.

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

Dormitory Station: (Obsolete Service Offering)

Drop Wire: Wires used to connect the circuits of open wire, aerial or underground distribution facilities to the demarcation point.

Duplicate Bill Charge: Charge for providing duplicate copies of customer bills upon customer request.

Exchange: A central office or group of central offices, together with the subscriber's station lines and channels connected thereto, forming a local system which furnishes means of telephone intercommunication without toll charges between subscribers within a specified area, usually a single city, town, or village.

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

Exchange Access Line: The serving central office line and all Company plant facilities up to and including the Company-provided network interface. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the subscriber.

Exchange Area: The area within which the Company furnishes complete telephone service at the exchange rates applicable within that area.

Embedded CPE: Consists of all CPE reflected on the books of the regulated telephone company on December 31, 1982, reduced only by subsequent sale or other approved method of depletion.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 6

EFFECTIVE: April 1, 2016

SECTION 1 - DEFINITION OF TERMS

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

- a. Central Office Line: A circuit extended from a central office to the location of an individual line main station service, a PBX or Centrex System, an Automatic Call Distributor, or such similar equipment whether provided by the Company or the subscriber.
- b. Main Station Line: The circuit portion of a main station; the main station line extends from the main service location to the central office.
- c. Extension Station Line: The circuit portion of an extension station. It consists of wiring on a subscriber's premises to the jack or outlet of the extension station location, other than the inside wiring associated with the telephone jack or outlet of a main station location.
- d. Extension Line: A circuit with characteristics similar to an extension station line.
- e. PBX Station Line: The circuit portion of a PBX main station. It consists of all facilities from the PBX common equipment to the telephone jack or outlet of a PBX main station location on a subscriber's premises.
- f. PBX Extension Station Line: The circuit portion of a PBX extension station. It consists of all facilities to the telephone jack or outlet of the PBX extension station locations, other than those facilities associated with the telephone jack or outlet of the PBX main station location.
- g. Centrex Main Station Line: The circuit portion of a Centrex main station. It consists of all facilities, including intercommunication, outside plant facilities and premises wiring, from the Centrex system dial switching equipment to the telephone jack or outlet of the Centrex main station location.
- h. Centrex Extension Line: The circuit portion of a Centrex extension station. It consists of a wiring on a subscriber's premises to the telephone jack or outlet of the Centrex extension station line location, other than those facilities associated with the telephone jack or outlet of the Centrex main station location.
- i. Tie Line: A circuit connecting PBX, Centrex, Automatic Call Distributor Systems, and/or other switching arrangements.
- j. Trunk Line: A circuit extending from a central office and terminated in Private Branch Exchange (PBX) switching equipment, Automatic Call Distributors, a common group of switched lines (pooled) connected to other services, whether provided by the Company or the subscriber, as specified in this tariff.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 7

EFFECTIVE: April 1, 2016

SECTION 1 - DEFINITION OF TERMS

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

a. Flat and Message Rate

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

(2) Message Rate Service: A classification of non-coin box exchange service which is charged for on the basis of amount of use.

b. Individual

(1) Individual Line Service: A classification of exchange service which provides that only one main station shall be served by the line connecting such station with the central office or other switching unit.

c. Foreign Central Office Service: A classification of exchange service furnished to a subscriber in a multioffice exchange from a central office other than the one from which service would normally be furnished.

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

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

f. Semipublic Service: A classification of coin box exchange service furnished for use at locations more or less public in character, but not, in the opinion of the Company, generally accessible nor suitable for the installation of public telephones.

g. Public Service: A classification of coin box service or attended service established for use at locations chosen or accepted by the Company as suitable and necessary for furnishing service to the general public.

Exchange Station: See "Station."

Extended Area Service: A type of telephone service furnished under tariff provisions whereby subscribers of a given exchange may complete calls to and, where provided by the tariff, receive messages from one or more exchanges without the application of long-distance charges.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 8

EFFECTIVE: April 1, 2016

SECTION 1 - DEFINITION OF TERMS

Extension Bell: An additional bell on the same circuit and operated in connection with the bell at the station location. Extension bells are of two types:

- a. Extension Bell (Ordinary Type): An additional bell of the type used on standard telephone instruments, connected with the same circuit as the first bell, but mounted separately and generally installed at some distance from the station.
- b. Extension Gong (Loud Ringing Type): A loud sounding bell connected in the same manner as the ordinary type of extension bell for use in noisy or other locations where the common type of bell would not be heard.

Extension Line: See "Exchange Line."

Extension Station: See "Station."

Flat Rate Service: See "Exchange Service."

Foreign Exchange Service: See "Exchange Service."

Fully Partitioned: A description of a shared switching system which does not permit or provide local service access sharing or resale or intercom calling between unaffiliated entities.

Headset: A hands-free, multiwire device containing acoustic-to-electric (transmitter) and electric-to-acoustic (receiver) transducers normally worn on the head of the user for close talking, which provides two-way transmission of live human speech.

Initial Service Period: The minimum period of time for which service, facilities, and equipment are provided.

Inside Wire: All wire or cable located on the subscriber's side of the demarcation point that connects CPE to the telephone network.

Installation Charge: A nonrecurring charge applying to the provision of certain features or facilities as distinguished from the service charge applicable for establishment of basic telephone service. The installation charge is normally associated with optional service features and may sometimes be called an "initial" charge.

Intercommunicating System: See "Key Telephone Systems."

Intercept Service: A service arrangement whereby a person calling a disconnected or discontinued telephone number is informed that the called telephone number is no longer in service (recording) or referred to another number (live operator).

Interface: Denotes that point on the premises of the subscriber at which provision is made for connection of other than Company provided facilities to facilities provided by the Company.

Interoffice Channel: Denotes that element which interconnects Local Channels which serve subscribers located in different central office areas (wire center serving areas) within the same exchange.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 9

EFFECTIVE: April 1, 2016

SECTION 1 - DEFINITION OF TERMS

Intraexchange Channel: Denotes a channel (which directly connects) between stations within an exchange and is not connected to an interexchange channel or to a service terminal or to channel terminations in a Telephone Company office.

Intrasystem Wiring: Intrasystem wiring includes all cable and wiring and its associated components (e.g., connecting blocks, terminal boxes, conduit between buildings, support structure, etc.) which connects a system's station components to one another or to the common equipment of a PBX, key, or similar system.

Jack: A fixed socket, designed to permit the establishment of telephone connections by means of stations equipped with cords ending in plugs.

Jack and Plug Equipment: See "Portable Telephone."

Key Telephone Systems: An arrangement of equipment in combination with multiline telephone sets and associated keys, to connect the associated telephone to any one of a limited number of exchanges, PBX, intercommunicating, or private lines. Line indicating, signaling, holding features, etc., are, or may be, incorporated.

"Leaky" PBX: Denotes a PBX system (or other device) capable of interconnecting a Special Access Line, Intra-LATA Interexchange Private Line, or Private Bypass facility to the Local Exchange network.

Listing: See "Directory Listing."

Local Access and Transport Area (LATA): The term "Local Access and Transport Area" (LATA) denotes a geographic area for the provision and administration of communications service. It encompasses designated Access Areas which are grouped to serve common social, economic, and other purposes.

Local Channel: Denotes the element of a private line service required for connecting subscriber premises to its serving wire center.

Local Message: See "Message."

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

Local Service Area: The area within which telephone service is furnished subscribers under a specific schedule of exchange rates and without toll charges. A local service area may include one or more exchange areas under extended area service rates.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 10

EFFECTIVE: April 1, 2016

SECTION 1 - DEFINITION OF TERMS

Long-Distance Message Telecommunications Service: The furnishing of facilities for subscriber's telephone communications on an individual message basis between rate centers.

- a. Appointment Call: An arrangement made in advance with a particular party for the establishment of a person-to-person long-distance message telephone connection at a specified time.
- b. Messenger Service: An arrangement whereby the Company, when possible and at the request of the calling party; will arrange to notify the called party of a long-distance call. The Company shall be reimbursed by the calling party for the amount expended for such messenger service, such charges being subject to prior authorization by the calling party to the extent that they can be determined in advance. Such charges for messenger service are in addition to the tariff charges for the message.
- c. Person to Person Call: A service whereby the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, or a particular station, department, or office to be reached through a PBX or Centrex attendant.
- d. Station-to-Station Call: A service whereby the person originating the call either dials the telephone number desired, or gives to the Company operator the telephone number of the desired telephone, Miscellaneous Common Carrier connecting circuit, Centrex, PBX, or PBX station which is reached directly rather than through a PBX attendant, or gives only the name and address under which such number is listed, and does not specify a particular person to be reached, nor a particular mobile station to be reached through a "Miscellaneous Common Carrier attendant, nor a particular station, department, or office to be reached through a PBX or Centrex attendant.

Main Station: See "Station."

Maintenance Charge: The charge made for keeping in repair telephone equipment or facilities.

Message: A communication between two telephone stations. Messages may be classified as follows:

- a. Local Message: A message between telephone stations within the same local serving area.
- b. Toll Message: A message between telephone stations in different exchange areas for which a toll charge is made.

Message Rate Service: See "Exchange Service."

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 11

EFFECTIVE: April 1, 2016

SECTION 1 - DEFINITION OF TERMS

Mileage: The measurement (air line, route, etc.) upon which is based a charge quoted for the use of part or all of a circuit furnished by the Company. Mileage is classified as follows:

- a. Air Line Measurement: The shortest distance between two points.
- b. Extension Line Mileage: The measurement applying to that portion of an extension line in excess of the length provided without additional charge, for use of which a circuit charge is made.
- c. Foreign Central Office Mileage: A measurement applying to that portion of a circuit connecting a subscriber's main station or PBX with a central office other than that from which he would normally be served, for the use of which a separate circuit charge is made.
- d. Foreign Exchange Mileage: The measurement applying to that portion of a circuit connecting subscriber's main station or private branch exchange with a central office of another exchange other than that from which the subscriber would normally be served, which an additional charge is made for the circuit between the two exchange areas.
- e. Route Measurement: The actual length of a circuit between two points.
- f. Tie Line Measurement: The measurement upon which the rates for the tie line is based, in accordance with tariff provisions.

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

Miscellaneous Equipment: Equipment furnished at additional charges associated with the various classes of exchange service.

Mobile Telephone Service: A communication service through a land radiotelephone base station.

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

Network Control Signaling Unit: The terminal equipment furnished, installed, and maintained by the Company for the provision of network control signaling.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 12

EFFECTIVE: April 1, 2016

SECTION 1 - DEFINITION OF TERMS

Network Interface: Denotes an interface installed by the Company for the connection of subscriber premises inside wire. This network interface is to be at the protector, however, until approved hardware is available, the interface will consist of a miniature modular standard jack provided by the Company as part of exchange access, WATS, or Private Line Services. The jack will be installed at a location determined by the Company which is accessible to the subscriber. The normal location of the jack would be in close proximity to the protector or equivalent, where the Company facilities enter the subscriber's premises, where practicable.

For existing installations, the protector or point where facilities enter a subscriber's premises is to be established as the end of such service. Going forward, a Company-provided standard registration program jack is to be used as the point of connection to the telecommunications network. All newly constructed subscriber premises will be provided with network interface.

Nonlist Telephone Service: A telephone number associated with an exchange station which, at the request of the subscriber, has the listing omitted from the telephone directory but is on records available to the general public upon request.

Nonpowered Conferencing Equipment: Denotes a portable plug-ended device, without active elements, consisting of a multiwinding transformer and manual line switches designed to bridge two or more, but not to exceed five, of the lines appearing on the four-button and six-button key telephone stations equipped with both hold and illumination features.

Nonpublished Telephone: An exchange station which has the listing omitted from the directory and directory assistance records at the subscriber's request, and on which the Company may decline to complete connections with such stations except by call number or may decline to furnish the call number of such station.

NSEP Treatment: The term "NSEP Treatment" denotes the provisioning of a telecommunications service before others based on the provisioning priority level assigned by the Executive Office of the President.

Person-to-Person Call: See "Long-distance Message Telecommunications Service."

Portable Telephone: A telephone instrument equipped with plug-ended cord for use with jack terminated circuit.

Premises (Same): The term "Same Premises" shall be interpreted to mean: (a) the building or buildings together with surrounding land occupied or used in the conduct of one establishment or business, or as a residence, and not intersected by a public thoroughfare or by land occupied by others; or (b) the portions of a building occupied by a subscriber used in the conduct of one business or as a residence and not intersected by a public corridor or by space occupied by others; or (c) the building or portion of a building occupied by the subscriber in the conduct of his business and as a residence provided both have the same street address.

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

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 13

EFFECTIVE: April 1, 2016

SECTION 1 - DEFINITION OF TERMS

Preferred Classes of Service: The classes of service (as specified in this Product Guide) which the Company undertakes to furnish, subject to conditions specified in this Product Guide.

Private Branch Exchange Service (PBX Service):

- a. A type of service providing an arrangement of switching equipment and stations for intercommunicating among the stations and for connections through the local and long-distance message telephone network to other subscribers.
- b. Lines (circuits), equipment and facilities ordinarily furnished in connection with PBX service include the following:
 - (1) PBX Main Station: A station directly connected with a PBX switchboard or dial PBX switching equipment.
 - (2) PBX Extension Station: A station which is bridged to the same station line as the PBX main station.
 - (3) PBX Interior Station: A PBX station that cannot originate or receive local or long-distance calls either directly or through the PBX attendant.
 - (4) PBX Trunk: A central office line (circuit) connecting a PBX system with a central office.
 - (5) Tie Line: See "Exchange Line."

Public Telephone: An exchange main station installed on the Company's initiative, or at the Company's option, at a location chosen or accepted as suitable and necessary for furnishing service to the general public.

- a. Coin Box Public Telephone: A public telephone equipped with coin collection device into which all payments for the use of telephone are deposited prior to (prepayment) or at (postpayment) the time the operator establishes the desired connection.
- b. Company Attended Public Telephone: A public telephone operated by a Company employee as attendant.

Rate Center: The rate center of an exchange is the point from which private line telephone service rates are measured.

Reseller Client: A customer located within a Resale Service Area served directly by the Sharing and Resale Customer of Record.

Resale Service Area: A geographical area which a Reseller provides local exchange telecommunications service.

Ringling: Selective Ringing: The method of signaling stations on a party line circuit, which permits a particular station to be signaled without ringing the bells of the other stations on the circuit.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 14

EFFECTIVE: April 1, 2016

SECTION 1 - DEFINITION OF TERMS

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

Same Premises: See "Premises."

Secretarial Lines: Extension lines or main station lines or patrons of a telephone answering bureau which terminate in telephone facilities on the premises of the bureau so as to permit the bureau attendant to answer incoming calls on such lines.

Semi-Public Telephone: See "Exchange Service."

Service Connection Charge: The charge applying to the establishment of service for a subscriber and the subsequent discontinuance of such service.

Service Point: Denotes the point on the subscriber's premises where customer-provided communication channels or facilities are terminated in switching equipment used for communications with stations or customer-provided terminal equipment located on the premises.

Serving Central Office: Denotes the central office from which a subscriber or authorized user would normally be served for local exchange telephone service.

Shared Tenant Provider: One who has been granted a certificate of public convenience and necessity by the Florida Public Service Commission to provide Shared Tenant Services in accordance with Chapter 86-270, Laws of Florida (or Section 364.339, Florida Statutes (Supp. 1986).

Shared Tenant Service: Shared Tenant Service is a class of resold local exchange service furnished through a common switching or billing arrangement to commercial tenants within a single building by a provider other than an existing local exchange telephone company.

Single Ended Terminal Device: A terminal device which terminates only one line or channel at a given time (example - headsets).

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

Special Reverse Charge Toll Service: A service plan by which a subscriber can offer his out-of-town customers in selected areas the privilege of calling him without payment of toll charges and without having to request that charges be reversed.

Speed Calling: A private branch exchange, Centrex or local exchange feature which permits the station user to reach other stations by abbreviated dialing.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 15

EFFECTIVE: August 16, 2020

SECTION 1 - DEFINITION OF TERMS

Station: A unit of service, complete with instrument either customer or Company-provided and lines (circuits), so arranged as to permit sending and receiving messages through the exchange and long-distance network. Instruments, when furnished by the Company, and lines are rated separately, unless otherwise specified in this Product Guide.

c. Main and Extension Stations:

- (1) Main Station: A station directly connected by means of an individual line or party-line with a central office.
- (2) Extension Station: An additional station connected on the same circuit as the main station and subsidiary thereto.

d. PBX and Centrex-CO and CU Stations:

See "Private Branch Exchange Service (PBX Service)."
See "Centrex Service." (Obsoleted Service Offering).

e. Foreign Exchange Stations: A termination of an individual exchange line or PBX trunk, provided in accordance with the provisions of this Product Guide, in Company switching equipment located in an exchange foreign to the exchange in which the subscriber is located.

f. Exchange Station. A station which is used for exchange service and is directly or indirectly connected with a central office.

g. The term "Station" used in connection with WATS ¹:

(C)

- (1) Denotes the network central signaling unit and any other equipment which is arranged for WATS and provided at a subscriber's premises in accordance with this Product Guide, or
- (2) Denotes the point at a subscriber's premises, at which customer-provided terminal equipment or communications system is connected to Company facilities furnished for WATS, or
- (3) Denotes the point of connection of WATS to switching equipment (as specified in 109) such switching equipment is located in a Company Central Office.
- (4) Denotes the points of connection of Outward WATS to another Common Carrier channel (utilizing WATS Central Office Connection Facilities) at a Company WATS serving central office.
- (5) The term "Main Station" denotes the first WATS station or the first two stations arranged for inward service, as provided by 109, furnished for use with a WATS access line. The term "Extension Station" denotes any other WATS station furnished for use with the same WATS access line with a main station.

Station Jacks: The jacks on a private branch exchange switchboard for the connection of station circuits.

Station Line: See "Exchange Line."

Station-to-Station Call: See "Long-distance Message Telecommunications Service."

¹ Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

(N)
(N)

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 16

EFFECTIVE: April 1, 2016

SECTION 1 - DEFINITION OF TERMS

Subscriber (Customer): Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency which orders and is responsible for the payment of recurring and nonrecurring charges in compliance with the provisions and regulations of its Product Guide.

Subscriber of Record: See Customer of Record.

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

Suspension of Service: Service temporarily suspended for non-payment of charges or upon the initiative of the Company for violation of Product Guide regulations by the subscriber without terminating the service agreement or removing the telephone equipment from the subscriber's premises.

Telecommunications Service: The services offered by the Company in the General Services Product Guide.

Telephone Number: A designation assigned to a telephone station or private branch exchange for convenience in placing calls to the telephone station or private branch exchange and for identification in the assessment of message charges, etc. Such designation is a call number consisting wholly of numerical digits or a combination of letters and digits. Example: 531-0256.

Telecommunications Service Priority (TSP) System: The term "Telecommunications Service Priority (TSP) System" or "TSP System" refers to the regulatory, administrative and operational system authorizing and providing for priority treatment (i.e., the provisioning and restoration) of NSEP services.

Teletypewriter: A electrically controlled form of typewriter upon which type-written messages may be sent and received between similar teletypewriters when connected by wire circuit.

Temporary Disconnection: A arrangement made at the request of the subscriber for temporarily discontinuing service without terminating the contract or removing the telephone equipment from the subscriber's premises. See also, "Suspension of Service."

Termination Charge: A charge made to a subscriber as liquidated damages for termination of service prior to the expiration of the initial term commitment period.

Termination Liability: In the event the service is terminated by the customer prior to completion of the initial term commitment period, the customer shall be liable for an early termination charge.

3 Way Calling: A private branch exchange or local exchange feature which permits a station user to add another station to an existing call.

Tie Line: See "Exchange Line."

Toll Message: See "Message."

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 17

EFFECTIVE: April 1, 2016

SECTION 1 - DEFINITION OF TERMS

Touch Call Service: A service which provides the subscriber with the capability of originating calls by means of instruments equipped for tone-type signaling and where the special central office facilities exist.

Traffic Service: See "Intercept Service."

Transient: One who temporarily occupies the premises, with occupancy not to exceed nine months.

Trunk Jacks: The jacks on a private branch exchange switchboard for the connection of private branch exchange trunk lines.

Unaffiliated Entities: Corporations, partnerships, proprietorships, or other groups that hold less than 50 percent of the stock of another entity.

Unauthorized Change of Local Service Provider (Slamming): This term applies to a change in the preferred local service provider that the end-user denies authorizing.

Wire Center: A wire center is a geographical area in which all subscribers within the area normally gain network access for local service via that location. It forms a local system which furnishes the means of telephone intercommunication at the same rates for the same services to all subscribers in the area.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 1

EFFECTIVE: April 1, 2016

SECTION 2 - GENERAL REGULATIONS

2.1 Application

- .1 This Product Guide sets forth the prices, charges, terms and conditions under which Frontier Florida LLC ("Frontier") agrees to provide the services described herein to its customers ("customer," "you" or "your") and under which its customers agree to purchase and use the services. These General Terms and Conditions apply to all services in this Product Guide.
- .2 This Product Guide is available at <http://www.frontieronline.com>. Further information regarding the terms and conditions applicable to a service can be obtained by calling Frontier.
- .3 This Product Guide becomes a binding contract following customer acceptance of the terms and conditions applicable to each service ordered by customer. Customer is deemed to have accepted such terms and conditions of this Product Guide upon customer's order of, use of, or payment for the service.
- .4 Unless expressly stated otherwise, this Product Guide also applies to customers who have entered into a separate contract for services for a specified time period; provided, however, in the event of a conflict between the terms in the separate contract and the terms in this Product Guide, the terms in the separate contract shall control with respect to services subject to that contract.

2.2 General Provisions

- .1 Services. "Service" or "services" means all retail products and services offered by Frontier in Florida for which the prices, charges, terms and conditions of sale are specified in this Product Guide, except where the context indicates otherwise.
- .2 Prices/Rates. Customers are responsible for all charges associated with the services and rate plan selected, including all taxes, fees, surcharges, usage charges, telecommunications surcharges (e.g., Universal Service Fund fees) or other applicable governmental charges due on account of the services. Such amounts are subject to change without notice to customer, except as may be required by law. Charges for ancillary services, including but not limited to, charges for installation, change orders, directory assistance and operator services will be assessed at Frontier's current prices and such charges are also subject to change without notice to customer, except as may be required by law. Promotional pricing and terms expire in accordance with the terms applicable to each promotion, without further notice to customer.
- .3 Unauthorized Use. Frontier shall not be liable for any damages, including charges for services that customer may incur, resulting from the unauthorized use or misuse of the services by customer's family, guests, employees, third parties, or the public. Customer shall remain responsible for all charges for service to the extent permitted by law.
- .4 Indemnification. Customer agrees to defend, indemnify and hold Frontier, its employees, affiliates and agents, harmless from any and all losses, claims, demands, damages, expenses (including reasonable attorneys' fees), or any liability whatsoever, arising from any use of the services by customer or any person customer permits to use the services, including without limitation, liability resulting from the content of communication such as defamation, fraud or invasion of privacy, any modification or combination of the services with other products or services not provided by the Frontier, any modification of the services or any infringement of intellectual property.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 2

EFFECTIVE: April 1, 2016

SECTION 2 - GENERAL REGULATIONS

2.2 General Provisions (Cont'd)

- .5 WARRANTY DISCLAIMER. EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN THIS PRODUCT GUIDE, FRONTIER DISCLAIMS ANY AND ALL REPRESENTATIONS AND WARRANTIES, EXPRESS, IMPLIED OR ARISING BY COURSE OF PERFORMANCE, DEALING, CUSTOM OR TRADE USAGE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE (EVEN IF FRONTIER KNEW OR SHOULD HAVE KNOWN SUCH PURPOSE) AND NON-INFRINGEMENT. CUSTOMER AGREES THAT SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. FRONTIER DOES NOT WARRANT THAT THE SERVICES WILL MEET CUSTOMER NEEDS, OR WILL BE UNINTERRUPTED, ERROR-FREE, OR SECURE.
- .6 LIMITATION OF LIABILITY
- a. EXCEPT FOR DAMAGES RESULTING FROM THE UNAUTHORIZED OR ILLEGAL USE OF THE SERVICES BY CUSTOMER OR CUSTOMER'S FAMILY, GUESTS OR EMPLOYEES, NEITHER PARTY (NOR ITS SUPPLIERS OR AFFILIATES) SHALL BE LIABLE TO THE OTHER PARTY FOR PUNITIVE, SPECIAL, CONSEQUENTIAL, INCIDENTAL OR INDIRECT DAMAGES INCLUDING, WITHOUT LIMITATION, LOSS OF BUSINESS PROFITS, OR OTHER COMMERCIAL OR ECONOMIC LOSS ARISING IN CONNECTION WITH THE SERVICES, EVEN IF THE PARTY KNEW OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES.
- b. EITHER PARTY'S MAXIMUM TOTAL LIABILITY TO THE OTHER PARTY IN CONNECTION WITH THE SERVICES, FOR ANY AND ALL CAUSES OF ACTION AND CLAIMS, SHALL BE:
- (1) FOR DAMAGES DUE TO FAILURES OR DISRUPTIONS IN THE SERVICES CAUSED BY THE PARTY'S NEGLIGENCE OR BREACH OF OBLIGATIONS UNDER THE PRODUCT GUIDE, THE CHARGES FOR THE AFFECTED SERVICES PRORATED FOR THE PERIOD OF THE FAILURE;
 - (2) FOR DAMAGE TO REAL OR PERSONAL PROPERTY OR BODILY INJURY OR DEATH TO ANY PERSON PROXIMATELY CAUSED BY THE PARTY'S NEGLIGENCE, THE AMOUNT OF DIRECT DAMAGES PROVEN;
 - (3) FOR INDEMNITY, THE REMEDIES SET FORTH HEREIN;
 - (4) FOR ANY DAMAGES ARISING OUT OF THE WILLFUL OR INTENTIONAL MISCONDUCT OF THE PARTY, THE AMOUNT OF DIRECT DAMAGES PROVEN;
 - (5) FOR ALL OTHER DAMAGES NOT SET FORTH ABOVE AND NOT EXCLUDED UNDER THIS PRODUCT GUIDE, EACH PARTY'S MAXIMUM LIABILITY DURING ANY TWELVE-MONTH PERIOD SHALL BE LIMITED TO THE LESSER OF (i) DIRECT DAMAGES PROVEN, OR (ii) THE AMOUNT PAID BY CUSTOMER TO FRONTIER FOR THE ONE-MONTH PERIOD PRIOR TO ACCRUAL OF THE MOST RECENT CAUSE OF ACTION FOR THE SERVICE UNDER THIS PRODUCT GUIDE THAT GAVE RISE TO THE CLAIM.
- c. NOTHING IN THIS SECTION SHALL LIMIT CUSTOMER'S LIABILITY TO FRONTIER FOR ANY AND ALL CHARGES INCURRED FOR THE SERVICES.

EFFECTIVE: April 1, 2016

SECTION 2 - GENERAL REGULATIONS

2.3 Limitations and Use of Service.1 Customer Obligations

- a. Service is furnished by Frontier subject to the condition that it will not be used for an unlawful purpose. Service 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 Frontier receives other evidence that such service is being or will be so used. Frontier may elect not to provide service if it determines that (i) the customer has called or permitted others to call Frontier personnel so frequently or at such times of the day or in such a manner as to harass, frighten, abuse or torment such personnel; or (ii) the customer has called or permitted others to call Frontier on personnel using profane or obscene language.
- b. Accessories which aid a customer's convenience in the use of Frontier's services are permissible provided any such accessory does not endanger the safety of Frontier employees or the public; damage, require change in or alteration of, or involve direct electrical connection to the equipment or other facilities of Frontier; or interfere with the proper functioning of such equipment or facilities; or impair the operation of Frontier's network or otherwise injure the public in its use of Frontier's services.
- c. Customer-provided terminal equipment may be used, and customer-provided communications systems may be connected to Frontier's facilities, as provided in this Product Guide.

.2 Assignment of Service

Customer shall not transfer, assign or resell a service without the prior written consent of Frontier. Frontier may freely assign or transfer all or part of its rights under this Product Guide without notice to customer, unless otherwise required by law.

EFFECTIVE: April 1, 2016

SECTION 2 - GENERAL REGULATIONS

2.3 Limitations and Use of Service (Cont'd).3 Cancellation of Service for Cause

- a. Frontier may, with or without notice, suspend or terminate a customer's service and remove any of its equipment from the customer's premises.
 - (1) Frontier may terminate or suspend service without notice if the customer abandons the service or uses the service in such a way as to impair or interfere with the service of other customers, or in an unlawful, fraudulent or otherwise improper manner.
 - (2) Frontier may terminate or suspend service with notice if a customer:
 - (a) Fails to make a deposit as required by this Product Guide.
 - (b) Fails to pay of any sum due for service, except that the following shall not constitute sufficient cause for cancellation or suspension of service:
 - (1) Nonpayment of charges for service by a previous occupant of the customer's premises, unless the customer occupied the premises at the time the delinquency occurred, and the previous customer continues to occupy the premises and shall benefit from the current service.
 - (2) Nonpayment of charges for separate telephone service of another customer in the same residence.
 - (3) Nonpayment of administrative charges as provided in Section 2.5.
 - (c) Violates any other terms or conditions applying to customer's service.
- b. If Frontier refuses to establish service or terminates service, Frontier shall notify the applicant or customer in writing of the reasons(s) for such refusal or termination.
- c. Cancellation of Service Due to Network Changes:
 - (1) Frontier may cancel a customer's service, on thirty (30) days' notice, if:
 - (a) Frontier determines that network facilities that provide the customer's existing service will no longer be used to serve the customer's premises and alternative facilities that Frontier determines to use are not available; or
 - (b) Frontier determines that network facilities that provide the customer's existing service will no longer be used to serve the customer's premises, alternative facilities that Frontier determines to use are available, and the customer does not agree, within the time period specified by Frontier, to receive voice (which may be the same or different from the customer's existing service) over the alternative facilities.

SECTION 2 - GENERAL REGULATIONS

2.3 Limitations and Use of Service (Cont'd)

.4 Cancellation of Service by Customer

Subscribers of services based on packet, optical and wave technology, including Frame Relay Service ¹, Transparent LAN Services, Asynchronous Transfer Mode Cell Relay Service (ATMCRS) ¹, and data services in bandwidths greater than 1.5 Mbps may cancel such services by giving 30 days' notice, either written or verbal.

(C)

2.4 Establishment and Furnishing of Service

.1 Availability of Facilities

- a. Frontier may determine, in its sole discretion, which network facilities (for example, copper or fiber) will be used to provide service. Frontier shall furnish service at its discretion, subject to the availability of the facilities Frontier has determined to use.
- b. The rates and charges quoted in this Product Guide provide for the furnishing of service and facilities where suitable facilities are available and are subject to any other applicable Product Guide provisions.
- c. When providing services under this Product Guide would involve extending Company facilities to an applicant's property or would otherwise be uneconomic or not justified based on economic factors, as determined in the Company's sole discretion, the company in its discretion may provide the services upon the application for service and payment of construction charges as determined by the Company in accordance with the regulations set forth in, "Charges Applicable Under Special Conditions," except as otherwise specified.
- d. In certain instances, i.e., when spare facilities and/or equipment are not available, it may be necessary to preempt existing services to provision or restore National Security Emergency Preparedness (NSEP) Service. If, in its best judgment, the Telephone Company deems it necessary to preempt, then the Telephone Company will ensure that:
 - (1) The service(s) preempted have a lower or do not contain NSEP assigned priority levels.
 - (2) The reasonable effort is made to notify the preempted service customer of the action to be taken.

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

(N)
|
(N)

EFFECTIVE: April 1, 2016

SECTION 2 - GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Cont'd).2 Flat and Message Rate Service

a. Individual Lines

- (1) When flat, message, or measured service rate lines are available, a business customer may select only one type of service. Residential customers may select more than one type of service, but this arrangement may result in separate bills provided for each line.
- (2) A combination of both flat and message rate or measured service may be furnished on the same premises to unaffiliated customers where none of the customers have access on either an incoming or outgoing basis to the other's service. A combination of flat and message rate or measured service will not be furnished on the same premises to the same business customer. Exceptions to the general restriction on mixing flat rate service and either message rate or measured service are provided under Sections 2.4.2b.(2), 2.4.2c., 3.12.2f., and 16.
- (3) Message rate lines will not be furnished in connection with:
 - (a) Foreign Central Office Service except as provided under this Product Guide.
 - (b) Secretarial Services Facilities
- (4) A combination of measured foreign exchange and flat rate local exchange service is permitted.

b. Private Branch Exchange Trunk Lines

- (1) Flat rate PBX trunks are available in connection with PBX service at business locations (including hospitals) except as noted in Sections 2.4.2b.(2) and 2.4.2c. below.
- (2) Message rate PBX trunks are the only trunks available in connection with PBX service at hotels, motels, yacht basins and the like, for the use of guests. Message rate trunks are also available for the use of tenants of apartment houses, co-ops, and apartment hotels and motels in connection with PBX service.
- (3) For administrative use at locations as listed in the preceding paragraph, flat rate PBX trunks are available for termination on Class E type PBX systems, provided that such trunks cannot be accessed by guests or tenants.
- (4) In no case will a combination of flat rate and message rate PBX trunks be provided in connection with manual PBX systems.

- c. When a Special Access Line, IntraLATA Interexchange Private Line or Private Bypass facility is connected to a device capable of and intended to complete calls into the Local Exchange Network, there will be an additional Measured or Message charge associated with the flat rate Exchange Service Rate for that device (e.g., the PBX trunk in the case of a PBX) as specified in this Product Guide.

SECTION 2 - GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Cont'd).3 Application for Service

- a. Frontier shall accept orders for new service, changes to existing service, and orders to discontinue service only from the customer or any representative duly authorized by the customer.
- b. Orders for service shall be made in the manner prescribed by Frontier. A new customer must provide proof of identity acceptable to Frontier.
- c. Where the applicant has any past due or unpaid accounts with Frontier, the application for service may be rejected until the amount due is paid in full and the amount required for advance payment or deposit has been paid. If service has already been established, Frontier may suspend or disconnect such service until satisfactory arrangements have been made for the payment of the prior indebtedness.
- d. Where an application for service is canceled prior to the start of installation or special construction of facilities, no charge applies.
- e. Where costs for installation, rearrangement, or modification of facilities or equipment, other than those included as part of special construction, have been incurred prior to the cancellation, the charge specified in (1) or (2) below, whichever is lower, applies.
 - (1) A charge equal to the estimated costs incurred.
 - (2) The charge for the minimum period of the service ordered by the customer as provided in this Product Guide, plus the full amount of any termination charges applicable.
- f. When a customer requests a change in location of all or part of the facilities covered by a service order, or requests additions, rearrangements or modifications of existing service and equipment prior to completion of the work involved, the customer shall pay the difference between the total costs incurred by Frontier in completing the work involved and the costs that would have been incurred had the final location of the facilities been specified initially.

.4 Application of Rates for Business and Residence Service

- a. Business rates apply at business locations and residence rates apply at residence locations.
- b. Business rates apply whenever the service is used primarily or substantially in a business, professional, institutional or otherwise occupational nature or where the directory listing indicates business use. Locations at which business rates apply include, but are not limited to:
 - (1) Offices, stores, factories, mines and all other places of a strictly business nature.
 - (2) Boarding houses, except as modified under 2.4.4c.(2) below; offices of hotels, halls and offices of apartment houses, colleges, quarters occupied by clubs and fraternal societies, except as modified under 2.4.4c.(5); schools, hospitals, nursing homes, libraries and in churches.
 - (3) Those where a business designation is provided or when any title indicating a trade or profession is listed in the telephone directory or in other advertising, except as modified under 2.4.4c.(3) below.

SECTION 2 - GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Cont'd).4 Application of Rates for Business and Residence Service (Cont'd)

c. Residence rates apply for:

- (1) Private residences where a business listing in the telephone directory or business advertising is not utilized.
- (2) Private apartments in hotels, clubs and boarding houses where service is confined to the domestic use of the customer and business listings are not employed.
- (3) The place of residence of a clergyman, physician, registered or practical nurse, midwife, dentist, veterinary surgeon or other medical practitioner or religious practitioner, provided the service is not installed in that portion of the customer's residence which is used as an office, but is located in the customer's domestic establishment, and provided no business designation is employed. Titles such as "Dr.", "Rev.", "Judge", and "Professor" are not considered business designations.
- (4) Private stable or garage when strictly a part of the customer's domestic establishment.
- (5) College fraternity houses where members of the fraternity lodge, or lodge and board, within the house.
- (6) Secretarial line terminations of residence main service terminating as extension lines on the premises of a telephone answering bureau.

- d. A change from residence to business service may be made without a change in telephone number. Service charges, which apply for such changes, are included in Section 4.
- e. A change from business service to residence service may be made only in the event of a change in the customer's arrangements which would entitle the customer to a residence classification of service. In such instances, a new telephone number is assigned to the reclassified service.

.5 Transfer of Service between Customers

- a. An existing customer may transfer service to a new customer so long as there is no lapse in the provision of service. The Network Access Change Charge, as specified in this Product Guide, will apply to the new customer's account for such a transfer.
- b. If existing service is transferred to a new customer, the assigned telephone number may be retained by the new customer only if the former customer consents and an acceptable arrangement is made to pay all outstanding charges on the account.

SECTION 2 - GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Cont'd).6 Initial Service Periods

- a. Unless otherwise specified herein or in a separate service contract, a rate specified for a service is a monthly rate and the initial service period is one month commencing on the date service is installed.
- b. A service for which no early termination charge is specified may be terminated prior to the expiration of the initial term of service provided reasonable written notice of termination is provided by the customer and payment of all accrued charges is made.

.7 Floor Space, Electric Power and Operations at the Customer's Premises

- a. The customer is responsible for the provision, maintenance, and expense of all space and floor arrangements required on customer's premises for the Frontier facilities required to provide services. Suitable power outlets and commercial power required for the operation of such facilities shall be provided by, and at the expense of, the customer.
- b. In the event of a power failure, no allowance is made for interruption of service. Frontier shall not be liable for any damage to the customer's premises resulting from or arising out of the customer-provided power supply.
- c. All operations required by the customer to use the communications facilities provided by Frontier shall be performed at customer's expense and must conform to the operating practices and procedures of Frontier to maintain a proper standard of service.

.8 Provision and Ownership of Equipment and Facilities

- a. Equipment and facilities furnished by Frontier are the property of Frontier and, except as otherwise provided, herein shall be installed, maintained and removed by Frontier. Customer shall provide Frontier access to such equipment and facilities on reasonable terms.
- b. Customers may not disconnect or remove or permit others to disconnect or remove any equipment installed by Frontier, except as expressly provided in this Product Guide or upon the written consent of Frontier.

.9 Provision and Ownership of Telephone Numbers

Telephone numbers are used to facilitate use of the services provided by Frontier. A customer has no ownership interest in a telephone number, or any other call number designation associated with services furnished by Frontier, and no right to the continuance of service through any particular central office. Frontier reserves the right to change telephone numbers, or the central office designation associated with such numbers, or both, assigned to the customer, whenever Frontier deems it necessary to do so. Each customer acknowledges and consents to the disclosure of the telephone number (whether published, nonpublished or nonlisted) and associated name and address for use in connection with Emergency Reporting Services (i.e., Basic and Enhanced 911) and upon demand of lawful authority.

SECTION 2 - GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Cont'd)

.10 Work Performed Outside Regular Working Hours

Whenever a customer requests that work associated with the provision of service be performed outside Frontier's regular working hours; or that the Frontier expedite the installation or rearrangement of service; or that work once begun be interrupted, so that the Frontier incurs costs that would not otherwise have been incurred, the customer may be required to pay, in addition to the standard rates and charges otherwise applicable for the service, the amount of additional costs incurred by Frontier to meet the customer's special requirements.

.11 Vacation Service – Business¹ – Grandfathered as of May 11, 2020

(C)

a. General

- (1) Business Vacation Service permits business customers to temporarily suspend their service. It is available to flat rate individual line business service and flat rate business rotary service. Business Community Plus Plan customers are also eligible for Vacation Service.
- (2) Business customers who subscribe to Message Rate Service or the Basic Calling Plan of Frontier's Local Calling Plans are not eligible for Vacation Service. PBX, Centrex Service, Foreign Central Office (FCO) and Foreign Exchange (FX) services are not eligible for Vacation Service.
- (3) Vacation Service is provided only where required facilities are available.
- (4) Vacation Service is not available for periods of less than one (1) month or greater than nine (9) months. Regular service must be active for at least ninety (90) days in a calendar year.
- (5) No outward or inward service is provided during the period of Vacation Service. At the request of the customer, inward calls to a location at which service is suspended may be referred to the call number of another location in the same or a distant exchange.
- (6) Monthly bills for line service are rendered at the Vacation Service rate during the Vacation Service period and are to be paid in accordance with regular collection practices.
- (7) During the period of Vacation Service, no installations, moves, changes or maintenance are permitted. Changes to a billing address are permissible.
- (8) Unless the customer specifically requests a service restoration date earlier than the latest permissible restoration, complete service and billing will be restored on the last day of the maximum allowable vacation period of nine (9) months.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 11, 2020.

(N)

SECTION 2 - GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Cont'd)

.11 Vacation Service – Business¹ – Grandfathered as of May 11, 2020

(C)

b. Application of Charges -Business Service

The charge for business service during the period of Vacation Service is 50% off the access line rate.

- (1) During Vacation Service, Miscellaneous Calling Services directly associated with the line service will not be charged. Any Miscellaneous Services not directly associated with the line service, such as Directory Listing or Operator Service, will continue at standard Product Guide rates.
- (2) A Seasonal Service Establishment Charge as specified in this Product Guide shall apply at the time a business customer requests Vacation Service. No service order charges apply to restore service at the completion of the Vacation Service period.
- (3) The federal End User Access Charge specified in the FCC Tariff is applicable during Vacation Service.

c. Service Suspension Option for Residential Customers¹ - Grandfathered as of May 11, 2020

(C)

Residential Customers may obtain, at no charge, a temporary suspension of service for a period of at least one month and up to nine months. This option is not available for residential message rate service, Basic Calling Service, or a Frontier local bundled service. This option also is not available to Lifeline customers. During the suspension period there is no inward or outward service, installations, moves, changes or maintenance provided. Inward calls will be referred to any telephone number the customer specifies for a period of thirty (30) days.

The services provided to a customer prior to a temporary service suspension are not retained for reconnection. At the time of reconnection, the customer must subscribe to a service based on service availability. Nonrecurring charges, specified in this Product Guide, do not apply to the Reconnect Charges. The customer must request a restoration date in advance of the maximum allowable suspension period, or residential flat rate billing will be charged, beginning on the last day of the maximum allowable temporary service suspension period of nine (9) months.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 11, 2020.

(N)

SECTION 2 - GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Cont'd)

.12 Vacation Get Away Service

a. General

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

b. Conditions

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

(C)

c. Rates and Charges

Nonrecurring Charge

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

SECTION 2 - GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Cont'd).12 Residence Service for Frontier Employees

- a. Provision of service to Frontier Florida LLC employees will be furnished in accordance with subparagraphs b. and c. below, upon application by the employee and approval of the application by the proper official of Frontier.
- b. The services specified in subparagraph c. below are available to the following:
 - (1) Frontier board members serving in an active capacity;
 - (2) Executive officers and management employees;
 - (3) Hourly employees who have completed ninety (90) days of continuous service with Frontier;
 - (4) Any hourly employee who transfers from another Frontier company and has completed a total of ninety (90) days of continuous service at the previous Frontier company.
- c. The services furnished to those in paragraph b. above include the following:
 - (1) Residence Local Exchange Service as specified in this Product Guide.
 - (2) Residence Additional Listings as specified in this Product Guide.
 - (3) Vacation Service as specified in this Product Guide.
 - (4) Telephone Number Change Charge as specified in this Product Guide.
- d. Service provided to an employee under this Section is furnished for personal use only and must not be used for business purposes. Only one (1) residence service, as specified in above, will be provided to an employee and such service will be provided only at an employee's primary residence located within the Frontier service area.
- e. Services, provided under this section, will be furnished at no charge (including any applicable network access or installation charges associated with a service) to the following categories of employees: Frontier board members, executive and management employees (whether active or retired), and retired hourly employees. Active hourly employees, as defined in Section 2.4.12 b. (3) above, will be furnished service at fifty percent (50%) of the standard rates and charges including any applicable network access or installation charges for the services. Employees on approved leave of absence and/or military leave are eligible for service in accordance with the provisions specified in this section.
- f. Intra-LATA toll calls are furnished at no charge to active Frontier board members, executive officers, and management employees, whether active or retired. Hourly employees who retired prior to November 1, 1985, are furnished intra-LATA toll calls at no charge.
- g. Provision of service under this Section will continue to the surviving spouse for a period of six (6) months following the death of an active or retired employee.
- h. Regular rates and charges are applicable to all employees for all other services that are not specified in this section.

SECTION 2 - GENERAL REGULATIONS

2.4 Establishment and Furnishing of Service (Cont'd)

.13 Termination Liability

A. Termination Liability Plans:

PLAN 1 and 2

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

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

2. If the rate for any service is increased during the term commitment period, exclusive of any increase due to local, state or federal fees, taxes or surcharges, the customer may terminate the service without incurring an early termination charge.
3. End of Term Options
 - (a) Prior to the end of the term commitment period, the customer may select one of the following options, to be effective at the end of the term:
 - (1) Renew the service with the same term commitment,
 - (2) Renew the service with a new term commitment,
 - (3) Arrange for a change of service, or
 - (4) Arrange for termination of the service.
 - (b) In the event the customer does not select one of the above options, the customer will be converted to the shortest-term period available under this Product Guide (i.e., month-to-month, one year, etc.) for the same service, and will be subject to the applicable term commitment, if any, unless the customer contacts Frontier to terminate the service within sixty (60) days of the conversion date.

SECTION 2 - GENERAL REGULATIONS

2.4 Payment Arrangements and Credit Allowances (Cont'd).13 Termination Liability (Cont'd)

- a. Customers may choose one of the following Termination Liability Plans: (Cont'd)

PLAN 3

Early termination charge of Business Dial Tone Line, PBX Trunk, Centrex and Solutions for Business with a 2-year term agreement will be calculated at 100% of the monthly Product Guideed recurring charge(s) (excluding any promotional discounts) for the remainder of the term on a per line basis. In addition, two-year term customers will automatically renew at the end of the existing term with 30 days to opt out before the end of a term to 60 days after the term automatically renews with no early termination charge. Expiration date for all 2-year terms will be coterminous based on the date of the first term established. Customer termination of service within the first 30 days, starting on the Order Completion Date, will result in customer liability for the non-recurring and recurring charges for the period of time the service was provided, termination liability will be waived.

- b. Early termination charges will not be assessed under the following circumstances:
1. Customer moves existing service either to a new location at 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 commitment;
 2. Customer desires to move the existing service to a new location within Frontier's service area, but the service is unavailable at the new location;
 3. Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
 4. Customer changes to another service or upgrades service to a higher speed or capacity under a term commitment, provided the following conditions are met:
 - (a) The value of the new term commitment is equal to or greater than the remaining value of the existing term commitment, and
 - (b) The order to discontinue the existing service and the order for the new or upgraded service are submitted to Frontier at the same time.
- c. The provisions set forth in Sections 2.4.13.a above apply only to those services that reference this section regarding termination liability. Different termination liability may apply to a service depending on the specific Product Guide or contract terms for that service.

.14 Damage to Frontier Property

If Frontier's property is damaged, lost, stolen, or destroyed due to the negligence or willful act of the customer or other persons authorized by the customer to use the service, the customer shall be required to pay Frontier the actual cost to repair or replace such property.

SECTION 2 - GENERAL REGULATIONS

2.5 Payment Arrangements and Credit Allowances.1 Advance Payments

- a. An applicant for service is required to pay the network access charges prescribed under "Service Charges," in this Product Guide.
- b. An applicant for service may be required to make an advance payment equal to two months of charges for exchange service, equipment, facilities, listings, and mileage.
- c. Any advance payment is credited to the customer's account after service is established.
- d. An applicant for service may also be required to make an advance payment of all or a portion of the estimated cost to install service if it involves an unusual installation expense. Any advance payment will be applied to the applicant's account and credited against the construction or installation charge.

(C)

.2 Credit and Deposits for Applicants

The Company may, in order to safeguard its interests, require an applicant to establish satisfactory credit or pay a cash deposit before providing service. The Company may also require a new deposit for existing customers in situations where the company has good reason to believe that payment is in jeopardy.

.3 Payment for Service

- a. All service charges billed to a customer are payable at a Frontier Business Office or at any agency duly authorized to process such payments. Any objection to billed charges must be reported to Frontier. Bill adjustments shall be made to the extent that available records and/or circumstances indicate that such adjustments are warranted. Where a customer is assessed a charge in the incorrect amount, Frontier may limit back-billed charges or credits, as appropriate, to the previous twelve months. Where a customer is overcharged, regardless of the reason, Frontier shall not be liable for any interest, dividend or other compensation on the amount overcharged unless required by law.
- b. The customer shall pay monthly in advance or on demand all charges for service and equipment and shall pay on demand all charges for long-distance service. The customer is responsible for payment of all charges for services, including charges for services originated or charges accepted at the customer's location, and for charges incurred by any person entitled to use of the service.
 - (1) A charge will be assessed whenever a check submitted by a customer for payment is dishonored by the customer's financial institution. The charge will be \$30.00. A check will be deemed "dishonored" if it is returned, unpaid, for any reason.

SECTION 2 - GENERAL REGULATIONS

2.5 Payment Arrangements and Credit Allowances (Cont'd).3 Payment for Service (Cont'd)

- c. A bill shall not be considered delinquent prior to the expiration of fifteen (15) days from the date it is mailed or personally delivered by Frontier. However, Frontier may demand immediate payment:
- (1) Where service has been terminated or abandoned;
 - (2) Where toll service is two (2) times greater than the customer's average usage as reflected on the monthly bills for the three (3) months prior to the current bill or, in the case of a new customer who has been receiving service for less than four (4) months, where the toll service is twice the estimated monthly toll service.
- d. If service has been suspended for non-payment, it may be restored as provided under this Product Guide.
- e. If service has been disconnected for non-payment, it may be reestablished only upon the creation of a new service account.
- f. At its discretion, Frontier may restore or reestablish service which has been suspended or disconnected for non-payment prior to full payment of all outstanding charges. Such an act shall not affect Frontier's rights to suspend or disconnect service for non-payment of any such or other charges due and unpaid, nor shall a decision not to suspend or disconnect service for non-payment prevent Frontier from subsequently suspending or disconnecting service for such non-payment.

.4 Provision for Certain Taxes and Fees

When a municipality or political subdivision of the state charges Frontier any license, occupational, franchise, inspection or other similar tax or fee, whether in a lump sum, or at a flat rate, or based on receipts, or based on poles, wires, conduits, or other facilities, the aggregate amount of such taxes and fees will be billed, insofar as practical, pro rata to exchange customers receiving service in that municipality or political subdivision.

.5 Late Payment Charge

Residential Customers - A Late Payment Charge of 1.5% or \$9.00, (whichever is greater) of the unpaid balance will be applied to a customer's bill (including accounts billed in accordance with Frontier's Billing and Collection Services Agreements).

Business Customers - A Late Payment Charge of 1.5 percent plus \$14.00 of the unpaid balance will be applied to a customer's bill (including accounts billed in accordance with Frontier's Billing and Collection Services Agreements).

(I)(T)

This provision shall apply to federal and state government entities pursuant to existing statutes applicable to those governmental entities. County and municipal governments will be assessed a 1% Late Payment Charge in accordance with the provisions of the Florida Prompt Payment Act, Sections 218.70-218.79.

SECTION 2 - GENERAL REGULATIONS

2.5 Payment Arrangements and Credit Allowances (Cont'd)

.6 Convenience Fee

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

This fee will not apply if:

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

Nonrecurring Charge

Convenience Fee, per occurrence	\$10.00	(l)
---------------------------------	---------	-----

.7 Out of Service (OOS) Support

- a. Residential or business customers contacting the repair center with an out of service condition on all lines have an option to call forward to another working number (i.e., wireline, wireless or pager) at no charge during the time the telephone number is out of service. Customers not currently subscribing to Call Forwarding service will have this option available only for the duration of the out of service condition.
- b. OOS support is available for customers with outages classified as No Dial Tone (NDT), Can't Call Out (CCO), or Can't Be Called (CBC). During urgent circumstances customers can request OOS support.
- c. Where a charge (local or long-distance) is applicable for a call between the customer's telephone number and telephone number to which calls are to be forwarded, such charge is applicable to the customer on every call forwarded to and answered at the forwarded-to location.
- d. Frontier will not credit the customer for any usage charges associated with customer's wireless service when calls are forwarded to a wireless phone number.
- e. OOS does not constitute waiver of the provisions of the Service Performance Guarantee in this Product Guide.

SECTION 2 - GENERAL REGULATIONS

2.6 Liability of Frontier.1 Service Irregularities

The Telephone Company's liability for damages arising from an interruption to the service, which is not due to the negligence or willful act of the subscriber, or of the Telephone Company, in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, shall not exceed a pro rata adjustment of the fixed monthly charges for the service and facilities rendered useless and inoperative during the period of said interruption, providing the period of interruption is greater than 24 hours after being reported to, or discovered by the Telephone Company. Every month is considered to be thirty days.

.2 Use of Facilities of Other Connecting Carriers

Facilities of other connecting carriers may be used in conjunction with Frontier's facilities in providing service. Neither Frontier nor any such connecting carrier shall be liable for any act or omission of any other company or companies furnishing a portion of such service.

.3 Defacement of Premises

Frontier shall not be liable for any defacement or damage to the customer's premises, resulting from the placement or removal of Frontier's equipment, and associated wiring on such premises, when such defacement or damage is not the result of negligence on the part of Frontier.

.4 Equipment in Explosive Atmosphere

- a. Explosive atmosphere telephone equipment is designed for use in atmospheres other than those classified, or which may hereafter be classified, in the National Electrical Code in Class 1, Group A atmospheres, such as atmospheres containing Acetylene gas. Such equipment must not be used in locations where acetylene gases may be present.
- b. Frontier may require a customer to sign an agreement for the furnishing of such equipment.
- c. The customer shall furnish, install and maintain sealed conduit with explosion-proof fittings between this equipment and points outside the hazardous area where connection may be made with regular facilities of Frontier. The customer may be required to install and maintain this equipment within the hazardous area if, in the opinion of Frontier, injury or damage to Frontier employees or property might result from installation or maintenance by Frontier.
- d. Frontier does not guarantee or make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The customer shall indemnify and hold Frontier harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal presence, condition, location or use of said equipment so provided.

SECTION 2 - GENERAL REGULATIONS

2.7 Furnishing Service

.1 Decision to Furnish Service

- a. Frontier may determine, in its sole discretion, which network facilities (for example, copper or fiber) will be used to provide service. Frontier's decision to furnish service is dependent, among other things, on its ability to procure and retain suitable facilities and rights for the construction and maintenance of the necessary circuits. Such rights shall include the securing, clearing and retaining of suitable rights of way at reasonable costs for construction along public roads and highways and, in the case of construction on private rights of way, private roads or other private property, the obtaining of suitable easements, the execution of standard agreements or other arrangements that may be reasonably required by Frontier.
- b. Situations in which Frontier will not provide service include, but are not limited to, the following:
 - (1) Where Frontier, in its sole discretion, is unable to secure suitable rights to place and maintain facilities to provide the service;
 - (2) Where providing the service is uneconomic or not justified based on economic and other factors, including the availability of service from other providers in Frontier's sole discretion;
 - (3) Where Frontier is unable to make an economic assessment due to Frontier's inability to secure necessary information, from the owner or developer of a property or other relevant party;
 - (4) Where any conditions in this Product Guide are not satisfied, including, without limitation, conditions requiring payment of construction charges under Section 5; or
 - (5) Where otherwise specified in this Product Guide.
- c. Frontier shall furnish service through facilities that extend to the demarcation point on the customer's premises. This is the point of physical interconnection between the Frontier network and the customer's premises wiring. The Frontier side of the demarcation point is part of the Frontier network and is maintained by Frontier.

2.8 Change of Local Service Provider

.1 Authorized Change of Local Service Provider Charges

- a. If a customer authorizes a change in his/her local service provider and subsequently requests that Frontier restore the customer's service(s) as they existed prior to the authorized change, then the customer will be assessed the nonrecurring service charges as specified in this Product Guide.
- b. In addition, the terms and conditions normally associated with a request for new service, as specified in this Product Guide will apply. Frontier will make every reasonable effort to ensure that there is no lapse in the customer's service.

.2 Unauthorized Change of Local Service Provider (Slamming) Charges

If a customer denies authorizing a change in his/her local service provider, as submitted by the alleged unauthorized local service provider, then the alleged unauthorized local service provider will be assessed the nonrecurring service charges, specified in this Product Guide, to restore the customer's service(s) as they existed prior to the alleged unauthorized change, including the customer's PIC and LPIC choices.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 21

EFFECTIVE: April 1, 2016

SECTION 2 - GENERAL REGULATIONS

2.9 Access Service

The rates, terms and conditions for access service furnished by Frontier to customers within its service area are the rates, terms and conditions set forth in Frontier's Facilities for Intrastate Access Tariff.

2.10 Deregulation of Inside Wire and Company-Provided Customer Premises Equipment (CPE)

In compliance with Commission Order No. 15495, Docket Nos. 850848 and 820494, deregulation of Company-provided customer premises equipment (CPE) and deregulation of inside wire was implemented within the exchanges listed below effective on the dates specified as follows:

<u>Effective Dates of Detariffing of CPE and Deregulation of Inside Wire</u>	<u>Class of Service Primary Use</u>	<u>Exchange</u>
July 8, 1985	Business and Residence	Bartow, Frostproof, Haines City, Indian Lake, Lakeland, Lake Wales, Mulberry, Polk City, and Winter Haven
November 4, 1985	Business	Bradenton, Englewood, Myakka, North Port, Palmetto, Sarasota, and Venice
January 20, 1986	Business	Clearwater, Hudson, New Port Richey, St. Petersburg, and Tarpon Springs, Plant City, Tampa, and Zephyrhills
March 17, 1986	Residence	St. Petersburg, Clearwater (Indian Rocks, Largo, and Pinellas Central Offices only)
April 14, 1986	Residence	Tampa, Plant City, Zephyrhills
May 5, 1986	Residence	Bradenton, Englewood, Myakka, North Port, Palmetto, Sarasota, and Venice
May 26, 1986	Residence	Clearwater (all remaining central offices), Hudson, New Port Richey, and Tarpon Springs

Certain special equipment may not have been deregulated at the specified dates.

2A. DETARIFFED SERVICE AGREEMENT (DSA)

.1 GENERAL

All Enterprise Customers, as defined below, that purchase services from this Product Guide after the effective date of this section shall, at the request of Frontier Florida LLC ("Frontier"), execute a Detariffed Services Agreement ("DSA"), substantially in the form attached as Exhibit A to this section. All such purchases by a customer after the Service Agreement Effective Date of that customer's DSA shall be governed by the terms of the DSA and by all other applicable provisions of this Product Guide, as such Product Guide provisions may be modified from time to time. If an Enterprise Customer as defined below purchases services that are subject to this Product Guide and inadvertently fails to execute a DSA, any such services shall nevertheless be subject to the terms and conditions set forth in this Product Guide and the DSA.

Except as set forth herein, in the case of conflict between the provisions of the DSA and other applicable provisions of the Product Guide, the terms of the DSA shall prevail. The fact that a provision appears in the DSA but not in the other provisions of the Product Guide, or in the other provisions of the Product Guide but not in the DSA, shall not be interpreted as, or deemed grounds for finding, a conflict for the purposes of this section. The rates and charges described in the Order (as defined in the DSA) are summarized therein for illustrative purposes only. If any inconsistency exists between the rates and charges described in such Order and the rates and charges included in the Product Guide, the rates and charges included in the Product Guide shall apply.

For purposes of this section, an Enterprise Customer is a business customer that meets any one or more of the following criteria: (a) employs one hundred (100) employees or more; (b) has multiple location sites; or (c) purchases ISDN PRI, Digital T-1 or higher speed services, Frontier core data services, or any services provided by Frontier Communications. In order to satisfy criterion (c) a customer need not purchase the listed services from Frontier, but rather may purchase such services separately from any affiliate of Frontier, under the terms and conditions of the tariffs or product guides of such affiliate, or of agreements between the affiliate and the Enterprise Customer.

This section shall not preclude Frontier from entering into contracts with customers other than Enterprise customers, or from entering into contracts with Enterprise customers differing from or supplementing the DSA, to the extent permitted by law.

An Enterprise customer purchasing services both from this Product Guide and from Product Guides of Frontier's affiliates may, at the option of Frontier, enter into a single DSA that covers all such purchases. Each product or service purchased by a customer pursuant to such multi-affiliate DSA will be governed by the provisions of the DSA and by the applicable provisions of the Product Guide of the Frontier company offering the service in question, and any conflicts between the DSA and the relevant Product Guide shall be resolved in the manner described above.

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 2A - DETARIFFED SERVICE AGREEMENT (DSA)

DETARIFFED SERVICE AGREEMENT

Customer's Legal Name ("Customer") Customer's Corporate Address: [Enter Customer's corp street address here] [Enter Customer's State and Zip here]
By:
Name:
Title:
Date:

1. Services. This Detariffed Service Agreement (the "Service Agreement") is entered into by and between Customer and any of the Frontier Telephone Operating Companies as identified in the Customer's Order(s) (as defined below): Customer may submit Orders (as defined below) for any of the products or services that are included in any Frontier Product Guide and for which the Customer is eligible under the terms of that Product Guide. For purposes of this Service Agreement, a "Product Guide" is a document that Frontier is permitted to use in a particular state, in lieu of a Tariff, to set forth the terms and conditions of its service and product offerings. The terms and conditions of the Product Guide of the Frontier entity identified in the Order shall apply to the product and services agreed to by Customer in the Order. This Service Agreement shall become effective upon the date of execution by Customer (the "Service Agreement Effective Date"). Any purported changes made unilaterally by Customer to the text of this Service Agreement or to the terms and conditions set forth in the Product Guide, in its Order or otherwise, shall not be binding on Frontier. Where Services were previously ordered by Customer from Frontier under the provisions of its Intrastate Tariffs (the "Tariff"), and those services were subsequently detariffed and included in the Product Guide, and the Customer continued to use or purchase such Services after such detariffing, the Services are subject to the terms and conditions set forth in the Product Guide and this Service Agreement. Any services provided by Frontier that are still provided pursuant to Tariff and/or Product Guide are excluded from this Service Agreement and shall remain subject to the applicable Tariff. Such services are further described in the applicable Tariffs and/or Product Guide. The terms and conditions of the Tariff and/or Product Guide are also located at <http://www.frontieronline.com>. Subject to applicable law, under no circumstances may Customer resell the Services being provided under this Service Agreement.
2. Frontier Product Guide. Customer is deemed to have accepted the terms of the Product Guide when Customer submits an Order for Services or uses or pays for the Services. Frontier may revise the terms and conditions of its Product Guide at any time, and the revised terms will become applicable from the effective date of the revisions forward, both to currently purchased services and to subsequently purchased services. Such changes may include changes increasing prices, discontinuing the offering of some or all of the Services, or otherwise restricting or limiting their availability.

SECTION 2A - DETARIFFED SERVICE AGREEMENT (DSA)

3. Customer Consent to Use of Customer Proprietary Network Information ("CPNI"). Frontier acknowledges that it has a duty, and Customer has a right, under federal and/or state law to protect the confidentiality of Customer's CPNI. In order to better serve Customer and offer additional products and services, Frontier, and their affiliates ("Frontier Companies") may need to use and share Customer's CPNI and Confidential Information. CPNI includes information relating to the quantity, technical configuration, type, destination, location, and amount of use of the telecommunications or interconnected voice over Internet protocol services Customer purchases from the Frontier Companies, as well as related local and toll billing information, made available to the Frontier Companies solely by virtue of Customer's relationship with the Frontier Companies. With Customer consent, the Frontier Companies may share Customer CPNI and other Confidential Information among the Frontier Companies so that all may use this information to offer Customer the full range of products and services offered them (see www.Frontieronline.com). By signing this Service Agreement, Customer consents to the Frontier Companies using and disclosing Customer CPNI as described above. Customer may refuse CPNI consent by signing this Service Agreement and by notifying Frontier in writing of Customer's decision to withhold Customer's consent. This is the only method of withdrawing consent for the Frontier Companies' use and sharing of Customer's CPNI, as defined above. All other notices and elections for consenting or withdrawing consent are superseded by this notice and consent. Customer's consent or refusal to consent will remain valid until Customer otherwise advises Frontier in writing, and in either case, will not affect Frontier's provision of service to Customer.
4. Ordering Process. Customer may order the Services pursuant to the applicable Frontier standard ordering processes (each an "Order") which may include executing and submitting an applicable Request for Service (the "RFS"). Customer's submission of an Order shall constitute its binding commitment to purchase the Services described in the Order, at the Customer location(s) ("Customer Location(s)") and for the service period ("Service Period") described therein. After Customer's submission of an Order, the Services will commence on the date when such Service has been installed and made available for Customer's use. Frontier reserves the right to reject any Order submitted hereunder for any reason, including without limitation due to Frontier's obligations under applicable laws, regulations, directives, governmental authority or orders, third party contracts or Customer's failure to meet Frontier's credit approval requirements. Frontier may also reject an Order if it purports to include terms, restrictions, qualifications, or limitations that are inconsistent with the terms and conditions set forth in this Service Agreement or in the Product Guide for the Services ordered. In addition, Frontier may reject an Order (a) in the case of the inability or impracticality of providing the applicable Service in a particular geographic area in which Frontier does not have sufficient presence, capacity, corporate infrastructure or network technical infrastructure to effectively support the requested Service or (b) if Frontier no longer commercially offers the Service.
5. Customer Responsibilities. Customer agrees to provide Frontier with any access and support necessary for the implementation, maintenance and provision of the Services ordered hereunder. Customer is responsible for taking all steps necessary to interconnect the Services at Customer's location(s) including ensuring proper interconnection with the facilities and equipment provided by Frontier or by other affiliated or unaffiliated providers, paying all costs associated with such interconnection, securing any necessary licenses, right of ways and permits and providing proper space, electrical power, heating, ventilation and cooling. Frontier shall not be liable for any damages or losses caused by the failure of equipment, inside wiring or other facilities provided by Customer or a third party (including Frontier affiliates), and Customer shall be liable if such facilities cause damage to Frontier, its network, customers, equipment and/or Frontier's providers. Customer is solely responsible for the selection, implementation and maintenance of security features for protection against unauthorized or fraudulent use of the Service(s) and Frontier shall have no liability therefore.

SECTION 2A - DETARIFFED SERVICE AGREEMENT (DSA)

6. Rates and Payment

- (A) Customer will pay the rates and charges as described in, and as in effect from time to time, in the rate plan for the applicable Services that is set forth in the Product Guide (and, if there is more than one such available rate plan, the one that is selected by the Customer), which rates and charges shall be subject to change, and shall also pay all applicable taxes, fees, and other applicable charges, including but not limited to Federal End User Common Line Charges, charged pursuant to applicable law or regulations in connection with the Services. Taxes, fees and/or surcharges are subject to change without notice to Customer, except as may be required by law. Charges for ancillary services, including but not limited to, charges for installation, change orders, directory assistance and operator services used by Customer, will be imposed at Frontier's then current prices and such charges are also subject to change without notice to Customer except as may be required by law. Except as otherwise provided in the Product Guide, if Customer cancels or terminates any Services Ordered prior to the expiration of the Service Period or term commitment plan applicable to such Services, Customer will promptly pay to Frontier the applicable termination charges as set forth in the Product Guide.
- (B) Frontier shall invoice Customer monthly and payment will be due on the due date identified on the invoice. Undisputed charges paid after the due date may be subject to late payment charges as set out in the Product Guide until Customer's account is current.

7. Unauthorized Use. Frontier shall not be liable for any damages, including charges for Services that Customer may incur as a result of the unauthorized use or misuse of the Services by Customer, Customer's employees, third parties or other members of the public. Customer shall remain responsible for such charges.

8. Indemnification. Customer agrees to defend, indemnify and hold Frontier, its employees, affiliates and agents, harmless from any and all losses, claims, demands, damages, expenses (including reasonable attorneys' fees), or any liability whatsoever, arising from any use of the Services by Customer; or by a person or entity permitted by Customer to use the Services, including without limitation liability resulting from: (a) the content of communication (such as defamation or fraud or infringement of copyright), (b) alleged invasion of privacy; (c) any modification or combination of the Services with other products or services not provided by Frontier; or (d) any infringement of patent rights or other intellectual property rights.

9. Warranty Disclaimer. EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN THE PRODUCT GUIDE, FRONTIER DISCLAIMS ANY AND ALL REPRESENTATIONS AND WARRANTIES, EXPRESS, IMPLIED OR ARISING BY COURSE OF PERFORMANCE, DEALING, CUSTOM OR TRADE USAGE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE (EVEN IF FRONTIER KNEW OR SHOULD HAVE KNOWN SUCH PURPOSE) AND NON-INFRINGEMENT. CUSTOMER AGREES THAT THE SERVICES PROVIDED HEREUNDER ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. FRONTIER DOES NOT WARRANT THAT THE SERVICES WILL MEET CUSTOMER'S NEEDS, OR WILL BE UNINTERRUPTED, ERROR-FREE, OR SECURE.

SECTION 2A - DETARIFFED SERVICE AGREEMENT (DSA)

10. Limitation of Liability

- (A) EXCEPT FOR CUSTOMER'S LIABILITY FOR DAMAGES RESULTING FROM UNAUTHORIZED OR ILLEGAL USE OF THE SERVICE BY CUSTOMER, ITS EMPLOYEES, AGENTS, SUBCONTRACTORS OR OTHER THIRD PARTIES, NEITHER PARTY (NOR ITS SUPPLIERS OR AFFILIATES) SHALL BE LIABLE TO THE OTHER PARTY FOR PUNITIVE, SPECIAL, CONSEQUENTIAL, INCIDENTAL, OR INDIRECT DAMAGES INCLUDING WITHOUT LIMITATION, PERSONAL INJURY, LOSS OF BUSINESS PROFITS, OR OTHER COMMERCIAL OR ECONOMIC LOSS ARISING IN CONNECTION WITH THE SERVICES, EVEN IF THE PARTY KNEW OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES.
- (B) EITHER PARTY'S MAXIMUM TOTAL LIABILITY TO THE OTHER PARTY IN CONNECTION WITH THE SERVICES, FOR ANY AND ALL CAUSES OF ACTION AND CLAIMS, SHALL BE:
 - (1.) FOR DAMAGES DUE TO FAILURES OR DISRUPTION IN THE SERVICES CAUSED BY THE PARTY'S NEGLIGENCE OR BREACH OF OBLIGATIONS UNDER THE PRODUCT GUIDE, THE CHARGES FOR THE AFFECTED SERVICES, PRORATED FOR THE PERIOD OF THE FAILURE;
 - (2.) FOR DAMAGES TO REAL OR PERSONAL PROPERTY OR BODILY INJURY OR DEATH TO ANY PERSON PROXIMATELY CAUSED BY THE PARTY'S NEGLIGENCE, THE AMOUNT OF DIRECT DAMAGES PROVEN;
 - (3.) FOR INDEMNITY, THE REMEDIES SET FORTH IN THE SECTION ABOVE TITLED INDEMNIFICATION;
 - (4.) FOR ANY DAMAGES ARISING IN TORT OUT OF THE WILLFUL OR INTENTIONAL MISCONDUCT OF THE PARTY, THE AMOUNT OF DIRECT DAMAGES PROVEN;
 - (5.) FOR ALL OTHER DAMAGES NOT SET FORTH ABOVE AND NOT EXCLUDED UNDER THE PRODUCT GUIDE, EACH PARTY'S MAXIMUM LIABILITY DURING ANY TWELVE MONTH PERIOD SHALL BE LIMITED TO THE LESSER OF (i) DIRECT DAMAGES PROVEN, OR (ii) THE AMOUNT PAID BY CUSTOMER TO FRONTIER UNDER THE PRODUCT GUIDE FOR THE ONE (1) MONTH PERIOD PRIOR TO ACCRUAL OF THE MOST RECENT CAUSE OF ACTION.

NOTHING IN THIS SECTION SHALL LIMIT CUSTOMER'S LIABILITY TO FRONTIER FOR ANY AND ALL CHARGES INCURRED FOR SERVICES.

- 11. Termination of Services. Frontier may discontinue or limit the use of the Services by Customer for non-payment, non-compliance with the terms and conditions set forth in this Service Agreement or in the Product Guide, fraudulent use, or for any other reason set forth in the Product Guide.
- 12. Performance Excused. Frontier's performance shall be excused if its performance is delayed or prevented due to force majeure events, acts of any third party, or any cause(s) beyond Frontier's reasonable control, including, but not limited to, fire, vandalism, cut cable, power failures or labor difficulties.

SECTION 2A - DETARIFFED SERVICE AGREEMENT (DSA)

13. General Terms

- (A) **Governing Law.** In the event of a claim or dispute, the law and regulations of the jurisdiction in which Frontier provides to Customer the particular Service that is the subject of such claim or dispute shall apply.
- (B) **Enforceability.** Either party's failure to enforce any of the provisions herein and/or in the Product Guide or to exercise any right or option is not a waiver of any such provision, right or option, and shall not affect the validity of this Service Agreement and/or the Product Guide. If any provision contained herein or in the Product Guide or the provision of any Service under the terms hereof is deemed illegal, invalid, or otherwise prohibited under applicable law or regulation in any state or jurisdiction, then this Service Agreement and/or the Product Guide shall be construed as if not containing such provision or requiring the provision of such invalid, illegal, prohibited, or unapproved Service in such state or jurisdiction, and the remaining terms and conditions of the Product Guide shall continue to apply as necessary to reflect the original intention of the parties.
- (C) **Assignment.** Frontier may assign or transfer part or all of the Service Agreement to any affiliate or successor to substantially all of its assets in the locations where Service is provided hereunder. Upon reasonable prior written notice to Frontier, Customer may assign or transfer this Service Agreement to any company that is the successor to all or substantially all of its assets, provided all charges for Service provided prior to such transfer or assignment are paid in full when due and Customer's affiliate or successor meets Frontier's creditworthiness standards. Except as otherwise required by applicable law or regulation, all other attempted assignments shall be void without the prior written consent of the other party.
- (D) **Availability.** The Services are offered in locations where made available by Frontier in its sole discretion.
- (E) **Entire Agreement.** This Service Agreement and the Product Guide and any applicable Order (hereinafter referred to as the "Agreement") constitute the entire agreement between the parties with respect to the Services and shall supersede all prior oral or written quotations, communications, negotiations, representations, understandings or agreements made by or to any employee, officer, or agent of any party on the subject matter hereof. The Agreement may not be modified or rescinded except by a writing signed by authorized representatives of each party.

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 2A - DETARIFFED SERVICE AGREEMENT (DSA)

REQUEST FOR SERVICE

[Enter full corporate name here] ("Customer") [Enter Customer's corp street address here] [Enter Customer's State and Zip here]	Billing Telephone Number ("BTN"): [Enter Service BTN here if it exists]
By:	
Name:	
Title:	
Date:	

1. Services. This Request for Service ("RFS") is made part of the Detariffed Service Agreement (the "Service Agreement") previously entered into by Customer on [Enter Date DSA was signed] with a Contract ID: [Enter Contract ID] by and between Customer and ("Frontier"), and constitutes an "Order" as defined in such Service Agreement. The Services (as defined below) are provided by Frontier pursuant to, and are governed by, its Product Guide ("Product Guide") and the Service Agreement. Pursuant to Customer's signature on the date indicated above (the "RFS Effective Date"), Customer applies for and agrees to purchase these Intrastate Detariffed Business Telecommunications products or services described below and as further described in the Product Guide (the "Services") for the Service Period defined below.
2. Service Period. Customer is ordering the Services for a period of _____ (____) consecutive months following the RFS Effective Date and commencement of Services (the "Service Period").
3. Rates and Payment. The rates for the Services are set forth in the Product Guide and are summarized below. Customer will also pay any applicable charges, fees, taxes and surcharges, including Federal End User Common Line Charges, charged pursuant to applicable law, regulations or the Product Guide. Any other work, services or facilities required will be provided subject to prevailing Product Guide rates and charges, or, if such services are not subject to the Product Guide, prevailing tariff or other Commission-authorized rates, terms and conditions then in effect.

Quantity	Services	Monthly Unit Rate	Non-recurring Charges / Unit
	[Insert the applicable Service as it appears in ILEC Product Guide]		

Note: Any mileage quantities listed in the table above shall be deemed initial estimates, and billing will be based on actual mileage.

Pursuant to the Service Agreement, Frontier may revise the terms and conditions of the Product Guide at any time, and the revised terms will become applicable from the effective date of the revisions forward, both to currently purchased services and to subsequently purchased services. Such changes may include changes increasing prices, discontinuing the offering of some or all of the Services, or otherwise restricting or limiting their availability.

SECTION 2A - DETARIFFED SERVICE AGREEMENT (DSA)

4. Customer Location(s).

The Services will be provided at the following Customer Location(s):

[Enter the Customer Location address]
[Enter any additional Customer's Location address, if needed]
[Enter any additional Customer's Location address, if needed]
[Enter any additional Customer's Location address, if needed]

Pursuant to the Service Agreement, Frontier reserves the right to reject any Order submitted hereunder for any reason, including without limitation due to Frontier's obligations under applicable laws, regulations, directives, governmental authority or orders, third party contracts or Customer's failure to meet Frontier's credit approval requirements. Frontier may also reject an Order if it purports to include terms, restrictions, qualifications, or limitations that are inconsistent with the terms and conditions set forth in the Service Agreement or in the Product Guide for the Services ordered. In addition, Frontier may reject an Order (a) in the case of the inability or impracticality of providing the applicable Service in a particular geographic area in which Frontier does not have sufficient presence, capacity, corporate infrastructure or network technical infrastructure to effectively support the requested Service or (b) if Frontier no longer commercially offers the Service.

5. Early Termination. Pursuant to the Service Agreement, if Customer cancels this Order or terminates any Services pertaining to this Order prior to expiration of the Service Period, Customer will promptly pay to Frontier any termination and cancellation charges specified in the Product Guide.

6. Assignment. Assignment. Frontier may assign or transfer part or all of the Agreement to any affiliate or successor to substantially all of its assets in the locations where Service is provided hereunder. Upon reasonable prior written notice to Frontier, Customer may assign or transfer this Order to any company that is the successor to substantially all of its assets, provided all charges for Service provided prior to such transfer or assignment are paid in full when due and Customer's affiliate or successor meets Frontier's creditworthiness standards. Except as otherwise required by applicable law or regulation, all other attempted assignments shall be void without the prior written consent of the other party.

7. Customer Consent to Use of Customer Proprietary Network Information ("CPNI"). Frontier acknowledges that it has a duty, and Customer has a right, under federal and/or state law to protect the confidentiality of Customer's CPNI. In order to better serve Customer and offer additional products and services, Frontier, and their affiliates ("Frontier Companies") may need to use and share Customer's CPNI and Confidential Information. CPNI includes information relating to the quantity, technical configuration, type, destination, location, and amount of use of the telecommunications or interconnected voice over Internet protocol services Customer purchases from the Frontier Companies, as well as related local and toll billing information, made available to the Frontier Companies solely by virtue of Customer's relationship with the Frontier Companies. With Customer consent, the Frontier Companies may share Customer CPNI and other Confidential Information among the Frontier Companies so that all may use this information to offer Customer the full range of products and services offered them (see www.Frontieronline.com). By signing this Service Agreement, Customer consents to the Frontier Companies using and disclosing Customer CPNI as described above. Customer may refuse CPNI consent by signing this Service Agreement and by notifying Frontier in writing of Customer's decision to withhold Customer's consent. This is the only method of withdrawing consent for the Frontier Companies' use and sharing of Customer's CPNI, as defined above. All other notices and elections for consenting or withdrawing consent are superseded by this notice and consent. Customer's consent or refusal to consent will remain valid until Customer otherwise advises Frontier in writing, and in either case, will not affect Frontier's provision of service to Customer.

PRODUCT GUIDE

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.1 General

- .1 This Product Guide specifies rate schedules applicable for grades and classes of local exchange service ordered.
- .2 Exchange rate schedules are applied according to the total number of main station lines and PBX trunks in the local service area.
- .3 Exchange Service Areas for each exchange are identified on maps filed in this Product Guide.
- .4 The rates for service and equipment not specifically shown in this section are presented in other sections of this Product Guide.
- .5 Service charges, as provided in this Product Guide, are applicable to the provision of basic local exchange service.
- .6 Pursuant to passage of the Telecommunications Access Systems Act of 1991 by the Florida Legislature during the 1991 session, a monthly surcharge shall be imposed on all local exchange telecommunications company customers on an individual access line basis, except that such surcharge shall not be imposed upon more than 25 basic telecommunications access lines per account bill rendered. The Commission shall determine the amount of the surcharge; however, in no case shall the amount exceed 25 cents per line per month. The surcharge shall appear on the initial bill to the customer and itemized at least once annually.

3.2 Rate Schedules

.1 Flat Rate Schedule

a. Main Station Line Service Month to Month Rates.

Rate Group	Main Station Lines and PBX Trunks	Monthly Rates One-Party		Main Stations Arranged with Rotary Service	(I)
		Residence	Business	Business	
1	0- 50,000	\$26.99	\$46.00	\$48.99	(I)
2	50,001- 90,000	\$26.99	\$46.00	\$48.99	
3	90,001-170,000	\$26.99	\$46.00	\$48.99	
4	170,001-300,000	\$26.99	\$46.00	\$48.99	
5	Over 300,000	\$26.99	\$46.00	\$48.99	

b. Monthly Term Rates for Business Main Station Line Services. ²

Term ⁴	One-Party Business	Main Stations Arranged with Rotary Service Business	(I)
1 year ¹	\$34.95	\$42.75	
2 year ³	\$36.95	\$40.95	
3 year ¹	\$33.95	\$40.95	

¹ In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in this Product Guide will apply.

² The Central Office Line Connection Service Order Charge in this Product Guide is not applicable to 1, 2 or 3-Year term rates.

³ In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in this Product Guide will apply. Lines subscribed to under termination liability Plan 3 may not be combined with other voice services or features under a term commitment. Other voice services and features may be combined with Plan 3 when these other voice services and/or features are purchased on a month-to-month basis.

⁴ This service offering is grandfathered and limited to all existing subscribers at their existing locations as of June 26, 2020.

PRODUCT GUIDE

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.2 Rate Schedules (Cont'd)

.1 Flat Rate Schedule (Cont'd)

c. Business with Unlimited Extended Calling Service (ECS) Month to Month Rates.

<u>Rate Group</u>	<u>Main Station Lines and PBX Trunks</u>	<u>Business One-Party with Unlimited ECS</u>	<u>Main Stations Arranged with Rotary Service with Unlimited ECS</u>
1	0- 50,000	\$46.99	\$54.00
2	50,001- 90,000	46.99	54.00
3	90,001-170,000	46.99	54.00
4	170,001-300,000	46.99	54.00
5	Over 300,000	46.99	54.00

d. Monthly Term rates for Business with Unlimited ECS.^{1, 6}

(C)

<u>Number of Main Station Lines and Trunks</u>	<u>Business One-Party with Unlimited ECS</u>		<u>Main Stations Arranged with Rotary Service, each</u>	
	<u>1-Year Term</u> ^{2,3,4}	<u>3-Year Term</u> ^{2,3,4}	<u>1-Year Term</u> ^{2,3}	<u>3-Year Term</u> ^{2,3}
1-24	\$39.00	\$36.00	\$49.00	\$44.00
25+	\$ 34.00	\$31.00	\$47.00	\$42.00
	<u>2-Year Term</u> ^{3,5}		<u>2-Year Term</u> ^{3,5}	
1-24	\$36.00		44.00	
25+	\$31.00		\$42.00	

¹ Flat Rate Business ECS 1-, 2- and 3-year term rates apply only to Business One-Party lines, Main Stations Arranged with Rotary, and/or PBX trunks; does not apply to Centrex Service NARs.

² In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in this Product Guide will apply.

³ The Central Office Line Connection Service Order Charge in Section 4 is not applicable to 1, 2 or 3-year term rates.

⁴ The customer agrees that by ordering and subscribing to a term agreement for business dial tone telephone services, Frontier shall waive the line connection charges on said order, where applicable. The 1 or 3 year term customer further agrees that should said services be discontinued within the first 12 months of the contract start date, the customer shall repay the original waived charges as an early termination penalty, in addition to 25% of the monthly line charge, for the number of months remaining in the agreement.

⁵ In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in this Product Guide will apply. Lines subscribed to under termination liability Plan 3 may not be combined with other voice services or features under a term commitment. Other voice services and features may be combined with Plan 3 when these other voice services and/or features are purchased on a month-to-month basis.

⁶ This service offering is grandfathered and limited to all existing subscribers at their existing locations as of June 26, 2020.

(N)
(N)

PRODUCT GUIDE

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.2 Rate Schedules (Cont'd)

.2 Message Rate Schedule

- a. The following schedules of rates are applicable for message rate main station line service. Message rates and allowances do not apply for calls made to Extended Calling Service (ECS) exchanges in Section 3.11.

(1) Business

<u>Rate Group</u>	<u>Main Station Lines and PBX Trunks</u>	<u>Individual Line Monthly Charge</u>	<u>Monthly Message Allowance</u>	<u>Additional Local Message Charge</u>	<u>Main Stations Arranged With Rotary Service</u>	
1	0- 50,000	\$34.50	0	\$.11	\$34.80	(I)
2	50,001- 90,000	\$34.50	0	\$.11	\$34.80	
3	90,001-170,000	\$34.50	0	\$.11	\$34.80	
4	170,001-300,000	\$34.50	0	\$.11	\$34.80	
5	Over 300,000	\$34.50	0	\$.11	\$34.80	(I)

(2) Residence

<u>Rate Group</u>	<u>Main Station Lines and PBX Trunks</u>	<u>Individual Line Monthly Charge</u>	<u>Monthly Message Allowance</u>	<u>Additional Local Message Charge</u>	
1	0 - 50,000	\$22.00	30	\$.10	(I)
2	50,001- 90,000	\$22.00	30	\$.10	
3	90,001-170,000	\$22.00	30	\$.10	
4	170,001-300,000	\$22.00	30	\$.10	
5	Over 300,000	\$22.00	30	\$.10	(I)

.3 Regrouping Procedures

- a. Whenever the number of access lines in the local calling area of an exchange increases or decreases to the extent that such exchange would fall into a different rate group, the exchange will be reclassified to its appropriate group. The effective date of the proposed rate change shall be the effective date of the next directory for the affected exchange or 60 days after the date of filing the Product Guide whichever is later.

- (1) The rate group in which an exchange falls shall be determined by the peak number of access lines in the exchange's local calling area since the effective date of the preceding directory.

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.3 Monthly Exchange Rates

.1 General

- a. Monthly exchange rates shown in Section 3.2 are applicable, in each exchange, for grades and classes of basic local exchange service offered.

.2 Message Rate Service - Individual Line

- a. Customers to business or residence message rate service are regularly billed monthly in advance at the rate quoted in this Product Guide for the class of service furnished. Messages in excess of the monthly allowance are billed monthly in arrears. Local messages not used in one month are not credited to the Customer's account for any other month service is rendered.
- b. Customers are entitled to the number of messages specified in Section 3.2.2 to all central office lines bearing the designations of exchanges listed in Section 3.5, Local Calling Area, for the respective exchange.
- c. Business Message Rate Service and Residence Message Rate Service are available in all exchanges and in all new rate groups. See Section 3.2.2 for specific rates by rate group.
- d. Rules and regulations covering the provision of message rate service are as specified in Section 2.4.2.
- e. Detail Billing ¹

- (1.) When a billing detail is furnished, the following charges will apply. The billing detail includes date of call, called telephone number, answer time, and length of call. The customer must request a detailed bill at least 30 days in advance of the date detail billing is to commence.

	<u>Rate ²</u>
Per customer bill, per month	\$2.00
Charge per page of billing detail	\$0.15

¹ Customers located in an exchange with Extended Calling Service (ECS) will also receive ECS calls on their bill detail.

² A Network Access charge as specified in this Product Guide will apply when Detail Billing is requested subsequent to the establishment of basic local exchange service.

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.3 Monthly Exchange Rates (Cont'd)

.3 Flat Rate Service - Individual Line

- a. The rates specified herein entitle customers to an unlimited number of messages to all central office lines bearing the designation of central offices within the serving exchange and additional exchanges or portions of exchanges as shown in Section 3.5, Local Calling Areas, of this Product Guide.
- b. Business and residence flat rate service are available in all exchanges except as indicated in Section 3.4. See 3.2.1 for specific rates by rate group.

<u>Exchange</u>	<u>Rate Group</u>
Bartow	4
Bradenton	5
Clearwater	5
Englewood	3
Frostproof	1
Haines City	3
Hudson	3
Indian Lake	1
Lakeland	4
Lake Wales	3
Mulberry	3
Myakka	5
New Port Richey	3
North Port	4
Palmetto	4
Plant City	5
Polk City	4
Sarasota	5
St. Petersburg	5
Tampa	
Central Area	5
North Area	5
East Area	5
South Area	5
West Area	5
Tarpon Springs	5
Venice	5
Winter Haven	4
Zephyrhills	3

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.3 Monthly Exchange Rates (Cont'd)

.4 PBX Trunk Line Rates (Cont'd)

a. General

Provisions covered in Section 2.3.2 are applicable to the provision of PBX trunk lines.

b. Rates

(1) Flat Rate

(a) PBX Trunk Service Month to Month Rates

Rate Group	Main Station Lines and PBX Trunks	Monthly Rate Individual Trunk	Individual Trunk with Unlimited Extended Calling Service	
1	0- 50,000	\$70.99	\$74.00	(I)
2	50,001- 90,000	\$70.99	\$74.00	
3	90,001-170,000	\$70.99	\$74.00	
4	170,001-300,000	\$70.99	\$74.00	
5	Over 300,000	\$70.99	\$74.00	(I)

(b) Monthly Term Rates for PBX Trunk Line Service ^{1,5}

All Rate Groups Number of Trunks	Monthly Rate Individual Trunk		Individual Trunk with Unlimited Extended Calling Service	
	1 Year Term ^{2,3}	3 Year Term ^{2,3}	1 Year Term ^{2,3}	3 Year Term ^{2,3}
1 - 24	\$54.00	\$52.00	\$49.00	\$44.00
25 +	\$54.00	\$52.00	\$45.00	\$42.00
	2-Year Term ^{3,4}		2-Year Term ^{3,4}	
1-24	\$52.00		\$44.00	
25+	\$52.00		\$42.00	

(2) Message Rate

Rate Group	Main Station Lines and PBX Trunks	Individual Line Monthly Rate	Monthly Message Allowance	Additional Local Message Rate
1	0- 50,000	\$41.00	0	\$.11
2	50,001- 90,000	\$41.00	0	\$.11
3	90,001-170,000	\$41.00	0	\$.11
4	170,001-300,000	\$41.00	0	\$.11
5	Over 300,000	\$41.00	0	\$.11

¹ Flat Rate Business ECS 1-, 2- and 3-year term rates apply only to Business One-Party lines, Main Stations Arranged with PBX trunks; does not apply to Centrex Service NARs.

² In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section 2.4. Plan 1 will apply.

³ The Central Office Line Connection Service Order Charge in this Product Guide is not applicable to 1, 2 or 3-Year term rates.

⁴ In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section 2.4. Plan 3 will apply. Lines subscribed to under termination liability Plan 3 may not be combined with other voice services or features under a term commitment. Other voice services and features may be combined with Plan 3 when these other voice services and/or features are purchased on a month-to-month basis.

⁵ This service offering is grandfathered and limited to all existing subscribers at their existing locations as of June 26, 2020.

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.3 Monthly Exchange Rates (Cont'd)

.5 Special Access Services Capable of Using the Local Exchange Network

a. General

- (1) As specified in the Facilities for Intrastate Access Tariff, when a Special Access Line, IntraLATA Interexchange Private Line or Private Bypass Facility is connected to a device capable of, and for the intention of, completing calls into the Local Exchange Network, there will be an additional Measured or Message charge associated with the flat rate Exchange Service Rate for that device (e.g., the PBX trunk in the case of a PBX). Those customers who intend to use their Special Access, Intra-LATA Interexchange Private Line or Private Bypass Services for the completion of calls into the Local Exchange Network and have Local Exchange Service other than flat rate will be required to convert to flat rate.
- (2) The Measured charge will apply where facilities and equipment are available in the exchange central office. In all other exchange central offices, the Message charge will apply. As facilities and equipment become available in central offices, Measured charges will apply.

b. Application of Additional Measured or Message Charges

- (1) These usage charges are in addition to all other applicable local service rates and charges.

(a) Measured Charge, per minute of local usage	\$.03
(b) Message Charge, per local message	\$.12

- (2) Refer to Facilities for Intrastate Access Tariff for specific regulations.

.6 Rotary Hunting Line

The term "Rotary Hunting Line" denotes the grouping of exchange access arrangements arranged for completion of calls when a line is busy by overflowing to vacant line in the same prefix, area code, and group that is available to receive a call. Rotary Hunting Line Service is available to all customers whether they have Local Exchange Access Service or Extended Area Service.

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.4 Exceptions to Basic Local Exchange Service

.1 General

- a. The rates and provisions for the classes of service described below are specified in this Product Guide with the exceptions indicated.

.2 Haines City - Poinciana Exception Area

a. Regulations

- (1) The rates specified herein entitle a customer to an unlimited number of messages to all central office lines bearing the designation of a Haines City Central Office or a Poinciana Central Office or a Kissimmee Central Office or a West Kissimmee Central Office.
- (2) A map showing the Exception Area Boundary is filed in this Product Guide.
- (3) Some existing customers residing in the Poinciana exchange were provided with ported numbers from the Haines City rate area (NPA-NXX 863-438, 863-439, and 863-852). This group of Poinciana customers is allowed incoming local calls from exchanges in the Local Calling Areas as listed in Section 3.5 for the Haines City exchange.

Some existing customers residing in the Haines City exchange were provided with ported numbers from the Poinciana rate area (NPA-NXX 863-427). This group of Haines City customers is allowed incoming local calls from the exchanges in the Local Calling Areas as listed in Section 3.5 for the Poinciana exchange.

b. Rates

Main station line service rates are the Rate Group 3 rates listed in Section 3.2.

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.4 Exceptions to Basic Local Exchange Service (Cont'd)

.3 Interstate Subscriber Line Charge Waiver and Matching Program

a. General

- (1) This program is a Florida Lifeline Assistance Plan and provides for a credit equal to 100% of the FCC Interstate Subscriber Line Charge (SLC) in addition to a supplemental amount credited to local service monthly billing. Funding for Lifeline Service is obtained from a universal service support mechanism to which all telecommunications carriers that provide interstate telecommunications services contribute on an equitable and nondiscriminatory basis. These credits are an amount equal to the FCC Interstate Subscriber Line Charge (SLC) with a reduction in the residential local line rate.
- (2) In order to enroll in the Florida Lifeline Assistance Plan, a customer must submit a signed application form, under penalty of perjury if falsely submitted, stating they participate in at least one of the following programs: Supplemental Security Income (SSI), Food Stamps, Medicaid, Federal Public Housing Assistance or Section 8, Low-Income Home Energy Assistance Program (LIHEAP), Temporary Aid for Needy Families (TANF) or National School Lunch Free Program (NSL). Additionally, customers not receiving benefits under one of the preceding programs and whose total gross annual income does not exceed 150% of the Federal poverty guidelines, meet the requirements of a State established means test and may apply directly to the Office of Public Counsel (OPC) for eligibility certification.
- (3) Lifeline and Link Up Services are not available for resale effective February 9, 2016.

b. Rules and Regulations

- (1) The specific guidelines for implementation of this waiver are as follows:

(a) Certification Procedures

All applications for this service are subject to verification with the state agency responsible for administration of the qualifying program.

(b) Processing Forms

The Company will process all application forms and apply the credit on the subscriber's monthly bill. An explanation of the credit will appear on each telephone bill.

(c) Verification Procedures

The Company will reconcile and confirm eligibility on an annual basis, by providing the agency directly or through a third party all credit recipients. A verification of eligible recipients will be made. The credit will be discontinued on the bill following written notification to the subscriber of ineligibility.

- (d) Lifeline Service can only be associated with the primary residential connection.

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.4 Exceptions to Basic Local Exchange Service (Cont'd)

.3 Interstate Subscriber Line Charge Waiver and Matching Program (Cont'd)

b. Rules and Regulations (Cont'd)

(1) Specific guidelines: (Cont'd)

- (e) Lifeline Toll Restriction Service is available on a voluntary basis where technically feasible to Florida Lifeline Assistance Plan customers at no charge. Lifeline Toll Restriction Service prevents 0+, 00-, 1+NPA-NXX-XXXX, 1010XXXX, International (01+), Directory Assistance (411, 1+411, 0+411, 555-1212, 1+/0+ 555-1212, 1+/0+ NPA-555-1212), 1+900 calls, 1+700, 976 calls and IntraLATA toll while allowing access to local, 611, 911, 0-, 1+800/888 etc., 950-XXXX and 1+950-XXXX calls and EAS calls. Access to Directory Assistance is available to Lifeline customers by dialing 0-. Access to Service Activation Codes "*"/#" (e.g., *66, *69) is also allowed. Upon customer request, some Service Activation Codes may be blocked at no charge, where conditions and facilities permit.

Lifeline customers may receive toll limitation services without charge. Toll limitation services include voluntary toll control and toll blocking. Toll control allows the customer to specify a certain dollar amount of toll usage which is acceptable to the Company that may be incurred on his telephone service. Toll blocking will take effect once the customer's requested toll limitation amount is exceeded.

- (f) Lifeline Service may not be disconnected for non-payment of toll charges.
- (g) Deposit requirements do not apply to Lifeline Service customers if toll blocking is employed.
- (h) A deposit may be required for Lifeline customers if toll control is employed.
- (i) The Company may require payment arrangements for outstanding debt associated with local service and associated taxes and fees. Such arrangements are not to exceed a four month period. Customers must subscribe to toll blocking service for any period of time that an unpaid balance for toll charges remains. In cases where Lifeline customers have paid the outstanding debt in full, the toll blocking option may be requested by the customer.

If a Lifeline applicant defaults on a payment agreement such default may constitute grounds for discontinuance of service. A Lifeline customer whose service has been disconnected for nonpayment of prior arrangements on a past due bill, may be required to satisfy total local unpaid outstanding charges prior to reconnection of service.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Second Revised Page 11

EFFECTIVE: December 1, 2021

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.4 Exceptions to Basic Local Exchange Service (Cont'd)

.3 Interstate Subscriber Line Charge Waiver and Matching Program (Cont'd)

c. Rates and Charges

(1) A credit amount applies to the Lifeline customer's monthly bill as follows: ¹

	<u>Broadband ³</u> <u>Monthly Credit</u>	<u>Voice ⁴</u> <u>Monthly Credit</u>	
FCC Interstate (includes offset to End User Subscriber Line Charge (SLC).	\$9.25	\$6.50	(I)
Company's Matching Credit	\$3.50	\$3.50	
Additional Company Credit ²	\$3.16	\$3.16	

(2) For those existing customers who qualify for, and wish to change to, the Florida Lifeline Assistance Plan, no service charges shall apply.

(2) With the exception of the initial installation charges as specified for Link-Up service, all recurring and nonrecurring charges for any service ordered by the customer shall be billed at the Product Guide rates.

(2) When a customer is no longer eligible for Lifeline Service, the Lifeline credit amount specified in (1) preceding, will be discontinued and regular Product Guide rates and charges will apply.

¹ The customer shall not receive a credit in excess of the Main Station Line and Subscriber Line Charge totals when the totals are less than the Lifeline total credit.

² The Additional Company Credit is applicable to Lifeline residential customers with flat rate service and not applicable for message rate service.

³ Broadband = service that includes qualifying broadband service.

⁴ Voice = voice service with no qualifying broadband service as defined by 47 C.F.R., Section 54.403 (a)(2). (\$5.25 + additional \$1.25 to waive entire federal subscriber line charge.)

(N)

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.4 Exceptions to Basic Local Exchange Service (Cont'd)

.4 Transitional Lifeline Assistance Program

a. General

(1) Transitional Lifeline Assistance is a state program which provides a 30% reduction of the applicable monthly exchange flat rate for residential basic local service for subscribers who no longer qualify for the Lifeline Assistance Program.

b. Regulations

(2) A Lifeline Assistance subscriber who requests this service will receive the discounted rate for a period of one (1) year from the date the subscriber ceases to be qualified for the Lifeline Assistance Program.

.5 Native American Lifeline

a. Residential customers who reside on federally recognized tribal lands are eligible to receive additional enhanced federal Lifeline support in order to reduce the price for basic local telephone service.

b. An individual living on tribal lands shall qualify for an additional enhanced federal Lifeline credit of up to \$25.00 per month if the individual participates in any state or federal programs identified in the preceding Section 3.4.3 or one of the following assistance programs:

- Bureau of Indian Affairs General Assistance
- Tribally Administered Temporary Assistance for Needy Families
- Head Start (only those meeting its income qualifying standard)
- National School Lunch Program (free meals program only)

c. If a resident of a federally recognized tribal land satisfies the state's Lifeline eligibility criteria as defined in Section 3.4.3, the resident will receive the state support, as well as the additional enhanced federal support. Lifeline customers residing on tribal lands will pay no less than \$1.00 per month for basic local telephone service.

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

<u>Tribal Land</u>	<u>Exchange</u>	<u>Broadband ¹ Monthly Credit</u>	<u>Voice ² Monthly Credit</u>	
Seminole Tribe, Tampa Reservation	Tampa	up to \$25.00	up to \$25.00	(C)

¹ Broadband = service that includes qualifying broadband service.

² Voice = voice service with no qualifying broadband service as defined by 47 C.F.R., Section 54.403 (a)(2). (\$5.25 + additional \$1.25 to waive entire federal subscriber line charge.)

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.5 Local Calling Areas

.1 General

- a. The rates specified in Section 3.2 entitle customers to access all central office lines bearing the central office designations of the exchange or additional exchanges as shown below. The local calling area of the exchange in the left-hand column also includes the exchanges listed in the right-hand column.

<u>Exchange</u>	<u>Local Calling Area Includes</u>
Bartow	Lakeland, Mulberry, Winter Haven, Lake Wales, Ft. Meade ¹
Bradenton	Palmetto, Sarasota, Myakka
Clearwater	St. Petersburg, Tarpon Springs, Tampa-West Area
Englewood ²	North Port, Venice, Cape Haze ¹
Frostproof ²	Lake Wales
Haines City	Winter Haven, Lake Wales
-Poinciana	Kissimmee ¹ , West Kissimmee ¹
Hudson	New Port Richey
Indian Lake ²	Lake Wales
Lakeland	Bartow, Mulberry, Polk City, Winter Haven, Plant City, Ft. Meade ¹
Lake Wales ²	Indian Lake, Bartow, Haines City, Winter Haven, Frostproof
Mulberry	Bartow, Lakeland
Myakka	Bradenton, Palmetto, Sarasota

(T)

¹ Other than Frontier Service Area.

² This exchange falls within the Frontier Local Calling Plans offering. Refer to Section 3.

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.5 Local Calling Areas (Cont'd)

.1 General (Cont'd)

a. (Cont'd)

<u>Exchange</u>	<u>Local Calling Area Includes</u>	
New Port Richey	Hudson, Tarpon Springs	
North Port ²	Englewood, Venice, Port Charlotte ¹	
Palmetto	Bradenton, Myakka, Tampa-South Area	
Plant City	Lakeland, Tampa-All Areas	
Polk City ²	Winter Haven, Lakeland	
Sarasota	Bradenton, Myakka, Venice	
St. Petersburg	Clearwater	
Tampa		
-Central Area	Plant City	
-North Area	Plant City, Zephyrhills	
-East Area	Plant City	
-South Area	Palmetto, Plant City	
-West Area	Clearwater, Plant City	
Tarpon Springs	New Port Richey, Clearwater	
Venice	Sarasota, Englewood, North Port	
Winter Haven	Polk City, Bartow, Lakeland, Haines City, Lake Wales	(T)
Zephyrhills	Tampa-North Area, Dade City ¹ , San Antonio ¹ , Trillacoochee ¹	

¹ Other than Frontier Service Area.

² This exchange falls within the Frontier Local Calling Plans offering. Refer to Section 3.

EFFECTIVE: April 1, 2016

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.6 Maps of Exchange Service Areas

- .1 Appropriate Maps, Exchange Areas, and Descriptions by Metes and Bounds, are filed in a separate section as part of this Product Guide.

3.7 Directory Assistance Service

- .1 General

- a. Frontier furnishes Directory Assistance Service whereby customers may request assistance in determining telephone numbers.

- b. The rates set forth below apply when customers of Frontier request assistance in determining telephone numbers of customers (1) who are located in the same local service area, or (2) who are located within the Extended Calling Service (ECS) exchanges in Section 3.

- c. Dedicated Directory Services Request

- (1) Dedicated Directory Services Request provides an incoming Directory Assistance customer requesting an intraLATA number a mechanized announcement offering call completion to the listed number requested. The call is completed on a sent-paid basis (paid for by the calling customer).

- (2) The mechanized announcement will instruct the caller that for an additional charge the caller may have the call automatically completed by depressing a specific digit on the touch-tone key pad. All completed calls will be charged the Dedicated Directory Services Request surcharge, in addition to any other appropriate charges. Customers may request blocking of Dedicated Directory Services Request calls originating from their telephone lines by contacting the local Frontier business office.

- (3) Dedicated Directory Services Request will only be furnished where facilities and operating conditions permit.

- (4) Dedicated Directory Services Request will not be provided to the following services:

- 800/877/888 Service

- 976 Service

- 900 Service

- Inmate Telephone Service (ITS)

- Public Telephone Access Service (PATs) for Customer-Provided Equipment (CPE)

- Public Telephone Service

- Semipublic Telephone Service

- Feature Group A Service

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.7 Directory Assistance Service (Cont'd)

.1 General (Cont'd)

c. Dedicated Directory Services Request (Cont'd)

- (5) Frontier assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify Frontier 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.
 - (a) This service is furnished solely for the telephone calling purposes of the caller.
 - (b) Provisions concerning limitations of liability are as set forth in this Product Guide.
- (6) This offering provides call completion on a Local Access and Transport Area (LATA) basis.

d. Business Line Call Completion (BLCC) – Grandfathered ¹

(C)

- (1) Business Line Call Completion (BLCC) provides an incoming Directory Assistance customer requesting a business customer's listed intraLATA number a mechanized announcement offering call completion to the business customer's number. The call is completed on a reverse-paid basis (paid for by the business customer subscribing to BLCC).
- (2) The mechanized announcement will instruct the caller that the caller may have the call automatically completed at no additional charge by depressing a specific digit on the touch-tone key pad. For all completed calls, the BLCC surcharge will be reversed to the business customer receiving the call. The caller shall remain responsible for any other applicable local message charges and/or Directory Assistance charges.
- (3) Business Line Call Completion (BLCC) will only be furnished where facilities and operating conditions permit.
- (4) Business Line Call Completion (BLCC) will not be provided to the following services:

- Residence Service
- 800/877/888 Service
- 976 Service
- 900 Service
- Inmate Telephone Service (ITS)
- Public Telephone Access Service (PATs) for Customer-Provided Equipment (CPE)
- Feature Group A Service
- Cellular Carriers

¹ This service offering is grandfathered as of March 1, 2023.

(N)

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.7 Directory Assistance Service (Cont'd)

.1 General (Cont'd)

d. Business Line Call Completion (BLCC) – Grandfathered ¹ (Cont'd) (C)

- (5) Frontier assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify Frontier 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.
 - (a) This service is furnished solely for the telephone calling purposes of the caller.
 - (b) Provisions concerning limitations of liability are set forth in this Product Guide.
- (6) This offering provides call completion on a Local Access and Transport Area (LATA) basis.
- (7) If call completion is paid for under the terms of BLCC, the Dedicated Directory Services Request charge, as specified in this product guide will not apply to the business customer or the caller.

e. Business Category Search

- (1) Business telephone numbers or listings can be obtained when the calling party furnishes a city, state, and either a listed name or a category or type of business designation. The directory assistance operator, upon request, will search up to a maximum of two business categories or designations per call, using Business Category Search. Up to three business names are furnished from this random type of search, per category or designation.
- (2) With each type of business search, the caller is billed for each business category or designation searched. Charges apply even if the numbers are non-published or no numbers are found.

¹ This service offering is grandfathered as of March 1, 2023.

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.7 Directory Assistance Service (Cont'd)

.2 Rates

- a. Where the customer direct dials the Local Directory Assistance number 1411, the charge for each call (maximum of two requested telephone numbers per call)

Charge, per call * (C)

- (1) Customers who have been certified as unable to use a directory because of a visual or physical impairment are allowed calls to Local Directory Assistance Service at no charge.

- b. Where the customer places a call to Directory Assistance, via an operator, a surcharge applies per call.

Surcharge, per call * (C)

- c. When a customer elects to have a call automatically completed to the number for which the Directory Assistance Listing was requested (Dedicated Directory Services Request), a surcharge of * cents shall apply per call. The Dedicated Directory Services Request surcharge is in addition to any applicable Directory Assistance and/or IntraLATA local or toll charges. (C)

- d. Dedicated Directory Services Request and Business Line Call Completion (BLCC) are not subject to optional calling plan discounts. However, the usage associated with a call completed via Dedicated Directory Services Request or BLCC will be subject to any applicable discounts.

- e. The Business Line Call Completion (BLCC) charge for each call completed. This charge shall be billed to the business customer subscribing to BLCC which receives the call. The BLCC caller (person who places the call) shall be responsible for any applicable Directory Assistance, IntraLATA local, and/or IntraLATA toll charges.

BLCC charge, per call * (C)

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

EFFECTIVE: March 1, 2023

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.7 Directory Assistance Service (Cont'd)

.3 National Directory Assistance/Customer Name and Address Service

a. 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 databases. Frontier will provide listings for residential, business, government, Frontier 1-800/877/888, 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 telephone number.

b. Conditions

- (1) The customer will receive a maximum of two listings per call, i.e., two NDA numbers, one NDA number and one CNA listing, or two CNA listings.
- (2) Customers who make operator assisted calls to National Directory Assistance or to obtain Customer Name and Address Service will be charged the NDA/CNA rate plus the applicable operator surcharge as specified in Section 3.7.2b.
- (3) Frontier 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 Frontier harmless against all claims (including costs and attorney's fees) that may arise from the use of such information.
- (4) The customer will have access to any 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.
- (5) 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 a visual or physical impairment.
- (6) National Directory Assistance/Customer Name and Address Service will be available where technology permits.

c. Rates

- (1) For each call to the National Directory Assistance/
Customer Name and Address Service * (C)

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

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.8 Operator Assisted Local Calls

.1 Operator Assistance Charges

- a. All types of local exchange service have local calling areas as specified in this Product Guide, which are the areas that can be called on a Flat Rate basis (no charge for individual calls), on a Local Coin Call Rate basis, on a Message Rate basis (calls charged for as message units) or on a Measured Service basis (charges based on a combination of one or more rating elements). Local calling area also includes Extended Calling Service (ECS) exchanges as specified in this product guide.
- b. Local Dial Call: The call must be dialed and completed without the assistance of a Frontier operator and must be billed to the originating telephone when a charge is applicable.
- c. The following service charges for local calls apply in addition to the local dial rate applicable.

(1) Station	<u>Per Call</u>	
(a) Customer Dialed Calling Card	*	(C)
(b) Corrections Collect (applies when person originating the call is calling from a correctional facility using special restricted corrections service).	*	(C)
(c) All other (including Operator Assisted Sent-Paid, Collect, Third Number, and Credit Card calls).	*	(C)
(2) Person-to-Person, all calls	*	(C)

- d. The following Operator Assisted Local Calls are exempted from the service charge:

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

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

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.8 Operator Assisted Local Calls (Cont'd)

2. Payphone Usage Surcharge

- a. In addition to the operator assistance service charge, all local coin calls utilizing operator handling services will be at the local coin rate.
- b. In addition to any applicable operator assistance service charge, the following Public Payphone Usage Surcharge 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.

(1) Public Payphone Usage Surcharge	<u>Per Call</u>
-------------------------------------	-----------------

(a) All calls not paid by coin	*	(C)
--------------------------------	---	-----

- c. The Public Payphone Usage Surcharge does not apply to calls made to emergency numbers (911) or a telecommunications relay service (TRS), or to local calls for which the caller has made the coin deposit.

3.9 Live Operator Fee

.1 General

In addition to other operator service charges set forth in this section (or wherever the other operator service charges reside in the Price Catalog), 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.

.2 Rates and Charges

Nonrecurring Charge

Live Operator Fee, per occurrence	*	(C)
-----------------------------------	---	-----

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

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.10 Network Access Register Package

.1 General

The Network Access Register (NAR) Package provides for exchange and long-distance message network calling. The NAR Package provides for Flat or Message Rate network usage access.

.2 Rates and Charges

- a. The Flat Rate (NAR) Package includes an unlimited number of dialed sent paid local calls.
- b. For the Message Rate NAR Package, all limitations as specified in this Product Guide for Message Rate Service apply. A usage allowance for local message, and usage charges for calls above the allowance apply as specified in this Product Guide for PBX Trunk Message Rate Service. This service is offered where Message Rate Central Office PBX Trunk Line Service is available. Calls made to Extended Calling Service (ECS) exchanges will be billed the appropriate rates as specified in Section 3.
- c. The rates shown are applicable whether the NAR Package is used for Inward, Outward, or Combination applications.
- d. The conditions and rates specified in other sections of this Product Guide for services which may be associated with these services are in addition to those specified herein.
- e. Network Access Register (NAR) Package, per NAR

	<u>Rate Group</u>	<u>Monthly Rate</u>
(1) Flat Rate Network Access Register (NAR) Packages, per NAR	1	\$21.76
	2	22.84
	3	23.41
	4	23.99
	5	24.56
(2) Message Rate Network Access Register (NAR) Packages, per NAR	1	14.73
	2	14.73
	3	14.73
	4	14.73
	5	14.73
(3) Flat Rate Network Access Register (NAR) for Centrex Service customers subscribing to the following Frontier Local Calling Plans options, all Rate Groups.		
Basic Calling Plan		\$17.00
Community Plus Plan		30.00
	<u>Rate Group</u>	<u>Monthly Rate</u>
(4) Centrex Service/Digital (ISDN) Centrex Service-Flat Rate Extended Calling Service NAR, per NAR	1	\$29.76
	2	30.84
	3	31.41
	4	31.99
	5	32.56

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.11 Extended Calling Service (ECS)

.1 General

- a. Extended Calling Service (ECS) provides usage sensitive billing (Business and Residence customers) or flat rate billing (Business Flat Rate customers only) for customer dialed or operator assisted calls to locations outside a customer's normal flat rate local calling area for the exchanges specified in Section 3.11.2.
- b. ECS is provided by Frontier between exchanges subject to the availability of facilities and billing capabilities.
- c. ECS usage sensitive billing will apply to all business and residence individual lines; PBX trunk lines; Centrex Service lines; Foreign Exchange Service; access lines provided in connection with Switched Data Service; access lines provided in connection with Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI), access lines provided in connection with Flexible Digital Channel Service*; access lines provided in connection with Digital Facility Service; access lines provided in connection with Shared Tenant Service (STS); and access lines provided in connection with customer-provided coin telephone service.

The flat rate ECS option provides unlimited calling between the applicable ECS exchanges. Optional flat rate ECS billing¹ will apply to business customers meeting the following criteria:²

Analog Services

- minimum of 3 Individual Business Flat Rate Main Station Lines (Note: not applicable for Business Message Rate Service customers), or
- minimum of 3 Business Flat Rate Main Stations arranged with Rotary Service, or
- minimum of 3 Centrex Service/Digital (ISDN) Centrex Service Network Access Registers (NARs), or
- minimum of 3 PBX Trunks, or
- minimum of 3 DIOD Trunks, or
- a minimum combination of 3 Lines/NARS/Trunks as described above, or

Digital Services

- ISDN-PRI customers in accordance with Section 10, or
- Flexible Digital Channel Service¹ customers in accordance with Section 10.

Note 1: Optional flat rate ECS billing is not applicable with Business Message Rate Service, Business Message Rate Service arranged with Rotary, Message Rate NARs, Message Rate PBX Trunks, or Remote Call Forward.

Note 2: Flat Rate Business ECS 1- and 3-year term commitment² rates apply only to Business One-Party lines, Main Stations Arranged with Rotary, and/or PBX trunks; does not apply to Centrex Service NARs. (C)

Applicable Service Charges as specified in this Product Guide shall be waived when an existing business customer, who meets the required criteria as described herein, converts his existing services to Flat Rate Business Extended Calling Service.

¹ Flexible Digital Channel Service will no longer be available to new or existing customers, except that Frontier may in its discretion extend the deadline for any existing customer who has placed an order with Frontier to migrate to another service offered by the company, or who has requested additional time to migrate their service to another provider. Effective on December 31, 2016, or as soon thereafter as is reasonably practical, this service will be withdrawn for all migrating customers. This service will also be withdrawn at the resale level and no longer available for purchase by resale customers.

² Term Commitment is grandfathered and limited to all existing subscribers at their existing locations as of June 26, 2020. (N)

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.11 Extended Calling Service (ECS) (Cont'd)

.1 General (Cont'd)

- d. Mixing of flat rate ECS and usage sensitive ECS applicable to the analog network services as described in c. above on a single billing account and customer premise is not allowed.

Mixing of flat rate ECS and usage sensitive ECS between the analog network services as described in c. above and the digital services as described in c. above can be provided at the customer premise on separate accounts with separate billing for each set of like services.

If the business customer increases or decreases the number of analog network access services at the site location, flat rate ECS must be added or removed accordingly based on the number of qualifying analog network access services. If the business customer account drops below three (3) analog network access services, the customer must revert to mandatory usage sensitive ECS for its analog network access services at the site location.

Monthly, 1-year term commitment, and 3-year term commitment rates applicable to Optional Business Flat Rate ECS.

Termination Liability ¹

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

- e. The charges for Extended Calling Service (ECS) shall be those shown in 3 except as specified in f. following.
- f. ECS usage rates for Foreign Exchange service shall be as specified in Section 9. ECS usage rates for access lines provided in connection with Public Telephone Access Service (PATS) for Customer-Provided Equipment (CPE) shall be as specified in Section 7.1.5. ECS usage rates for access lines provided in connection with Shared Tenant Service (STS).

The ECS flat rate is as specified in Section 3 following.

- g. ECS usage rate elements are defined as follows:
 - (1) Call Connection - A charge applied to each completed outgoing call placed during the month.
 - (2) Minutes of Use - A charge per minute for the duration of the call. Minutes and fraction of minutes are accumulated monthly with only the monthly total for each exchange and discount period being rounded up to the next whole minute.
- h. Operator Assisted Calls between ECS exchanges will be charged at the rates specified in Section 3, plus * for each completed message. All calls between ECS exchanges made through the Florida Relay Service will be charged at * for each completed message. (C)
(C)

¹ This service offering is grandfathered and limited to all existing subscribers at their existing locations as of June 26, 2020.

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

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.11 Extended Calling Service (ECS) (Cont'd)

.2 Extended Calling Service (ECS) Exchanges

a. Listed below are the ECS exchanges associated with each exchange:

<u>Exchanges</u>	<u>Extended Calling Service (ECS) Exchanges</u>
Bartow	Haines City Haines City (Poinciana)
Clearwater	New Port Richey Tampa Central Tampa East Tampa North Tampa South
Englewood	Boca Grande* Sarasota
Haines City	Bartow Celebration* Kissimmee* Lake Buena Vista* Lakeland Orlando* Polk City Reedy Creek* West Kissimmee*
Haines City (Poinciana)	Bartow Celebration* Lake Buena Vista* Lakeland Polk City Orlando* Reedy Creek*
Hudson	Brooksville* Tarpon Springs
Lakeland	Haines City Haines City (Poinciana)
Mulberry	Plant City Tampa Central Tampa East Tampa North Tampa South Tampa West

* Other than Frontier Service Area

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.11 Extended Calling Service (ECS) (Cont'd)

.2 Extended Calling Service (ECS) Exchanges (Cont'd)

a. (Cont'd)

<u>Exchanges</u>	<u>Extended Calling Service (ECS) Exchanges</u>
New Port Richey	Clearwater Tampa North Tampa West
North Port	Sarasota
Palmetto	Sarasota
Plant City	Mulberry
Polk City	Haines City Haines City (Poinciana)
Sarasota	Englewood North Port Palmetto
St. Petersburg	Tampa Central Tampa East Tampa North Tampa South Tampa West Tarpon Springs
Tampa Central	Clearwater Dade City* Mulberry (Deleted) San Antonio* St. Petersburg Tarpon Springs Zephyrhills
Tampa East	Clearwater Mulberry St. Petersburg Tarpon Springs Zephyrhills

* Other than Frontier Service Area.

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.11 Extended Calling Service (ECS) (Cont'd)

.2 Extended Calling Service (ECS) Exchanges (Cont'd)

a. (Cont'd)

<u>Exchanges</u>	<u>Extended Calling Service (ECS) Exchanges</u>
Tampa North	Clearwater Dade City* Mulberry New Port Richey (Deleted) San Antonio* St. Petersburg Tarpon Springs
Tampa South	Clearwater Mulberry (Deleted) St. Petersburg Tarpon Springs Zephyrhills
Tampa West	Mulberry New Port Richey (Deleted) St. Petersburg Tarpon Springs Zephyrhills
Tarpon Springs	Hudson St. Petersburg Tampa Central Tampa East Tampa North Tampa South Tampa West
Zephyrhills	Tampa Central Tampa East Tampa South Tampa West

* Other than Frontier Service Area.

EFFECTIVE: April 1, 2016

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.11 Extended Calling Service (ECS) (Cont'd)

.3 Rates and Charges

a. Usage charges are applicable for all exchange services as specified below:

Full Rate Period

	<u>Call Connection</u>	<u>Each Minute</u>
(1.) Residence ¹	\$0.25	\$0.00
(2.) Business ²	\$0.04	\$0.06

b. Flat rate option:

Monthly Rate

(1.) Business Individual Flat Rate Main Station Line and/or Business Flat Rate Main Stations arranged with Rotary Service, per line	As specified in Section 3.2.1.
(2.) PBX Trunk, per trunk	As specified in Section 3.3.4.
(3.) Centrex Service/Digital (ISDN) Centrex Service Network Access Registers, per NAR	As specified in Section 3.10.2.

.4 Detail Billing ³

a. When a billing detail is furnished, the following charges will apply. The billing detail includes date of call, called telephone number, answer time, and length of call. The customer must request a detailed bill at least 30 days in advance of the date detail billing is to commence.

	<u>Rate</u> ⁴
Per customer bill, per month	\$2.00
Charge per page of billing detail	\$0.15

¹ Call allowance does not apply for Residence ECS Service.

² Call allowance does not apply for Business ECS Service.

³ Customers subscribing to a local message service offering or Frontier Local Calling Plans service will also receive local calls on their bill detail.

⁴ A Network Access Change charge as specified in this product guide will apply when Detail Billing is requested subsequent to the establishment of basic local exchange service.

EFFECTIVE: April 1, 2016

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.12 Frontier Local Calling Plans

.1 General

- a. This Product Guide applies to local exchange telephone service provided under the Frontier Local Calling Plans offered to Business customers only. The exchange areas to which the regulations and rates contained herein are as specified in this Product Guide and are in addition to the applicable regulations and rates specified in other sections of this Product Guide.

.2 Terms and Conditions

- a. Existing customer may have the option to keep their current flat rate/message rate service or convert to the Frontier Local Calling Plans service. Should the existing customer opt to keep the current flat rate or message rate service, he will continue to dial "1+" to the expanded local calling areas and will be charged the applicable toll rates for such calls.
- b. All new customers moving into the Frontier Local Calling Plans exchanges may choose one of the Frontier Local Calling Plans options or subscribe to flat rate or message rate service. Should the new customer subscribe to flat rate or message rate service, he will dial "1+" to the expanded local calling areas and will be charged the applicable toll rates for such calls.
- c. The Plans are furnished only from central offices which have been arranged to provide these services, and are available to business one-party, business rotary, residence one-party, residence rotary and PBX trunk customers.
- d. Service Options of the Frontier Local Calling Plans
 - (1) Basic Calling Plan is an economy rate exchange service which provides measured rate calling only.
 - (2) Community Plus Plan provides flat rate calling within the customer's originating exchange and Frontier specified nearby exchanges with measured calling to all other exchanges within the expanded local calling area.
- e. Service charges shall be waived for those customers subscribing to a Frontier Local Calling Plan (LCP), changing to or between Frontier LCP Options; as well as converting back to flat rate or message rate service.
- f. Current flat rate and LCP services will be furnished to the same customer on the same premises where both services are available in the customer's local exchange area. Should a customer request current flat rate service and any LCP on the same premises, a separate line and number will be required for each service type. The customer will receive two separate bills, one bill combining all flat rate lines and services and one for all measured rate lines and services provided.
- g. Measured rate service, where applicable, provides for calling to specified areas with each call measured on a time-of-day, day-of-week, distance called, frequency, and length-of-message basis.

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.12 Frontier Local Calling Plans (Cont'd)

.2 Terms and Conditions (Cont'd)

- h. Rates for messages between two points are based on the airline mileage between rate centers, except when the two points are located within the same exchange. Airline mileages between rate centers are determined as specified in Section 14, Long-distance Message Telecommunications Service.
- i. Calls made to the specified areas should be dialed by the customer on a station-to-station sent-paid basis without the assistance of a Telephone Company operator. Operator-assisted calls are excluded from the Frontier Local Calling Plans.
- j. Frontier Local Calling Plan service will not be offered in connection with Public and Semipublic Telephone Service, Public Telephone Access Service, WATS ¹, Feature Group A, or Foreign Exchange services. However, Centrex Service customers may subscribe to the Basic Calling and Community Plus options. (C)
- k. Business customers only may subscribe to the Basic Calling and Community Plus options.
- l. Vacation Service (Reference Section 2) is not available to customers subscribing to the Frontier Local Calling Plan, Basic Calling Plan. Vacation Service is available to customers subscribing to Frontier Local Calling Plan, Community Plus Plan.
- m. For the purpose of determining charges, the following applies:
 - (1) A flat monthly rate for provision of incoming calls and access to the local network.
 - (2) Bands Local and A through E relate to incremental peak and off-peak rates based upon interexchange mileage determined by measuring the airline distance between rate centers within the expanded local service (calling) area. There are no incremental mileage charges associated with calls originating and terminating within a customer's serving exchange.
 - (3) Monthly billing is based on cumulative minutes of usage with the total fraction rounded to the next higher minute.
 - (4) Chargeable time for all calls begins when connection is established between the calling line and the called line or branch exchange and ends when the calling line "hangs-up" thereby releasing the network connection. If the called line "hangs-up", but the calling line does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Telephone Company operator.
 - (5) Peak period rates will apply Monday through Friday, 7:00 a.m. - 7:00 p.m.
 - (6) The off-peak discounts apply to all calls which are originated within the designated discount periods. The charges are determined separately for each rate period and the results are totaled.

¹ Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N)
(N)

EFFECTIVE: April 1, 2016

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.12 Frontier Local Calling Plans (Cont'd)

.2 Terms and Conditions (Cont'd)

m. For the purpose of determining charges, the following applies: (Cont'd)

(7) The discount for the off-peak period given in the following table is expressed as a percent reduction of the sum of the peak charges calculated at the rates shown in 3.12 following.

	<u>From</u>	<u>Up to But Not Including</u>	<u>Discount</u>
Everyday	7:00 p.m.	7:00 a.m.	40%
Saturdays, Sundays, and Certain Holidays ¹	7:00 a.m.	7:00 p.m.	40%

.3 Rates

a. Application of Rates

The rates shown herein entitle the customer to local messages to all telephones of the exchanges of the expanded local calling area listed in 3.12 following.

b. LCP Category Determination

The determination of which LCP category into which a particular exchange will fall when optional local calling plans are made available is calculated using two basic factors. The first is the current rate group where the exchange is located, which is based on the number of main station lines and PBX trunks in the existing local calling area. There are five of these groups in the Product Guide as shown in Section 3.2, Rate Schedules. The second factor is the total number of local access lines in the LCP expanded local calling area for a particular exchange at the time of implementation. These expanded calling scopes are divided into three classifications: 200,000 or less lines; 200,001 to 500,000 lines; and 500,001 and greater. There are nine potential LCP rating categories. Exchanges currently in Rate Groups 1 and 2 that receive LCP capability will be assigned to Categories I, II or III. Exchanges in local rate groups 3 and 4 will be assigned to Categories IV, V, or VI; and exchanges in local calling area 5 will be assigned to Categories VII, VIII, or IX. For example, an exchange in current Rate Group 3 that offers the LCP with an expanded LCP local calling area of over 200,001 local access lines, but less than 500,000 local access lines, will fall into LCP rating Category V.

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

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.12 Frontier Local Calling Plans (Cont'd)

.3 Rates (Cont'd)

c. Rate Schedule

	<u>Monthly Rate</u>	<u>Monthly Rate</u>
	LCP Category <u>II</u> ¹	LCP Category <u>V</u> ¹
<u>Business One-Party</u>		
Basic Calling Plan	\$ 25.95	\$ 25.95
Community Plus Plan	35.00	38.00
 <u>Business-Rotary</u>		
Basic Calling Plan	27.00	27.00
Community Plus Plan	43.00	43.00
 <u>PBX Trunk</u>		
Basic Calling Plan	34.00	34.00
Community Plus Plan	52.00	54.00
	<u>Exchanges</u>	<u>Exchanges</u>
	Frostproof Indian Lake	Englewood Lake Wales North Port Polk City

d. Usage Charges for calls from the Basic Calling and Community Plus Plans preceding.

<u>Distance Bands</u>	<u>Airline Miles (Per Minute)</u>	<u>Peak</u> ² <u>(Per Minute)</u>	<u>Off-Peak</u> ²
Local	-	\$0.06	\$0.036
A	1-10	\$0.06	\$0.036
B	11-16	\$0.06	\$0.036
C	17-22	\$0.06	\$0.036
D	23-30	\$0.06	\$0.036
e. 31-41	.06		
	.036		

¹ Other LCP categories will be added as LCP services are made available in other exchanges.

² Peak/Off-Peak definitions are explained in Section 3.12 preceding.

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.12 Frontier Local Calling Plans (Cont'd)

.4 Frontier Local Calling Plan Exchange ¹

Exchange and Plan Options	Flat Rate Local Service Area	Local	Measured Rate Local Service Area				
			Band A	Band B	Band C	Band D	Band E
<u>ENGLEWOOD</u>							
<u>Business</u>							
Basic Calling Plan	None	Englewood	Cape Haze ² North Port	Port Charlotte ² Venice	Punta Gorda ²	Myakka	Bradenton
Community Plus Plan	Cape Haze ² Englewood North Port Venice	None	None	Port Charlotte ²	Punta Gorda ²	Myakka	Bradenton
<u>FROSTPROOF</u>							
<u>Business</u>							
Basic Calling Plan	None	Frostproof	Avon Park ²	Indian Lake Lake Wales	Bartow Fort Meade ² Sebring ²	Haines City Mulberry Poinciana ³ Winter Haven	Lakeland Polk City
Community Plus Plan	Bartow Frostproof Indian Lake Lake Wales Winter Haven	None	Avon Park ²	None	Fort Meade ² Sebring ²	Haines City Mulberry Poinciana ³	Lakeland Polk City

¹ Service is not available in all exchanges listed in Section 3 preceding. Frontier will phase Local Calling Plans in to other exchanges as appropriate.

² Other than Frontier Service Area.

³ Poinciana is an exception area within the Haines City exchange.

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.12 Frontier Local Calling Plans (Cont'd)

.4 Frontier Local Calling Plan Exchange 1 (Cont'd)

Exchange and Plan Options	Flat Rate Local Service Area	Local	Band A	Measured Rate Local Service Area			
				Band B	Band C	Band D	Band E
<u>INDIAN LAKE</u>							
<u>Business</u>							
Basic Calling Plan	None Bartow	Indian	Lake	None Lake Wales	Frostproof	Avon Park ² Haines City Poinciana ³ Sebring* Winter Haven	Fort Meade ² Lakeland Mulberry Polk City
Community Plus Plan	Bartow Frostproof Indian Lake Lake Wales Winter Haven	None	None	None	Avon Park ²	Fort Meade ² Haines City Poinciana ³ Sebring*	Lakeland Mulberry Polk City
<u>LAKE WALES</u>							
<u>Business</u>							
Basic Calling Plan	None	Lake Wales	None	Bartow Frostproof Haines City Poinciana ³ Winter Haven	Avon Park ² Fort Meade ² Indian Lake	Lakeland Mulberry Polk City Sebring ²	None
Community Plus Plan	Bartow Frostproof Haines City Indian Lake Lake Wales Winter Haven	None	None	Poinciana ³	Avon Park ² Fort Meade ²	Lakeland Mulberry Polk City Sebring ²	None

¹ Service is not available in all exchanges listed in Section 3 preceding. Frontier will phase Local Calling Plans in to other exchanges as appropriate.
² Other than Frontier Service Area.
³ Poinciana is an exception area within the Haines City exchange.

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.12 Frontier Local Calling Plans (Cont'd)

.4 Frontier Local Calling Plan Exchange ¹ (Cont'd)

Exchange and Plan Options	Flat Rate Local Service Area	Local	Measured Rate Local Service Area				
			Band A	Band B	Band C	Band D	Band E
<u>NORTH PORT</u>							
<u>Business</u>							
Basic Calling Plan	None	North Port	Englewood Port Charlotte ²	Cape Haze ² Punta Gorda ² Venice	Myakka	None	Bradenton Palmetto
Community Plus Plan	Englewood North Port Port Charlotte ² Venice	None	None	Cape Haze ² Punta Gorda ²	Myakka	None	Bradenton
<u>POLK CITY</u>							
<u>Business</u>							
Basic Calling Plan	None	Polk City	None	Haines City Lakeland Poinciana ³ Winter Haven	Bartow Mulberry	Fort Meade ² Lake Wales	Frostproof Indian Lake
Community Plus Plan	Bartow Haines City Lakeland Polk City Winter Haven	None	None	Poinciana ³	Mulberry	Fort Meade ² Lake Wales	Frostproof Indian Lake

¹ Service is not available in all exchanges listed in Section 3 preceding. Frontier will phase Local Calling Plans in to other exchanges as appropriate.

² Other than Frontier Service Area.

³ Poinciana is an exception area within the Haines City exchange.

EFFECTIVE: April 1, 2016

SECTION 3 - BASIC LOCAL EXCHANGE SERVICE

3.12 Frontier Local Calling Plans (Cont'd)

.5 Detail Billing ¹

- a. When a billing detail is furnished, the following charges will apply. The billing detail includes date of call, called telephone number, answer time, and length of call. The customer must request a detailed bill at least 30 days in advance of the date detail billing is to commence.

	<u>Rate</u> ²
Per customer bill, per month	\$2.00
Charge per page of billing detail	\$0.15

¹ Customers located in an exchange with Extended Calling Service (ECS) will also receive local calls on their bill detail.

² A Network Access Charge charge as specified in this product guide will apply when Detail Billing is requested subsequent to the establishment of basic local exchange service.

EFFECTIVE: April 1, 2016

SECTION 4 - SERVICE CHARGES

4.1 General

.1 General

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

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

4.2 Service Charges apply as follows:

.1 Service Order Charge - Initial

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

.2 Service Order Charge - Subsequent

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

.3 Central Office Connection Charge

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

.4 Reconnect Charge

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

.5 Premises Visit

Premises work performed by a Frontier representative on a customer's premises exclusive of work required to establish network access. Examples of premises work include rearrangement of a drop wire protector and/or network interface.

.6 Telephone Number Change

Telephone number change work is associated with the central office work required for the change of a telephone number. This includes but is not limited to Exchange Access Lines, Trunks, and Centrex/Centrex Service numbers where specific charges for number changes are not specified elsewhere in this Product Guide.

EFFECTIVE: May 11, 2020

SECTION 4 - SERVICE CHARGES

4.3 Schedule of Charges

.1 In accordance with the foregoing provisions, service charges are applicable as follows:

<u>Service Charge</u>	<u>Residence</u>	<u>Business</u>	
Service Order Charge - Initial	\$30.00	\$45.00	
Service Order Charge - Subsequent	\$20.00	\$32.00	
Central Office Connection Charge, each line	\$40.50	\$45.00	
Reconnect Charge	\$28.00	\$48.00	
Premises Visit	\$35.25	\$35.00	
Telephone Number Change, each	\$9.25	\$9.00	
Seasonal Service Establishment Charge, per order ²	-	\$18.25	(C)
Stand Alone Listing Requests submitted via Local Service Request ¹			
(1) Initial	\$4.00	\$4.00	
(2) Change to an existing listing (See exceptions 4.3.11.a. preceding)	\$3.00	\$3.00	

¹ To the extent an interconnection agreement does not clearly set forth a rate for Stand Alone Listing Requests submitted via a Local Service Request (LSR), the rates set forth for Stand Alone Listing Requests submitted via LSR rate will apply.

² This service offering is limited to all existing subscribers at their existing locations as of May 11, 2020.

(N)

EFFECTIVE: April 1, 2016

SECTION 4 - SERVICE CHARGES

4.4 Link-Up

.1 General

- a. Link-Up is offered in federally recognized tribal lands to provide subsidized assistance to qualifying applicants. Funding for Link-Up service is obtained from a universal service support mechanism to which all telecommunications carriers that provide interstate telecommunications services contribute on an equitable and nondiscriminatory basis. It is intended to promote subscribership among low-income households by providing a credit to and a deferred schedule for payment of the installation and connection charges applicable to the provisioning of residential service.
- b. The payment plan is available for Link-Up customers.

.2 Regulations

- a. Persons wishing to qualify for the credit must meet state certification criteria for eligibility. This credit is available only to residential customers and will be applied to the nonrecurring charges for the establishment of service for a single telephone line per household at the principal place of residence.
- b. The subscriber must not be a dependent for federal income tax purposes, unless the subscriber is more than 60 years of age.
- c. The subscriber must be currently on the Medicaid, Food Stamp Program, Supplemental Security Income (SSI), Federal Public Housing Assistance or Section 8, Low-Income Home Energy Assistance Program (LIHEAP), Temporary Aid for Needy Families (TANF), National School Lunch Free Program (NSL) or certified by the Department of Health and Rehabilitative Services as eligible for one of these programs. Additionally, customers not receiving benefits under one of the preceding programs and whose total gross annual income does not exceed 135% of the Federal poverty guidelines, meet the requirements of a State established means test and may apply directly to the Office of Public Counsel (OPC) for eligibility certification.

.3 Special Conditions – Native American Lifeline

Customers who live on federally recognized tribal lands and meet the Lifeline eligibility criteria described in this Product Guide are eligible for federal assistance of up to \$100.00 in Link-Up installation credits to establish telephone service.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 1

EFFECTIVE: April 1, 2016

SECTION 5 - CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 Construction Charges

.1 General

- a. When providing services under this Product Guide would involve extending Frontier facilities to an applicant's property or would otherwise be uneconomic or not justified based on economic factors, as determined in Frontier's sole discretion, Frontier may in its discretion provide the services upon the application for service and payment of estimated construction charges as determined by Frontier. If actual costs of construction are more than the estimated construction costs paid in advance by the applicant, the applicant will be invoiced for the difference after the project has been completed.
- b. Construction charges are payable upon application for service or when billing is rendered as Frontier, at its option, may require.
- c. Construction furnished by or performed by the applicant, where authorized in this Product Guide, is subject to the approval of Frontier.
- d. The "cost of construction" will consist of the following to the extent they are applicable:
 1. An engineering design study fee of \$2,000.00 to conduct a site visit and develop a preliminary cost estimate (which will be applied toward the estimated construction costs due and payable by the applicant).
 2. Engineering, labor, supervision and overhead expenses.
 3. Materials, equipment (whether provided or used) and transportation.
 4. Permitting and other fees.
 5. Procurement of rights-of-way and easements.
 6. Administration and taxes.
 7. The weighted cost of capital.
 8. Contingencies.
 9. Any other specific items of expense associated with the construction.
- e. When attachments are made to poles of other companies, in lieu of providing new pole line construction for which the subscriber would regularly be charged construction charges under the provisions of this section, the attachment rental charges to Frontier for such attachments may be assessed the subscriber in whole or in part as the particular circumstances may warrant.
- f. No construction charges paid to Frontier are refundable.
- g. Unless otherwise specified in this Product Guide, Frontier retains ownership and control of all specially constructed facilities even though the customer may be required to pay special construction charges.

EFFECTIVE: January 18, 2019

SECTION 5 - CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 Construction Charges (Cont'd)

.2 Construction on Private Property

Where, for the purpose of furnishing extension lines, it is necessary to lay underground conduit or to set poles on the subscriber's premises, the subscriber is required to provide and install such underground conduit and to provide and erect poles, or Frontier will do the work at the subscriber's expense. Where the work is performed by the subscriber, it must be in accordance with the standard specifications of Frontier.

.3 Rearrangements of Existing Plant

When Frontier is requested to move, remove, or change existing plant for which no specific charge is quoted in this Product Guide, the person, association, municipality, charter county, county, or other division of state or local government at whose request such move, removal or change is made may be required to bear the costs incurred.

.4 Construction Required for Temporary Service

When construction is required for temporary service, and there is no immediate prospect of reusing the plant provided, the subscriber may be required to bear all or a portion of the cost of such construction.

.5 Cancellation of Application Requiring Construction of Facilities

- a. Where special construction of facilities has been started prior to the cancellation and to the extent there is another requirement for the specially constructed facilities, no charge applies.
- b. Where special construction of facilities has been started prior to the cancellation, and there is no other requirement for the specially constructed facilities, a charge equal to the costs incurred in the special construction less net salvage, applies, except that, where one or more, but not all, of the services involved in the special construction are cancelled, a charge equal to the charge for discontinuance of such services applies instead. Such charge is determined as set forth in Section 4. In determining the charge, each cancelled service is treated as discontinued as of the date on which it was to have been placed in service.
- c. Installation or special construction of facilities for a subscriber is considered to have started when Frontier incurs any expense in connection therewith or in preparation therefore, which would not otherwise have been incurred, provided:
 - (1) The subscriber has advised Frontier to proceed with the installation or special construction, and
 - (2) Frontier has advised the subscriber that, in accordance with his order, it is commencing the installation or special construction.

.6 Relocation of Utility Facilities

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

(N)
|
(N)

EFFECTIVE: April 1, 2016

SECTION 5 - CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.2 Charges for Unusual Installations

.1 Installation of Interior Cable

a. Inside Wiring

- (1) The use of exposed wiring is the standard method of wiring buildings. When concealed wiring is desired, the applicant is charged the difference between the expense incurred by Frontier in providing the concealed wiring and the expense which would otherwise be incurred for exposed wiring, except that if suitable interior conduit suitably located is provided by the subscriber, the wiring is installed in the conduit by Frontier without additional charge.
- (2) Where, due to the type of construction of the building occupied by an applicant or the conditions imposed by the applicant, abnormal expense is incurred by Frontier, the applicant shall be required to pay the difference between the expense incurred by Frontier and the expense which would normally have been incurred for the installation.
- (3) The subscriber is required to provide suitable access to work space for installation and maintenance purposes, and to remove and replace any ceilings, walls, floors, etc., as may be required. Frontier shall reserve the right to refuse to install or maintain wiring in a location where safety of workmen or continuity of service might, in the opinion of Frontier, be questionable.
- (4) Where cable is economical for providing service into a subscriber's premises, the subscriber will be required to provide conduit of a size specified by Frontier, from the property line of the building which he occupies to the location of the telephone apparatus or equipment within the building or, should Frontier determine that conduit is not required, the subscriber shall provide suitable access through walls, floors, and partitions, together with suitable protective covering for Frontier's cables.
- (5) Where the subscriber's requirements are such that cables, conduits, manholes, etc., are required to reach the subscriber's premises, and there is no known prospect of reusing plant provided should the subscriber not continue service of a minimum period of five years, the subscriber will be required to save Frontier harmless from loss. By agreement, the subscriber shall pay the net loss (cost less net salvage value) less 1/60 thereof for each full month of service. Such agreement may, at Frontier's option, be secured by security bond or cash deposit bearing interest.

EFFECTIVE: April 1, 2016

SECTION 5 - CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.2 Charges for Unusual Installations (Cont'd)

.2 Special Types of Installations

When a special type of installation is desired by a subscriber or where the individual requirements of a particular situation make the installation unusually expensive, the subscriber is required to bear the excess cost of such installation. Any special maintenance expense that may from time to time occur will be borne by the subscriber except that maintenance of buried service wire, including trench where required, will be at the expense of Frontier.

.3 Temporary Installation

When an installation is required for temporary service and there is no immediate prospect of reusing the plant provided, the subscriber may be required to bear all or a portion of the cost of such installation, over and above all other regular charges for service and equipment.

5.3 Special Services Arrangements

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

- a. Cost of maintenance.
- b. Cost of operation.
- c. Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
- d. Administration, taxes, and uncollectible revenue on the basis of reasonable average charges for these items.
- e. Any other specific items of expense associated with the particular situation.
- f. A reasonable amount, computed on the estimated cost installed of any facilities provided, for return and contingencies.

EFFECTIVE: April 1, 2016

SECTION 5 - CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.3 Special Service Arrangements (Cont'd)

- .2 Estimated costs installed as mentioned in c. and f. above includes costs of equipment and materials specifically provided or used, plus the estimated cost of installing, including engineering, labor, supervision, transportation, rights-of-way, and any other items which are chargeable to the capital accounts.
- .3 The following is a list of Special Service arrangements provided:

<u>Description</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Basic Termination Liability</u>
Dedicated facilities--200-pair, 26-gauge cable, aerial	\$2,225.00	\$40.00	-
Miscellaneous Service Arrangements equipment to provide three-digit level access from Centrex stations to customer provided paging system	\$50.00	\$6.90	-
Dedicated facilities—provide 50 two-point voice grade circuits	-	\$56.35	\$1,950.00 (120)
Dedicated facilities—associated equipment for 27 two-point voice grade circuits	-	\$75.90	\$2,750.00 (120)
Dedicated facilities--associated equipment for 25 two-point voice grade circuits	-	\$50.70	\$1,670.00 (120)
Dedicated facilities-associated equipment for 12 two-point voice grade circuits	-	\$46.00	\$1,650.00 (120)
Dedicated facilities--associated equipment for 15 two-point voice grade circuits	-	\$57.50	\$1,225.00 (120)
911 Service--Emergency Service Bureau - Common equipment for 100 trunks, 100 lines, 10 answering positions, including a supervisory position and eight-hour battery reserve power	\$3,000.00	\$862.50	\$23,000.00 (120)
ESB answering positions with direct station selection, each	\$500.00	\$ 148.15	\$3,700.00 (120)
ESB trunk line terminations, each	\$285.00	\$43.75	-
Two-way adapters--for the first group of ten trunks, or fraction thereof	\$30.00	\$17.50	-

SECTION 5 - CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.3 Special Service Arrangements (Cont'd)

.3 The following is a list of Special Service arrangements provided: (Cont'd)

<u>Description</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Basic Termination Liability</u>
Coin Telephone Service—Railroad Dispatcher Trackside Outdoor Telephone Booth	\$25.00	\$4.05	-
Auxiliary Service—Directory Assistance Calling Information Record for Centrex Stations	\$25.00	\$16.00	-
<u>Centrex Service--Special Features</u>			
Initial feature establishment charge	\$3,000.00	-	-
Feature Information Charges for Changes, Additions, and Rearrangements			
Station activation, each station	\$7.25	-	-
Minor changes, includes feature information preparation and entry for changes in existing trunk groups, or change in direct call pickup group, etc., per occasion	\$70.00	-	-
Major changes, includes feature information preparation and entry for changes in existing features such as rearrangement of present trunk groups, numbering schemes, service codes, hunt groups, etc., per occasion	\$1,050.00	-	-
Call Forwarding, All Calls, per station line, each	\$1.50	-	-
Dial Call Pickup, per station line, each	-	\$0.75	-
Automatic Station Callback – call park, call waiting (originating and/or terminating), and direct call pickup, per station line	-	\$4.50	-
Speed Call-Individual per list	-	\$1.00	-
per line, each	-	\$0.50	-

SECTION 5 - CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.3 Special Service Arrangements (Cont'd)

.3 The following is a list of Special Service arrangements provided: (Cont'd)

<u>Description</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Basic Termination Liability</u>	
Dial-In Program Selection by Radio Loop Switching System	\$40.00	\$16.00	\$150.00 (60)	
Private Line Services – Common Control Switching Arrangement Per interexchange access line, off-network access line (ONAL) and WATS ¹ line terminated in a switching arrangement, each termination	\$140.00	\$40.00	\$170.00 (36)	(C)
Per local access line and local off-network access lines (LONAL) terminated in a switching arrangement, each termination	\$140.00	\$40.00	\$170.00 (36)	
Dedicated facilities—provide 60 two-point voice grade circuits	-	\$46.00	\$1,050.00 (120)	
Dedicated facilities – special facilities and associated equipment for 150 two-point voice grade circuits	-	\$200.00	\$8,500.00 (120)	
<u>Dial PBX/CO Centrex</u>				
Equipment required in a No. 5 XBAR central office to provide a remote answering arrangement to listed number calls				
Release loop trunk and associated equipment - for the first termination	-	\$27.00	-	
For each additional termination Emergency Answering Station for answering listed number Calls whenever the associated release loop trunks are out of service	-	\$24.75	-	
Emergency station with capacity for five release loop circuits, each station	\$10.00	\$5.60	-	
For the first two release loop units	-	\$7.85	-	
<u>Private Line Telephone Service – signaling arrangement</u>				
Arrangement to provide automatic signaling of a predetermined group of stations, per Station arranged	150.00	27.10	-	

¹ Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

(N)
(N)

EFFECTIVE: April 1, 2016

SECTION 5 - CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.3 Special Service Arrangements (Cont'd)

.3 The following is a list of Special Service arrangements provided: (Cont'd)

<u>Description</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Basic Termination Liability</u>
Construction and Installation Charges - isolated cable and under-ground conduit and associated facilities, same premises			
Buried cable from Plant 1 to Plant 3 (600)	\$9,450.00	\$180.00	\$3,650.00 (120)
Buried cable from Plant 1 to Plant 4 (900)	\$12,650.00	\$344.00	\$8,175.00 (120)
Common underground facilities provided in connection with buried cables from Plant 1 to Plants 3 and 4	\$7,700.00	\$173.00	\$4,150.00 (120)
Buried cable from Plant 1 to an intermediate point (manhole) near Plant 4A (600)	\$6,950.00	\$125.00	\$3,630.00 (120)
Buried cable from the intermediate point specified in the one above to Plant 4A (900)	\$8,175.00	\$310.00	\$8,300.00 (120)
Two-point, high capacity, digital service facilities to provide for the transmission of isochronous serial data at 1.544 Mbps (DS1)			
<u>Intraexchange</u>			
Between 4312 56th Street and 1192 feet south of Stearns Road and 330 feet west of Highwood, Tampa, one DS1	\$3,900.00	\$482.00	\$30,360.00 (120)
Between 4312 56th Street and Verges Road, 1125 feet north of Morris Bridge Raod, Thonotosassa, one DS1	\$5,375.00	\$501.00	\$22,340.00 (120)
Between 4312 56th Street and 210 Dakota Avenue, S., Hyde Park, two DS1s	\$7,850.00	\$522.00	\$15,630.00 (120)
Between 4312 56th Street and north side of Seventh Avenue, 400 feet east of 15th Street, Ruskin, one DS1	\$5,530.00	\$696.00	\$14,360.00 (120)
Between 4312 56th Street and Ten Cent Road, 0.65 miles northeast of Highway 583, Land O' Lakes, one DS1	\$4,050.00	\$750.00	\$22,010.00 (120)
Between 4312 56th Street and east side of Hiawatha Road, north of Lutz-Lake Fern Road, Lutz, one DS1	\$3,925.00	\$622.00	\$13,665.00 (120)
Between 4312 56th Street and 3403 North Orient Road, Tampa			
(1) Nine DS1s	\$18,400.00	\$1,995.00	\$71,915.00 (120)
(2) DS1 to voice multiplexer, each	-	\$215.00	-

EFFECTIVE: April 1, 2016

SECTION 5 - CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.3 Special Service Arrangements (Cont'd)

.3 The following is a list of Special Service arrangements provided: (Cont'd)

<u>Description</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Basic Termination Liability</u>
Two-point, high capacity, digital service Facilities to provide for the transmission of isochronous serial data at 1.544 Mbps (DS1).			
<u>Interexchange</u>			
Between 4312 56th Street, Tampa, and 200 feet south of Belcher Road, 700 feet West of Range Road, Clearwater, two DS1s	\$5,300.00	\$842.00	\$25,930.00 (120)
Between 4312 56th Street, Tampa, and 2730 Fairfield Avenue, S., St. Petersburg, two DS1s	\$8,450.00	\$1,017.00	\$ 20,400.00 (120)
Between 4312 56th Street, Tampa, and State Road 54, 1.65 miles east of Highway 19, New Porty Richey, one DS1	\$4,875.00	\$993.00	\$9,120.00 (120)
St. Petersburg, one DS1	\$833.34	\$510.00	-
<u>Intraexchange</u>			
Between 6605 Fifth Avenue, N. in St. Petersburg and (1) 8580 66th Street, N., In Pinellas Park, and (2) 720066th Street, N., in Pinellas Park, two DS1s	\$3,275.00	\$900.00	-
Fiber-optic system with a maxi mum capacity for 28 DS1s for use between 400 North Ashley Street and Tampa Main CO, Tampa, includes diverse fiber routing and 2-hour battery backup - Per arrangement	\$61,526.00	\$912.00	-
NOTE: DS1 to voice multiplexing is not included in this arrangement.			
<u>Interexchange</u>			
Between 825 Broadway, Dunedin and 301 Fourth Street, St. Petersburg, one DS1	\$833.33	\$1,030.00	-
Between 825 Broadway, Dunedin and 3601 34th Street, St. Petersburg, one DS1	\$833.33	\$775.00	-
Between 301 Fourth Street, St. Petersburg and 3601 34th Street, St. Petersburg, one DS1	\$833.34	\$510.00	-

SECTION 5 - CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.3 Special Service Arrangements (Cont'd)

.3 The following is a list of Special Service arrangements provided: (Cont'd)

<u>Description</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Basic Termination Liability</u>
911 Service--Equipment to provide Automatic Number Identification (ANI) in Step-by-Step Central Offices			
a. Trunk Equipment, each (NOTE: Applicable only for trunks that are terminated directly at the PSAP)	\$2,355.00		\$30.50
State of Florida Enhanced Telecommunications Network/Enhanced, digital, software controlled electronic telephone switching system employed in the provision of the State of Florida CCSA Network conforming to the criteria specified under Section 3 of the State of Florida RFP No. 85-014-4.70 TEN			
a. Common equipment, per system ^{1,2}	\$2,500.00	\$75.00	-
b. ETN connections ³			
1. Line side, each	-	\$12.50	-
2. Trunk side, each	-	\$18.50	-
3. Intermachine trunk, each	-	\$12.75	-
4. Lonal, each	-	\$20.00	-
5. Onal, each	-	\$20.00	-
c. Optional Services			
Applications Processor equipped with Version 3 feature modules including Automatic Circuit Assurance (ACA), Advanced Station Message Detail Recording (ASMDR), Facilities Management System (FMS), and Traffic Data System, per arrangement	-	\$1,500.00	-

¹ The rates and charges specified herein are in addition to rates and charges for other associated services and for other standard Product Guide charges such as service charges, directory listings, etc.
² These rates provide for BRCS I and II Feature Packages only and are exclusive of any facilities between customer premises and the serving central office.
³ Rates and charges as specified in the appropriate tariff for private line services apply for the facilities between the customer's premises and the serving central office. Measured or message rate charges will apply to each LONAL or ONAL as specified in this Product Guide for Special Access Services Capable of Using the Local Exchange Network.

SECTION 5 - CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.3 Special Service Arrangements (Cont'd)

.3 The following is a list of Special Service arrangements provided: (Cont'd)

<u>Description</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Basic Termination Liability</u>
<p>This service provides a special billing arrangement to allow the customer to readily identify long- distance message telecommunications charges for various departments.</p> <p>The information provided will be furnished in a printed format on a monthly basis, and the data in the report will segregate long- distance calls by telephone number and various account codes within a department.</p> <p>a. Arrangement to provide long- distance message information in a printout form along customer-designed format.</p>			
- Program Preparation Charge ¹	\$4,675.00	-	-
- Long-Distance Message Detail Report, each ¹	-	\$60.00	-
<p>911 Service - Arrangement to divert911 calls from the PSAP to an alternate answering location with the same central office area, includes provision for automatic and manual switching.</p> <p>a. Common Equipment in the central office to provide control and transfer, per central office at initial installation (maximum capacity of 48 trunks).</p>			
	\$6,500.00	\$100.00	-

¹ Any changes in the report format requested by the customer after the implementation of this service arrangement that may require program modifications will be furnished at additional charges, to be determined on a per-occasion basis.

SECTION 5 - CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.3 Special Service Arrangements (Cont'd)

.3 The following is a list of Special Service arrangements provided: (Cont'd)

<u>Description</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Basic Termination Liability</u>
DID Service - Arrangement to provide two trunk groups in association with the provision of DID service, includes central office switching equipment, changes and rearrangements of trunks and DID numbers.			
a. Per arrangement	\$7,900.00	-	-
911 Service – Rearrangements and changes required to provide ANI capability in step-by-step central offices, per central office.			
a. Bartow-Alturas CO	\$11,000.00	\$199.00	-
b. Haines City-Dundee CO	\$54,000.00	\$661.00	-
c. Lake Wales-Babson Park CO	\$20,000.00	\$278.00	-
d. Lake Wales-Main CO	\$33,000.00	\$482.00	-
e. Lakeland North CO	\$41,000.00	\$697.00	-
911 Service - Rearrangements and changes required to provide ANI capability in step-by-step central offices, per central office			
a. Myakka-Main CO	\$12,500.00	\$150.00	-

NOTE: Above rates and charges are in addition to all other charges for services and equipment with which this service is associated.

SECTION 5 - CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.3 Special Service Arrangements (Cont'd)

.3 The following is a list of Special Service arrangements provided: (Cont'd)

<u>Description</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
911 SERVICE--Key System and Miscellaneous Terminal Equipment for use at 911 Emergency Answering Bureaus		
1. Key System Equipment		
a. Common equipment includes wall mounted cabinet, power supply and associated audible and visual control equipment.		
1) For terminating up to 6 central office lines	\$335.00	\$32.70
2) For terminating up to 13 central office lines	\$555.00	\$50.70
b. Line terminating equipment, each	\$45.00	\$4.00
(NOTE: One required for each central office line terminated in the common equipment.)		
c. Intercommunicating line with one talking path and associated audible and lamp control equipment.		
1) For up to 9 stations	\$55.00	\$10.80
2) For up to 19 stations	\$55.00	\$12.50
d. Station Apparatus		
1) 10-button key telephone with touch-call keypad and operator jack, each	\$170.00	\$12.40
2) 20-button key telephone with touch-call keypad, each	\$225.00	\$24.50
e. Key System Standby Power, each	\$555.00	\$ 32.30
f. Miscellaneous Equipment		
1) Intercom Buzzer, each	\$11.00	\$1.00
2) Chime, each	\$75.00	\$4.90
3) Jack for operator's set for use with standard telephone sets, includes cut-off switch, each	\$36.00	\$3.60
4) Single Line Touch Call set, each	\$15.00	\$3.00

EFFECTIVE: April 1, 2016

SECTION 5 - CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.3 Special Service Arrangements (Cont'd)

.3 The following is a list of Special Service arrangements provided: (Cont'd)

<u>Description</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
2. Attendant's Position Equipment for use at Small PSAP locations with touch-call keypad and hearing and compatible headset applique.		
a. <u>Single-line unit, each</u> With 40-number automatic dialer	\$155.00	\$ 9.30
b. <u>Two-line unit, each</u> With 40-number automatic dialer	\$30.00	\$21.40
c. <u>Three-line unit, each</u> With 40-number automatic dialer	\$555.00	\$49.80
d. <u>Four-line unit, each</u> With 40-number automatic dialer	\$555.00	\$68.00
3. Special Panel Mounted Attendant's Position, includes panel assembly and power supply, integrated with 40-number automatic dialer, touch-call keypad, 30-button key unit, headset jack and handset, each position	\$815.00	\$70.00
- with 600-ohm interface and contact closure, each position	\$270.00	\$12.00
4. ANI Display Equipment for use at small PSAP Locations - includes 911 Call Event Logger, ANI Display Unit, Power Supply, and other associated hardware, per attendant position.		
a) One-line unit, each	\$11,920.00	\$235.00
b) Two-line unit, each	\$15,695.00	\$335.00
c) Thr-e line unit, each	\$21,330.00	\$450.00
d) Four-line unit, each	\$25,130.00	\$550.00
5. Miscellaneous Equipment		
a) Small PSAP Printer, each	\$285.00	\$27.20
b) Large PSAP Printer, each	\$715.00	\$70.40
c) Distributive Ringing associated with each large PSAP	\$155.00	\$24.00
d) Multiplexer for small PSAPs requiring ALI interface, each	\$155.00	\$33.00

SECTION 5 - CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.3 Special Service Arrangements (Cont'd)

.3 The following is a list of Special Service arrangements provided: (Cont'd)

<u>Description</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
MISCELLANEOUS SERVICES ARRANGEMENT ³ - Arrangement to permit diversion of listed number calls from one central office to a foreign exchange line group located in another central office within the same exchange, per access facility	1	\$16.00 ²

This arrangement will be terminated effective with the publication of the July 1988 directory.

¹ Primary Service Ordering Charge as specified in Section 4 in the Product Guide applies for the establishment of this service.
² The monthly charge per access facility is based on an existing level of charges for a comparable service.
³ Above rates and charges are in addition to all other rates and charges for services and equipment with which this service is associated.

EFFECTIVE: April 1, 2016

SECTION 5 - CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.4 Underground Construction in Connection with Providing Distribution Facilities in Subdivisions in Advance of Service

- .1 Frontier at its sole discretion may provide underground distribution facilities in subdivisions in advance of service when satisfactory arrangements can be made with the contracting party concerned and where such facilities are practical from a Company stand-point.
- .2 When underground distribution facilities are provided, the contracting party concerned must agree to furnish and record rights-of-way and easements.
- .3 When power lines are also be placed underground, the placing of power facilities in relation to telephone facilities must be according to Company specifications.
- .4 Frontier may require the conduit to be constructed by or at the expense of the developer, builder or subdivider.
- .5 Underground conduit shall be constructed in accordance with plans and/or specifications furnished by Frontier and shall be approved by Frontier before back-filling.
- .6 Wire or cable installed in conduit will be maintained and replaced, as required, by Frontier when the conduit has been inspected in place and approved by Frontier.
- .7 The subscriber, subdivider, builder, or developer shall furnish Frontier an accurate plot plan of the subdivision and any subsequent additions to a subdivision.
- .8 Any damages to the lines, equipment, or facilities of Frontier caused by the subscriber, subdivider, builder, developer, their agents, or representatives shall be repaired by Frontier and charges associated with such repairs shall be paid by the subscriber, subdivider, builder, or developer.

SECTION 5 - CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.5 Conversion of Overhead Facilities to Underground Facilities

.1 Definitions

Applicant - Any person or entity, including an association, municipality, charter county, county or other local government that requests the conversion of overhead Company facilities to underground.

Conversion - Installation of underground facilities where underground facilities will be substituted for existing overhead facilities.

Cost Estimate - A cost estimate for conversion work prepared by Frontier following receipt of the applicable cost estimate preparation charge.

Cost Estimate Preparation Charge - The charge an applicant pays to Frontier to secure a cost estimate for conversion.

Overhead Facilities - Company aerial cable and Company poles.

Underground Facilities - Direct buried facilities or facilities in underground conduit.

.2 General Regulations

Construction charges as set forth in 5.1 shall not apply to request for conversion of overhead facilities or to any work for or related to conversion. The provisions shall apply to requests for conversion of overhead facilities to underground facilities.

- a. An applicant shall request conversion in writing and specify in detail the overhead facilities that are the subject of the requested conversion. Upon receipt of a written request, Frontier will determine the feasibility of converting the overhead facilities. If the written request requires revision to determine the feasibility of conversion, Frontier will so notify the applicant. If Frontier determines that the requested conversion is feasible, Frontier will so notify the applicant. If the applicant wishes to secure a cost estimate for the requested conversion, the applicant will request the cost estimate in writing, and Frontier will thereafter notify the applicant of the cost estimate preparation charge that the applicant must pay to Frontier in advance to secure a cost estimate. If the conversion is not feasible, Frontier will notify the applicant and will have no obligation to proceed with the applicant's request or with the requested conversion. Frontier shall have the sole discretion to determine whether the conversion is feasible.
- b. If an applicant requests a cost estimate for conversion, a charge for the preparation of a cost estimate will apply. The applicant will pay the cost estimate preparation charge before development of the cost estimate commences. The charge includes the costs associated with the development of the cost estimate. The cost estimate preparation charge is non-refundable and is applicable whether or not the conversion work occurs. If an applicant cancels a request for a cost estimate prior to its completion, Frontier will return to the applicant any portion of the previously paid cost estimate preparation charge that is in excess of costs incurred by Frontier to prepare the cost estimate.

SECTION 5 - CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.5 Conversion of Overhead Facilities to Underground Facilities

.2 General Regulations (Cont'd)

- c. If an applicant wishes to proceed with conversion, the applicant may only do so following receipt of a cost estimate and, in such case, shall notify Frontier in writing of its desire to proceed with conversion. Thereafter, the applicant must execute a written agreement prepared by Frontier governing such conversion work within 180 calendar days of the date of the cost estimate or, if not executed within the 180 day period, must request a new cost estimate. A cost estimate preparation charge shall again apply for a new cost estimate. The payment for the conversion work in the agreement shall be based upon the cost estimate.
- d. If an applicant requests engineering consultation work for a proposed conversion and if the applicant has not previously paid for such work via a cost estimate preparation charge or a conversion agreement, the applicant, in advance of the work, at Frontier's request will sign an agreement agreeing to pay for any additional engineering consultation work.

5.6 Contract Service Arrangements

- .1 At the Company's discretion, customer specific contract service arrangements may be furnished in lieu of existing Product Guide offerings.
- .2 Rates, Charges, Terms, and additional regulations, if applicable, for the contract service arrangements will be developed on an individual case basis.
- .3 Unless otherwise specified, the regulations for contract service arrangements are in addition to the applicable regulations and rates specified in other sections of this Product Guide.
- .4 The subscriber and Frontier may elect to enter into an agreement where certain rates and/or charges for contract service arrangements are applicable for a fixed period of time. Frontier will continue to offer such contract service arrangements without change in the applicable rates and/or charges unless mutual consent has been reached between Frontier and the subscriber to undertake such changes. At the completion of this period, the agreement may be renewed at the option of Frontier and the subscriber. Original rates and/or charges may apply to any renewed agreement.

5.7 Charges Applicable for Facility Extension

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

(N)

(N)

EFFECTIVE: April 1, 2016

SECTION 6 - DIRECTORY LISTINGS

6.1 Terms and Conditions

.1 General

- a. The terms and conditions specified herein for directory listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying subscriber's telephone numbers and as an aid to the use of telephone service.
- b. The listing of subscribers either without charge or at the rate specified herein for additional listings in the alphabetical section of the directory does not contemplate special prominence or arrangement.
- c. Listings are furnished only as specified for the various services mentioned in this section. Listings are not necessary in connection with any services or facilities which are not specifically mentioned in this section and are consequently not furnished either with or without charge.
- d. Except as is hereinafter provided, only one name listing is furnished without charge for each main station service, PBX system, Centrex system, Centrex Service System, Shared Tenant Service Key or PBX System, or ISDN-Basic Rate Interface business group.
- e. When a customer will establish a residence or business shortly after the close of customer listing records, but preceding publications, Frontier shall, upon request, establish and list service at the requested new address and immediately place the service on suspension. Service connection and other appropriate local service charges shall be due and payable, independent of whether service is later restored.
- f. Service Charges are applicable.

.2 Liability of the Subscriber

- a. Frontier, in accepting listings as prescribed by subscribers or prospective subscribers, will not be a party to controversies between subscribers as a result of the publication of such listings in its directories. The subscriber assumes full responsibility concerning the right to the use of any name or trade name in a directory listing acceptable to Frontier.
- b. The subscriber assumes full responsibility in determining that the listing will conform in all respects to all applicable law and all licensing requirements from any licensing authority.
- c. The subscriber agrees to indemnify and hold Frontier harmless from any claims, loss, damage or liability, which arises out of or results from the use by the customer or a listing containing a name, address, trade name, or any other such similar designations.
- d. Frontier does not undertake to determine the legal, contractual or any other right to the use of a name or trade name. Nor does Frontier undertake to determine whether a subscriber is required to have a valid occupational or business license, permit or registration from any licensing authority in order to engage in the business listed.

EFFECTIVE: April 1, 2016

SECTION 6 - DIRECTORY LISTINGS

6.1 Terms and Conditions (Cont'd)

.3 Limitations of Use

- a. Frontier reserves the right to limit the length of any listing to one line in the directory by the use of abbreviations and to further use of abbreviations for the sake of uniformity when, in the judgment of Frontier, the clearness of the listing and the identification of the subscriber is not impaired thereby.
- b. Frontier reserves the right to reject additional listings when, in its judgment, such listings would tend to delay or impede the use of the service.
- c. Street numbers, followed by the names of streets, will be used in identifying the location of the subscriber except when, in the judgment of Frontier, names of buildings, apartment houses, or communities serve as a better means of identification. Corner addresses are undesirable and will be used only where the street number is not available. The use of floor, room or suite numbers of buildings or apartment houses, or other such designations in addition to the street address, are not permitted.
- d. Listings are not provided in connection with public telephone service except where, in the judgment of Frontier, the listing will facilitate Frontier's operations. No additional charged listings are permitted. Listings in connection with semipublic telephone service are furnished under the rates and terms and conditions as other business service. Frontier reserves the right to refuse additional listings when, in its judgment, calls cannot readily be answered by the person desiring the listing.

.4 Provisions for Listings

- a. Where a number of trunks or individual line station services are provided for the same subscriber on a rotary (hunting) basis, only one listing is ordinarily necessary to properly identify the subscriber.
- b. If additional listings are required to meet the convenience of the general public, such additional listings may be provided without charge to the extent that the number of listings allowed does not exceed the number of individual rotary lines, PBX trunks, or one-eighth the number of main stations in each Centrex system associated with the service.
- c. Additional listings usually bear the call number of the first line but, at the subscriber's request, may bear any of the consecutive numbers of the rotary (hunting) group.
- d. When, in the judgment of Frontier, the use of reference or other listings in excess of the number of listings permitted without extra charge, as previously outlined, are needed for better identification of the subscriber or governmental offices to facilitate Frontier's operations, such listings may be provided without charge.

SECTION 6 - DIRECTORY LISTINGS

6.1 Terms and Conditions (Cont'd)

.4 Provisions for Listings (Cont'd)

e. All listings provided in connection with service at concession rates are furnished subject to the terms and conditions specified in this section.

f. PBX Systems

(1) In PBX systems, all listings, with or without extra charges, usually bear the call number of the first trunk line but at the subscriber's request they may bear any of the numbers including listings of those numbers employed in making calls when the PBX operator is not on duty.

(2) The listing of a non-rotary trunk line or the first number of a separate rotary group of trunk lines may be arranged for to meet special conditions.

(3) Listings of private branch exchange systems installed at either business or residence locations are furnished under the terms and conditions specified for business and residence listings respectively.

(4) Frontier reserves the right to refuse listings of private branch exchange stations located at a distance from the private branch exchange switchboard when, in its judgment, the conditions are such that standard transmission cannot be secured.

g. For Centrex Service and Centrex Systems

(1) If additional listings are required which would otherwise be available at the regular rate for additional listings, to properly identify the subscriber, such additional listings may be provided without charge to the extent that the number of listings allowed does not exceed the number of Network Access Register (NAR) Packages in a Centrex Service System.

(2) Additional listings cannot be listings of individual names.

(3) The listings may be any of the Centrex or Centrex Service numbers.

EFFECTIVE: April 1, 2016

SECTION 6 - DIRECTORY LISTINGS

6.2 Business Listings

.1 General

- a. Generally, business listings consist of a name, designation descriptive of the subscriber's business, the address at which service is rendered, and the business telephone number. Names may be those of individuals doing business as such, names or firms or members thereof, or names of corporations or officers thereof, or they may be the names of persons associated in business or registered trade names, including obsolete trade names of business, which the subscriber owns, controls or represents. Business listings may also include the names of employees of the subscriber, or of persons designated as being associated in the business owned or controlled by the subscriber.
- b. A name made up by adding a term such as Company, Agency, Shop, Works, etc., to the name of a commodity or service, or by combining two or more business names, is not accepted as a listing unless the subscriber is legally authorized to do business under such as a registered trade name. Frontier reserves the right to reject listings which appear to be designed primarily to give publicity to the commodity or service, or which, in its judgment, are otherwise objectionable or unnecessary for identification purposes.
- c. All listings in connection with service under contract with a subscriber on the same premises must bear the same address. An exception may be made in the case of off-premises extensions and outside stations of private branch exchange systems when the address may be that of the premises in which the station is located.

.2 Business Designations

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

.3 Special Designations

- a. Listings of clergymen, physicians, surgeons, dentists, veterinary surgeons or other medical practitioners, professors, government officials and officers, etc., may, for the purpose of identification, include abbreviated designations of titles. Also, the titles "Mrs.," "Ms.," or "Miss" are permitted.

EFFECTIVE: April 1, 2016

SECTION 6 - DIRECTORY LISTINGS

6.3 Residence Listings

.1 General

- a. Residence listings consist of a name, the address of the premises at which service is rendered, and the telephone number. The primary listing is ordinarily the name of the individual who contracts for the service, but where the service is contracted for by one party for the use of a second party, the primary listing may be the name of the second party. At no additional charge and upon the request of any residential customer, Frontier shall list an additional first name or initial under the same address, telephone number, and surname of the customer. Frontier shall place the first names or initials in the order requested by the customer. Additional listings may be furnished in the names of relatives, including those by marriage, domestic employees of the subscriber, or other persons residing in the subscriber's house who are recognized as a part of the subscriber's domestic establishment.

.2 Special Designations

- a. Designations as shown in 6.2.3 may be included in residence listings.

.3 Dual Name Listings

- a. Dual name listings may be provided for customers subscribing to residence service who share the same surname and reside at the same address.
- b. Dual name listings may be provided as the primary listing at no recurring charge for the addition of the second name to the listing.
- c. Dual name listings may be provided as an additional listing at the subscriber's option, at the regular additional listing rate.

.4 Business Designations

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

EFFECTIVE: April 1, 2016

SECTION 6 - DIRECTORY LISTINGS

6.4 Non-published Telephone Numbers (Cont'd)

.3 Exceptions

a. The rate for non-publishing and non-listed services does not apply to the following:

(1) Customer with a Published Listing

If a customer has both published and non-published/non-listed listings for the same address and class of service, the non-published/non-listed monthly recurring charge will not apply.

(2) Customer with a Non-Published/Non-Listed Listing

If a customer has a non-published/non-listed listing, only one monthly recurring charge will be applied for any non-published and/or non-listed listings for the same customer with the same class of service at the same address. If the customer has a combination of non-published and non-listed listings at the same address, the non-listed monthly recurring charge will apply.

(3) Pay Telephone Service

(4) Special Reversed Long-distance Service

(5) Foreign Exchange/Zone Service

(6) Temporary Service (service provided for a period not more than 30 days)

(7) Special services such as teletypewriters or data services provided for customer with impaired hearing having a limited requirement for voice communication.

(8) Local Exchange Service for customers living in a hotel, hospital, retirement complex, or boarding house provided the customer is listed under the telephone listing of the establishment.

(9) New listings provided to a customer because of unusual circumstances, such as harassing calls, threat, or other acts adversely affecting the health, welfare, security or service of the customer (service provided for a period not more than 30 days).

SECTION 6 - DIRECTORY LISTINGS

6.5 Non-list Telephone Numbers

.1 General

Upon request, a subscriber's primary telephone number may be "non-list" subject to the following conditions:

- a. Non-list telephone numbers are not listed in Frontier's alphabetical directory but are maintained on information records and will be furnished upon request of the calling party.
- b. Request for non-list telephone numbers will be accepted only when, in the judgment of Frontier, such an arrangement will not be detrimental to the service in general.
- c. The acceptance by Frontier of the subscriber's request to furnish a non-list telephone number does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.
- d. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing of a non-list telephone number in the directory shall attach to Frontier and, where such a number is published in the directory, Frontier's liability shall be limited to and satisfied by a refund of any monthly charges which Frontier may have made for such non-list telephone number.
- e. The subscriber indemnifies and saves Frontier harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-list telephone number.

.2 Rates

Monthly Rate

- | | | |
|---|--------|-----|
| a. Each non-list telephone number (RNL) | \$6.50 | (I) |
|---|--------|-----|

SECTION 6 - DIRECTORY LISTINGS

6.5 Non-list Telephone Numbers (Cont'd)

.3 Exceptions

a. The rate for non-publishing and non-listed services does not apply to the following:

(1) Customer with a Published Listing

If a customer has both published and non-published/non-listed listings for the same address and class of service, the non-published/non-listed monthly recurring charge will not apply.

(2) Customer with a Non-Published/Non-Listed Listing

If a customer has a non-published/non-listed listing, only one monthly recurring charge will be applied for any non-published and/or non-listed listings for the same customer with the same class of service at the same address. If the customer has a combination of non-published and non-listed listings at the same address, the non-listed monthly recurring charge will apply.

(3) Pay Telephone Service

(4) Special Reversed Long-distance Service

(5) Foreign Exchange/Zone Service

(6) Temporary Service (service provided for a period not more than 30 days)

(7) Special services such as teletypewriters or data services provided for customer with impaired hearing having a limited requirement for voice communication.

(8) Local Exchange Service for customers living in a hotel, hospital, retirement complex, or boarding house provided the customer is listed under the telephone listing of the establishment.

(9) New listings provided to a customer because of unusual circumstances, such as harassing calls, threat, or other acts adversely affecting the health, welfare, security or service of the customer (service provided for a period not more than 30 days).

SECTION 6 - DIRECTORY LISTINGS

6.6 Additional Listing Charges

.1 General

- a. The subscriber to the service assumes responsibility for all charges for additional listings associated with his service. Additional (paid) directory listings are accepted for a minimum chargeable period of the life of the directory issue in which the listing first appears. In case the additional listing does not appear in the directory, the minimum chargeable period is for one month. Listing charges date from day the directory assistance records are posted and are payable monthly in advance. Directory Assistance records are posted at the time the application for the listing is made or at any time to and including the closing date of the directory as the subscriber may desire.
- b. Listing charges are automatically discontinued upon termination of the main contract for service, or in case the listed party become a subscriber to exchange service, similar in classification, i.e., business or residence, as that under which such party already is listed, or in case of the death of the listed party. Listing charges may also be discontinued at the expiration of the initial contract period upon request of the subscriber in advance of the closing date of the directory. In the latter charge, the minimum listing charge to be collected is that for one directory period.

.2 Rates

- a. Additional name listings in excess of those permitted without extra charge, directional calling information, and listings for clients of Shared Tenant Service operations and additional line matter, where permitted, are furnished at the following monthly rates:

	<u>Monthly Rate</u>	
(1) Residence	\$6.00	
(2) Business	\$24.00	(I)

6.6.1 Extra Lines of Information – descriptive text that does not have a telephone number.

	<u>Monthly Rate</u>	
(1) Residence	\$5.50	
(2) Business	\$24.00	(I)

6.7 Miscellaneous Listings

.1 Toll Stations

Listings of Toll Stations connected with a central office, installed at either business or residence location, are furnished under the terms and conditions specified above for business and residence listings respectively.

SECTION 6 - DIRECTORY LISTINGS

6.7 Miscellaneous Listings (Cont'd)

.2 Reference Listings

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

Example: Tribune, see Tampa Tribune

.3 Foreign Exchange Listings

- a. Listings in the alphabetical list of an exchange other than that which the subscriber is served are furnished, if desired, at the regular rate for additional listings.

Example:

Listing of a Clearwater subscriber in the Tampa Directory:

Smith C M 123 Bay Drive Clearwater.....292-4113

b. Rates

Monthly Rate

1. Residence	\$6.00	(1)
2. Business	\$6.50	(1)

.4 Caption Listings

- a. Listings may be indented under a caption or subcaption at no additional charge when in the judgment of Frontier, the captions will facilitate the use of the service.
- b. The captions must be an essential part of the indented listings which follow and may include names of departments, branches of the business, or titles of officials.

Example: Florida Title Industries Inc.

Plant 608 Prospect.....292-8183
 Executive & Financial Offices..... 292-8183
 Sales & Warehouse 639 Prospect..... 292-8193

- c. Listings of departments and of variations of the same general line of business, which in the opinion of Frontier, do not materially add to the information contained in the caption or main listing or which are designed to advertise the extent of the subscriber's business are not permitted. Also, the name of individuals is not permitted in listings to be indented under captions.

SECTION 6 - DIRECTORY LISTINGS

6.7 Miscellaneous Listings (Cont'd)

.5 Names Spelled More Than One Way

- a. Subscribers whose names are commonly spelled in more than one way may arrange for additional listings of the name as alternately spelled at the regular rate for an additional listing. Listings of misspelled names are not allowed, when in the judgment of Frontier, they are desired for the purpose of securing preferential position in the directory or for advertising purposes.

Example: Smithe A G 1207 Chilkoot.....292-9347
 and as listed under "Smith"
 Smith A G 1207 Chilkoot.....292-9347

.6 Alternate (Directive) Listings

- a. Subscribers may obtain listings which refer calling parties to certain other telephone numbers after business hours and on Sundays and Holidays, or in case no answer is received on the call for the first listed number or numbers. Alternate listings are of two general types, according to whether the listing indicates (a) that the alternate telephone number is to be called after business hours and on Sundays and Holidays, or (b) that the alternate telephone number is to be called in the event no answer is received on the call for the first number or numbers.
- b. Alternate listing which refer calling parties to other telephone numbers may indicate the telephone numbers of subscribers who are agreeable to the use of their telephone number in such alternate listings or they may be the telephone numbers of members or employees of the firm. Names of individuals are not permitted in alternate listings.

Example: Southgate Water & Sewer Co
 2045 Siesta Drive 292-1176
 Nights and Sundays call 292-5374

Fields J M Dept Store 9215 Fla Ave 292-6147
 After 5 PM, Sundays & Holidays
 Building Manager 292-6628

Tampa Florida Brewery 226 N Ingraham Av 292-8305

- c. Alternate listing will be charged at the additional listing rate. This rate will apply to each line of the "Note" and to each listing under the "Note."

EFFECTIVE: April 1, 2016

SECTION 6 - DIRECTORY LISTINGS

6.7 Miscellaneous Listings (Cont'd)

.7 Additional Line Matter

- a. Additional line matter may include supplementary address information, hours of operation, mailing information, or call instructions. Additional line matter is provided at the regular rate for additional listings.

NOTE: Bills covering all charges for exchange service, toll service, and listing charges will be rendered in the name of the subscriber, and the subscriber will be responsible for all such charges.

.8 Custom Abbreviated Dialing (CAD) Service

- a. The phrase "Charges Will Apply" will be included in the Custom Abbreviated Dialing (CAD) Service listing at no additional charge.

SECTION 7 - COIN TELEPHONE SERVICE

7.1 Public Telephone Access Service for Customer-Provided Equipment (CPE)

.1 General

- a. Public Telephone Access Service (PATS) for CPE is an exchange line service provided at the request of a certificated PATS provider for telecommunication use.
- b. Public Telephone Access Service for CPE is provided for use with Individual Line Service and Private Branch Exchange (PBX) Service.
- c. The carriage and completion of local messages are provided by Frontier.
- d. Public Telephone Access Service for CPE is provided subject to the condition that telephone messages (local and long-distance) placed from stations which are accessible to the public are completed over Public Telephone Access Service for CPE lines. Where Public Telephone Access Service for CPE is provided, any type or grade of residence or business service offered regularly at that location may be furnished in addition, provided such residence or business service is confined to locations solely for use by the particular establishment.
- e. Customer-provided public telephones may not be attached to other types of access lines. A subscriber must use a separate Public Telephone Access line for each CPE public telephone installed and will be billed the Tariff and/or Product Guide rate for each line whether associated with Individual Line Service or with PBX Service. Where furnished in association with PBX Service, PATS access lines must be partitioned from all other PBX access lines. Off-premises extensions to customer-provided pay telephones are not permitted.
- f. Vacation Service offered in this Product Guide is not available to PATS access lines.

.2 Responsibility of the Subscriber

- a. The subscriber shall be responsible for the installation, operation, and maintenance of any customer-provided telephones used in connection with this service. In addition, the subscriber is responsible for meeting all federal, state, and local statutes with respect to provision of customer-provided telephones in accordance with all hearing-impaired and handicapped person requirements.
- b. Customer-provided telephones must be connected to the Frontier network in compliance with Part 68 of the FCC Rules and Regulations.
- c. The subscriber shall comply with Florida Public Service Commission Rules 25-24.500 through 25-24.520, Rules Governing Pay Telephone Service.

EFFECTIVE: April 1, 2016

SECTION 7 - COIN TELEPHONE SERVICE

7.1 Public Telephone Access Service for Customer-Provided Equipment (CPE) (Cont'd)

.3 Violations of Terms and Conditions

- a. Where any customer-provided telephone is used and/or connected in violation of this Product Guide, Frontier will promptly notify the customer of the violation.
- b. Failure of the subscriber to discontinue such use or to correct the violation will result in the suspension or disconnection within five business days after written notification of the subscriber's service until such time as the subscriber complies with the provisions of this Product Guide.

.4 Optional Service Features

a. Central Office Blocking with Operator Screening

Where facilities permit, Central Office Blocking with Operator Screening is offered to provide a choice of restrictions at the subscriber's option. These options will be available where Public Telephone Access Service for CPE is provided (Reference 7.1.5). Outward Only service may only be provided in correctional institutions, schools, hospitals, and other locations that the Public Service Commission grants a specific exemption. Options are provided as follows at rates and charges specified in 7.1.5.:

- (1) Option 1 - Two-Way Service. Provides central office blocking of "011+IDDD", "1+900" and "1+976" calls. Provides screening information to the operator to prevent operator assisted, sent-paid calls from being billed to the line.
- (2) Option 2 - Outward Only Service. Provides central office blocking of "011+IDDD", "1+900" and "1+976" calls. Provides screening information to the operator to prevent operator assisted, sent-paid calls from being billed to the line.
- (3) Option 3 - Two-Way Service. Provides screening information to the operator to prevent operator assisted, sent-paid calls from being billed to the line.
- (4) Option 4 - Outward Only Service. Provides screening information to the operator to prevent operator assisted, sent-paid calls from being billed to the line.
- (5) Option 5 - Two-Way Service. Provides central office blocking of "1+DDD", "011+IDDD", "101XXXX 1+", "101XXXX 011+", "1+270", "1+976", and "1+900" calls. Provides screening information to the operator to prevent operator assisted, sent-paid calls from being billed to the line.

EFFECTIVE: April 1, 2016

SECTION 7 - COIN TELEPHONE SERVICE

7.1 Public Telephone Access Service for Customer-Provided Equipment (CPE) (Cont'd)

.4 Optional Service Features (Cont'd)

a. (Cont'd)

- (6) Option 6 - Outward Only Service. Provides central office blocking of "1+DDD", "011+IDDD", "101XXXX 1+", "101XXXX 011+", "1+270", "1+976", and "1+900" calls. Provides screening information to the operator to prevent operator assisted, sent-paid calls from being billed to the line.
- (7) Option 7 - Two-Way Service. Provides central office blocking of "011+IDDD" and "01+" calls. Provides screening information to the operator to prevent operator-assisted, sent-paid calls from being billed to the line.
- (8) Option 8 - Outward Only Service. Provides central office blocking of "011+IDDD" and "01+" calls. Provides screening information to the operator to prevent operator-assisted, sent-paid calls from being billed to the line.
- (9) Option 9 - Two-Way Service. Provides central office blocking of "1+DDD", "011+IDDD", "101XXXX", "1+270", "1+976", and "1+900" calls. Provides screening information to the operator to prevent operator assisted, sent-paid, credit card, or third number calls from being billed to the line.
- (10) Option 10 - Outward Only Service. Provides central office blocking of "1+DDD", "011+IDDD", "101XXXX", "1+270", "1+976", and "1+900" calls. Provides screening information to the operator to prevent operator assisted, sent-paid, credit card, or third number calls from being billed to the line.
- (11) Option 11 - Inward Only Service. Provides for automatic blocking of third number billing, collect billing, or both.

b. Answer Supervision

- (1) Answer Supervision is the line side functionality that provides an electrical signal to the calling end of a switched telephone connection when the called line goes off-hook. Customer-Owned Pay Telephone (COPT) Answer Supervision will be provided for use with Public Telephone Access Service as specified in Section 7.1.1 to assist in determining when billing for a specific call should commence.

SECTION 7 - COIN TELEPHONE SERVICE

7.1 Public Telephone Access Service for Customer-Provided Equipment (CPE) (Cont'd)

.5 Rates and Charges (Cont'd)

a. Public Telephone Access Service for CPE--Rates and charges applied by Frontier.

Public Telephone Access Service for CPE is provided on a Message Rate Basis or a Flat Rate Basis.

(1) Message Rate Service

(a) The following monthly rate is applicable to Public Telephone Access Service for CPE on a per-line basis.

Monthly Rate

(.1) Two-Way, per line

(.a) Rate Group 1	\$17.56
Rate Group 2	19.25
Rate Group 3	20.13
Rate Group 4	21.05
Rate Group 5	21.93

(.2) Outward Only, per line

(.a) Rate Group 1	17.56
Rate Group 2	19.25
Rate Group 3	20.13
Rate Group 4	21.05
Rate Group 5	21.93

(b) The following Usage charges apply for calls within the local calling area as well as calls to the Extended Calling Service exchanges.

	<u>Per</u>	<u>Per</u>
	<u>Completed Call</u>	<u>Minute</u>

(.1) Monday - Friday, 10 a.m. - 8 p.m.

(.a) Call Completion Charge Each Completed Call	\$.015	
(.b) Minute of Use Rate. Each Minute		\$.015

(.2) Monday - Friday, 8 p.m. - 10 a.m.
Saturday - Sunday, all day

(.a) Call Completion Charge Each Completed Call	\$.01	
(.b) Minute of Use Rate. Each Minute		\$.01

SECTION 7 - COIN TELEPHONE SERVICE

7.1 Public Telephone Access Service for Customer-Provided Equipment (CPE) (Cont'd)

.5 Rates and Charges (Cont'd)

a. Public Telephone Access Service for CPE--Rates and charges applied by Frontier (Cont'd)

(2) Flat Rate Service

(a) The following monthly rate is applicable to Public Telephone Access Service for CPE on a per-line basis.

Monthly Rate

(.1) Two-Way, per line

(.a) Rate Group 1	\$ 21.91
Rate Group 2	24.02
Rate Group 3	25.12
Rate Group 4	26.26
Rate Group 5	27.36

(.2) Outward Only, per line

(.a) Rate Group 1	21.91
Rate Group 2	24.02
Rate Group 3	25.12
Rate Group 4	26.26
Rate Group 5	27.36

(b) Call made to Extended Calling Service (ECS) exchanges will be billed the appropriate usage charges as specified in 7.1.5a.(1)(b).

SECTION 7 - COIN TELEPHONE SERVICE

7.1 Public Telephone Access Service for Customer-Provided Equipment (CPE) (Cont'd)

.5 Rates and Charges (Cont'd)

a. Public Telephone Access Service for CPE--Rates and charges applied by Frontier (Cont'd)

(3) Optional Service Features

(a) The following monthly rate is applicable to Public Telephone Access Service for CPE on a per-line basis. The monthly rate for the optional features applies in addition to the monthly rate for PATS service.

	<u>Monthly Rate</u>
(.1) Option 1	
(.a) Per line (12G)	\$1.90
(.2) Option 2	
(.a) Per line (11G)	\$1.90
(.3) Option 3	
(.a) Per line (12H)	\$.95
(.4) Option 4	
(.a) Per line (11H)	\$0.95
(.5) Option 5	
(.a) Per line (12K)	\$2.85
(.6) Option 6	
(.a) Per line (11K)	\$2.85
(.7) Option 7	
(.a) Per line (12L)	\$1.90
(.8) Option 8	
(.a) Per line (11L)	\$1.90
(.9) Option 9	
(.a) Per line	\$2.85
(.10) Option 10	
(.a) Per line	\$2.85
(.11) Option 11	
(.a) No Collect or Third Number Billing, per line	\$0.35
(.b) No Third Number Billing, per line	\$0.35
(.c) No Collect Billing, per line	\$0.35

EFFECTIVE: April 1, 2016

SECTION 7 - COIN TELEPHONE SERVICE

7.1 Public Telephone Access Service for Customer-Provided Equipment (CPE) (Cont'd)

.5 Rates and Charges (Cont'd)

a. Public Telephone Access Service for CPE--Rates and charges applied by Frontier (Cont'd)

(3) Optional Service Features (Cont'd)

(b) Answer Supervision

(.1) Per line	\$9.30
---------------	--------

(c) At the request of the Public Telephone Access Service for Customer-Provided Equipment (CPE) customer, Detail Billing will be provided at the rates and on the, rules and terms and conditions as specified in Section 3.

(4) Switched Access Charges for usage as provided in the Facilities for Intrastate Access Tariff apply. Charges are billable to the interexchange carrier.

(5) If presubscribed to Frontier for intrastate intra-LATA long-distance, charges apply on a per-message basis based on toll rates set forth in Section 14. In addition, appropriate additive operator service charges also apply and are as specified in Section 14 referenced in the preceding. Local charges apply on a per-message basis based on the applicable local message rate charges plus the appropriate additive operator services charges.

(6) Where Central Office Blocking with operator screening features are not available in the serving central office, Public Telephone Access Service for CPE may be provided from another office with applicable charges as provided in Section 9 for Foreign Central Office or Foreign Exchange Service, provided the subscriber's local calling area will not be changed thereby.

(7) Service charges as covered in Section 4 for business individual line service are applicable except as shown below:

(a) Supersedures or Transfer of Service, per line	\$12.26
---	---------

(b) All other record-type only changes will be charged \$11.11 per line as applicable in Section 4.

(8) Listings in connection with Pay Telephone Service are furnished as specified under Directory Listings, Section 6.

(9) Directory Assistance charges are applicable.

SECTION 7 - COIN TELEPHONE SERVICE

7.2 Customer-Owned Pay Telephone (COPT) Coin Line Service

.1 Definitions and Requirements

- a. Customer-Owned Pay Telephone (COPT) Coin Line Service is a coin voice grade exchange line that provides switch-based dial tone first (DTF) coin line functionalities for non-Local Exchange Company customer-owned pay telephones.
- b. COPT Coin Line Service is provided at the request of a certificated Public Access Telephone Service (PATS) provider that provides pay telephone service with switch-based coin line functionalities to the public on a resale basis.
- c. A COPT Coin Line subscriber must use a separate COPT Coin Line for each pay telephone instrument installed and will be billed the standard rate for each line. Off-premise extensions to a COPT Coin Line are not permitted.
- d. Where COPT Coin Line Service is provided, any type or grade of residence or business service offered regularly at that location may also be furnished, provided such residence or business service is confined to locations solely for use by the particular establishment.
- e. The carriage and completion of local and intraLATA toll messages are provided by Frontier.
- f. Bundled central office blocking and operator screening functions are not available with COPT Coin Line Service.
- g. Frontier shall not be liable for shortages of coins deposited and/or collected from the COPT Coin Line subscriber's equipment.
- h. Frontier shall not be liable for end-user fraud associated with failure of the subscriber's equipment to perform.
- i. Vacation Service as specified in this Product Guide is not available to COPT Coin Line Service.
- j. COPT Coin Line Service will be provided from central offices where facilities are available.

EFFECTIVE: April 1, 2016

SECTION 7 - COIN TELEPHONE SERVICE

7.2 Customer-Owned Pay Telephone (COPT) Coin Line Service (Cont'd)

.2 Features

- a. Service is provided in equal access Stored Program Control (SPC) central offices where coin line control equipment is available.
- b. Service is provided on a two-way basis except where a specific exemption has been granted by the Public Service Commission to allow the line to be configured to prohibit incoming calls.
- c. Coin signaling, including coin collect and coin return, is provided by the network. Coin collect identifies when a call is completed. Coin return occurs when a no answer or busy signal is encountered.
- d. Billed Number Screening is provided for the automatic blocking via validation data bases of third number billing, collect billing, or both to the line.
- e. Selective Class of Call Screening is provided to alert operator services systems (live and mechanical) that a call is originating from a COPT Coin Line which may require special handling and billing treatment.
- f. Central office 900 and 976 blocking is provided.
- g. All 0-, 0+ and 1+ intraLATA toll calls and 0+ local calls are handled by Frontier's operator services system.
- h. All 0+ interLATA calls are routed to the presubscribed carrier.
- i. All direct dialed interLATA and international (1+, 101XXXX+1, 011+) calls will be forwarded to AT&T for coin rating and completion until such time as other carriers provide sent-paid service.

.3 Responsibility of the Subscriber

- a. The subscriber is subject to the requirements set forth in Sections 7.1.2 and 7.1.3.
- b. The subscriber is responsible for the payment of all charges for outgoing sent-paid local calls and message toll telephone service calls.
- c. Special billing and coin sharing arrangements between a COPT Coin Line Subscriber and another carrier are the responsibility of the COPT Coin Line subscriber.
- d. It is the subscriber's responsibility to ensure instruments used in conjunction with the COPT Coin Line Service are capable of rating sent-paid local calls.

SECTION 7 - COIN TELEPHONE SERVICE

7.2 Customer-Owned Pay Telephone (COPT) Coin Line Service (Cont'd)

.4 Rates and Charges

- a. COPT Coin Line Service is provided on a Fixed Rate basis. The following monthly rate is applicable for COPT Coin Line service on a per-line basis.

	<u>Rate Group</u>	<u>Monthly Rate</u>
(1) Two-way, per line	1	\$24.38
	2	\$26.81
	3	\$29.49
	4	\$32.44
	5	\$35.69
(2) One-way, per line	1	\$24.38
	2	\$26.81
	3	\$29.49
	4	\$32.44
	5	\$35.69

- b. Sent-paid local calls will be rated at Frontier's central office. Local messages include calls made to Extended Calling Service (ECS) exchanges.
- c. Operator assisted sent-paid local calls will be rated to the end-user at the rate posted at the pay telephone station, plus the appropriate additive operator service charges. Non-sent paid local calls will be rated to the end-user at the rate posted at the pay telephone station and the appropriate additive operator service charges.
- d. Operator assisted sent-paid toll calls will be rated to the end-user at the long-distance rate, plus the appropriate additive operator service charges. Non-sent paid intraLATA toll calls will be rated to the end user at the long-distance rate and the appropriate additive operator service charges.
- e. The appropriate Network Access Charge, Central Office Line Connection Charge, and/or Premise Visit Charge as specified in Section 4 are applicable for each COPT Coin Line installed, moved, or changed except as shown below:
 - (1) Supersedures or Transfer of Service will be charged \$12.26 per line.
 - (2) All other record-type only changes will be charged \$11.11 per line as applicable in Section 4.
- f. Calls to 1411 Directory Assistance will be charged. Calls to long-distance Directory Assistance Service will be charged.
- g. Subscribers to Customer-Owned Pay Telephone (COPT) Coin Line Service may be listed in the directory as specified under "Directory Listings".

(D)
(D)
(T)

PRODUCT GUIDE

SECTION 8 - TELEPHONE ANSWERING SERVICE FACILITIES

8.1 General Provisions

.1 Facilities

- a. Frontier will provide facilities, as outlined herein, for use by Telephone Answering Bureaus in providing telephone answering service for other telephone subscribers (hereinafter referred to as clients) with individual line, measured rate dial mobile service, two-way dial service of a miscellaneous common carrier, or Centrex service when they are absent or do not desire to answer their calls personally. In addition, Centrex subscribers may subscribe to secretarial service facilities for the exclusive purpose of answering incoming calls to stations of the Centrex system.
- b. Main station and local private line terminations are also provided in those cases where the client contracts with the answering bureau to answer all incoming calls or where the telephone answering bureau wishes to terminate administrative service for answering purposes only.
- c. Wide Area Telephone Service ¹ access lines may not be terminated in telephone answering service switchboards or concentrators. Extensions on Inward Wide Area Telephone access lines may be terminated in telephone answering equipment for the purpose of answering calls at such times as the subscriber is not available at the main station. (C)
- d. Foreign exchange service and secretarial lines associated therewith may be terminated in telephone answering equipment for answering purposes and may not be terminated in telephone answering equipment for completing calls to and from administrative telephones or the attendant.
- e. Local exchange trunks may be terminated in a secretarial switchboard for the purpose of completing local or long-distance calls to and from administrative telephones furnished with and on the same premises as the secretarial switchboard.
- f. The telephone answering bureau may forward calls from secretarial lines to the general exchange network over local exchange central office lines furnished the bureau for its administrative use; however, these facilities furnished by Frontier are not designed for such call forwarding. The answering bureau forwards calls at its own risk and Frontier will not be liable for defects in transmission or other service difficulties arising out of or resulting from this type of connection.

8.2 Rates and Charges

.1 Central Office Lines and Administrative Station Lines

- a. Central office trunks connected to telephone answering bureau switchboards:
 - (1) Associated with switchboards not Serving administrative stations Rates and charges as specified for Business Individual Line Service
 - (2) Associated with switchboards serving administrative stations:
 - (a) One-way (inward only) Rates and Charges as specified for Business Individual Line Service
 - (b) Two-way Rates and Charges as specified for PBX Trunks

¹ Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N)
(N)

EFFECTIVE: April 1, 2016

SECTION 8 - TELEPHONE ANSWERING SERVICE FACILITIES

8.2 Rates and Charges (Cont'd)

.1 Central Office Lines and Administrative Station Lines (Cont'd)

b. Rates and charges billed directly by Frontier to its subscriber who is also the client of the telephone answering bureau:

- (1) Nonrecurring Charges shall apply.
- (2) For direct terminations of exchange lines and private line terminations, regular service or installation charges will apply.

EXCEPTION: Where the primary termination of the exchange line is located in the same building as the secretarial firm, no extension line mileage is applicable to the secretarial line.

- (3) In some cases, the client may desire to have control of the secretarial feature at his station (instead of at the secretarial board). Standard rates for off-premises line from the station to the secretarial switchboard will apply.

8.3 Secretarial Service In-Dialing Arrangements

.1 General

- a. Secretarial Service In-Dialing Arrangements provide the central office equipment (telephone numbers) necessary for in-dialing from the exchange network and the inward access lines necessary to deliver the calls to terminal equipment located in the premises of the Telephone Answering Service.
- b. Inward access lines used with the provision of In-Dialing Arrangements service shall be provided at rates and charges equivalent to PBX flat rate trunks.
- c. This service is provided on the condition that the customer subscribes to sufficient inward access lines, a minimum of two, to adequately handle the volume of calls directed to the service without interfering with or impairing any services offered by Frontier.
- d. The service is furnished subject to the availability of facilities and telephone numbers. The assignment of telephone numbers and the sequence of the numbers assigned to dialing arrangements is made at the discretion of Frontier. Where the customer requests additional blocks of telephone numbers be held in reserve for future use, rates and charges are applicable for each unused block of telephone numbers.
- e. Where facilities and telephone numbers are provided from other than the customer's normal serving central office, foreign central office mileage charges will be applicable in accordance with this Product Guide.

SECTION 8 - TELEPHONE ANSWERING SERVICE FACILITIES

8.2 Secretarial Service In-Dialing Arrangements (Cont'd)

.1 General (Cont'd)

- f. Where it is determined that Frontier facilities will be connected to the customer-provided terminal equipment through a direct electrical connection, the rates, charges, and provisions shall apply.
- g. Customer-provided terminal equipment must provide for the intercepting of assigned, but unused, station numbers.
- h. Telephone numbers furnished herein do not include directory listings. Directory listings for clients of the Telephone Answering Service utilizing one of these numbers will be provided in accordance with the terms and conditions of Section 6 for Alternate (Directive) Listings. Where clients have no local exchange service but want to list one of these numbers, Additional Listing Charge will be applicable.
- i. Telephone numbers furnished herein shall be used exclusively for the purpose of completing and handling incoming-only calls directed to the clients of the Telephone Answering Service.

.2 Rates

	<u>Installation Charge</u>	<u>Monthly Rate</u>
a. In-Dialing Arrangement		
(1) Per 100 numbers ¹	\$300.00	\$115.00
(2) Inward Access Lines, per line ²	-	-

¹ Charges apply to each 100 number group per central office regardless of the amount of numbers in use.

² Inward access lines used in connection with the provision of In-Dialing Arrangements shall be provided at rates equivalent to flat rate PBX trunks.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 1

EFFECTIVE: April 1, 2016

SECTION 9 - FOREIGN EXCHANGE SERVICE, FOREIGN CENTRAL OFFICE SERVICE AND TAMPA METROPOLITAN EXCHANGE PLAN

9.1 Foreign Exchange Service

.1 General Description

- a. Foreign Exchange service is exchange service furnished to a Business customer from an exchange other than the one from which the customer would normally be served.
- b. The service is provisioned via dedicated facilities from the customer's premises to the foreign central office. The service allows customers to have local presence and two-way communications in an exchange different from their own.
- c. Foreign Exchange service is provided as a voice grade service and is not represented as suitable for satisfactory transmission of data. Transmission characteristics may vary depending on the distance and routing required to originate or complete the switched portion of the call at the open (dial-tone) end.

.2 Definitions

Certain terms used generally throughout this Product Guide are defined as follows:

Closed End - The term "Closed End" denotes the station end of the Foreign Exchange service which is located in the customer's Serving Wire Center.

Open End - The term "Open End" denotes the dial-tone end of the Foreign Exchange service, which is located in the foreign exchange (foreign office) and where network switching of calls occurs.

Serving Wire Center - The term "Serving Wire Center" denotes the wire center from which a customer or authorized user would normally be served for local exchange service.

.3 Terms and Conditions

- a. Foreign Exchange service may only be provided where all facilities and serving points are located in the same LATA.
- b. This service may be furnished on a link (partial channel) basis when connected to Digital Channel Service and/or similar services; however, in these situations, the Foreign Exchange usage charges will continue to apply regardless of any substitutions (partial or otherwise) with respect to the Local Channel and/or Interoffice channel.
- c. Other services, equipment or facilities used in connection with Foreign Exchange service, except as otherwise indicated in this Product Guide, are furnished subject to the rates and terms and conditions applying in the exchange in which the foreign office is located.

EFFECTIVE: April 1, 2016

SECTION 9 - FOREIGN EXCHANGE SERVICE, FOREIGN CENTRAL OFFICE SERVICE
AND TAMPA METROPOLITAN EXCHANGE PLAN

9.1 Foreign Exchange Service (Cont'd)

.3 Terms and Conditions (Cont'd)

- d. Foreign Exchange service is furnished subject to the same restrictions as to the use of the service by other than the customer and his representatives, as apply in connection with other classes of service.
- e. Customers to Foreign Exchange service are not required to subscribe to other service in the exchange from which they would normally be served.
- f. This service is not offered in conjunction with optional extended area local calling plans.
- g. Resale of this service is not permitted.

.4 Rate Categories

a. Service Configuration

There are two types of service configurations which can be provided. These are described as follows:

(1.) Single-Point Service

- (a.) A single-point service connects a customer premises to a central office other than the one from which the customer would normally be served.

(2.) Multipoint Service

- (a.) Multipoint (extension) service provides foreign office dial-tone for more than one customer premises.
- (b.) Multipoint bridging can be provided out of the foreign office or the customer's serving wire center.

EFFECTIVE: April 1, 2016

SECTION 9 - FOREIGN EXCHANGE SERVICE, FOREIGN CENTRAL OFFICE SERVICE
AND TAMPA METROPOLITAN EXCHANGE PLAN9.1 Foreign Exchange Service (Cont'd)

.5 Types of Rates and Charges

a. Monthly Rates

Monthly rates are recurring charges that apply each month or fraction thereof that a service is provided. For billing purposes, each month is considered to have 30 days.

b. Nonrecurring Charges

Nonrecurring Charges are one-time charges that apply for a specific work activity.

(1.) Installation of Service

The nonrecurring charges for the installation of services are set forth in the Facilities for Intrastate Access Tariff as nonrecurring charges for the Local Channel and Interoffice Channel rate elements, and Dedicated Access Ordering Charges.

(2.) Service Rearrangements

(a.) Service rearrangements are described and charged for as set forth in the Facilities for Intrastate Access Tariff.

(b.) A Telephone Number Change Charge, as set forth in Section 4, applies to any customer requested change of telephone number.

(3.) The Service Date Change Charge, Expedite Charge, Cancellation Charge and Design Change Charge as specified in the Facilities for Intrastate Access Tariff shall apply for foreign exchange service.

.6 Usage Charges

In addition to the monthly and nonrecurring charges, the customer will incur usage charges as follows:

a. Originating Minutes of Use Charge

(1.) Usage charges would apply on a customer dialed sent-paid basis, for all calls originated by the customer and terminating within the local calling area of the foreign office.

(2.) Toll charges as specified in this Product Guide will apply for all calls terminating outside the local calling area of the foreign office, but within the same LATA.

b. Terminating Minutes of Use Charge

Usage charges will apply for all calls terminated to the customer's foreign exchange service.

EFFECTIVE: April 1, 2016

SECTION 9 - FOREIGN EXCHANGE SERVICE, FOREIGN CENTRAL OFFICE SERVICE
AND TAMPA METROPOLITAN EXCHANGE PLAN

9.1 Foreign Exchange Service (Cont'd)

.7 Moves

Moves are described and charged for as set forth in Section 7 of the Facilities for Intrastate Access Tariff.

.8 Method of Applying Rates

a. The charges for Foreign Exchange service are as follows:

- (1.) Usage charges at the open end of the Foreign Exchange service are applicable.
- (2.) Rates and charges for the closed end of Foreign Exchange service are applicable.

.9 Basic Rate Elements

Following are basic rate elements which apply to Foreign Exchange service:

a. Local Channel

- (1.) This rate element provides for a communications path between a customer's premises and the serving wire center of that premises. One local channel applies per channel termination.
- (2.) Where multipoint service¹ is provided, this rate element provides a communications path between an additional customer's premises and the serving wire center of that premises

b. Interoffice Channel

- (1.) This rate element provides for the transmission facilities between the customer's serving wire center and the foreign office.

Interoffice mileage is portrayed in mileage bands. A flat rate and a rate per mile applies to each band.

- (2.) The mileage to be used to determine the monthly rate for this rate element is calculated on an airline distance as follows, regardless of how the service is physically routed.

¹ Foreign Exchange service is normally provided on a single point basis, however, where facilities permit, multipoint service may be provided within the same LATA. Locations connected may be two or more customer designated premises.

SECTION 9 - FOREIGN EXCHANGE SERVICE, FOREIGN CENTRAL OFFICE SERVICE AND TAMPA METROPOLITAN EXCHANGE PLAN

9.1 Foreign Exchange Service (Cont'd)

.9 Basic Rate Elements (Cont'd)

b. Interoffice Channel (Cont'd)

(3.) The V & H coordinates method is used to determine mileage in accordance with the following:

- (a.) Obtain the "V" and "H" coordinates for each wire center, as listed in the National Exchange Carrier Association Tariff F.C.C. No. 4.
- (b.) Obtain the difference between the "V" coordinates of the two wire centers. Obtain the difference between the "H" coordinates. (The difference is always obtained by subtracting the smaller coordinate from the larger coordinate).
- (c.) Square each difference obtained in (b.) preceding.
- (d.) Add the squares of the "V" difference and the "H" difference obtained on (c.) preceding.
- (e.) Divide the sum of the squares obtained in (d.) preceding by 10.
- (f.) Obtain the square root of the result obtained in (e.) preceding. This is the rate distance in miles. (Fractional miles being considered as full miles).

EXAMPLE: The rate distance is required between City One and City Two.

	<u>V</u>	<u>H</u>
City One	7260	2083
City Two	7364	1865
Difference	104	218
Squared	10,816 + 47,524 = 58,340	

58,340 divided by 10 = 5834

Square root of 5834 = 76.38 = 77 Airline miles

c. Bridging Equipment Charge

(1.) This rate element provides for multipoint bridging for each bridged local channel. Bridging will be provided for each bridged local channel at one of the following locations as appropriate:

- (a.) The serving wire center of the primary local channel, or
- (b.) The foreign office of the service.

EFFECTIVE: April 1, 2016

SECTION 9 - FOREIGN EXCHANGE SERVICE, FOREIGN CENTRAL OFFICE SERVICE
AND TAMPA METROPOLITAN EXCHANGE PLAN

9.1 Foreign Exchange Service (Cont'd)

.9 Basic Rate Elements (Cont'd)

d. Foreign Exchange Usage Charges

- (1.) These rate elements provide traffic sensitive switching for calls originated by and terminated to the FX customer.
- (2.) Usage charges will not exceed \$58.00 per line per month for terminating usage.

.10 Rates and Charges

a. Basic Rate Elements

(1.) Local Channel

Local Channel rates are the Voiceband Facilities two-wire Local Channel rates listed in the Facilities for Intrastate Access Tariff.

(2.) Interoffice Channel

Interoffice Channel rates are the Voiceband Facilities Interoffice Channel rates listed in the Facilities for Intrastate Access Tariff.

(3.) Bridging Equipment Charge

Bridging Equipment Charge rates are the Voiceband Facilities Voice Conference Bridging rates listed in the Facilities for Intrastate Access Tariff

(4.) Usage Charges ³

- (a.) Originating Minute of Use, per Minute of Use \$.0559
- (b.) Terminating Minute of Use, per Minute of Use \$.0481 ^{1,2}

Monthly Rate

Exchange Access, per line \$ 45.00

¹ Usage charges will not exceed \$58.00 per line per month.

² The following charge will apply in those areas where terminating usage measurement and/or billing capability is not available.

³ Calls made from Foreign Exchange lines to Extended Calling Service (ECS) exchanges will be billed the usage rates.

EFFECTIVE: April 1, 2016

SECTION 9 - FOREIGN EXCHANGE SERVICE, FOREIGN CENTRAL OFFICE SERVICE
AND TAMPA METROPOLITAN EXCHANGE PLAN9.2 Foreign Central Office Service¹

.1 General

- a. Foreign Central Office Service is exchange service furnished to a customer in multioffice exchange area from a central office other than one from which service would normally be furnished.
- b. Foreign Central Office Service is offered in connection with individual line main station service, PBX service, and Centrex Service Service.
- c. Foreign Central Office Service is furnished only where necessary facilities are available.
- d. Other services, equipment or facilities used in connection with Foreign Central Office service, except as otherwise indicated in this Product Guide, are furnished subject to the rates and terms and conditions applying in the foreign office from which the customer is served
- e. Where Frontier changes its office boundaries, and a customer's channel charge would be increased, the original channel charges will remain in effect for a period not to exceed one year, unless the service is discontinued, changed, or moved to another location, or unless otherwise required by law.

.2 Rates and Charges

- a. The rate for Foreign Central Office Service is the monthly rate for the class of service desired, plus Interoffice Channel charges.
- b. Types of Rates and Charges

The two types of rates and charges are monthly rates and nonrecurring charges and are described as follows:

- (1.) Monthly Rates - Monthly rates are recurring charges that apply each month or fraction thereof that a service is provided. For billing purposes, each month is considered to have 30 days.
- (2.) Nonrecurring Charges - Nonrecurring charges are one-time charges that apply for a specific work activity.
 - (a.) Installation of Service - The nonrecurring charges for the installation of service are set forth in the Facilities for Intrastate Access Tariff as nonrecurring charges for the Interoffice Channel rate element.

Service Connection charges as specified in Section 4, for the exchange service desired are also applicable.
 - (b.) Rearrangements, Moves and Changes - Service charges for rearrangement, move or change of service, as specified in Section 4, for the exchange service desired, are also applicable.

¹ Effective November 16, 2013, residence Foreign Central Office Service is no longer available for purchase. Existing customers of record may retain this service at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

EFFECTIVE: April 1, 2016

SECTION 9 - FOREIGN EXCHANGE SERVICE, FOREIGN CENTRAL OFFICE SERVICE
AND TAMPA METROPOLITAN EXCHANGE PLAN

9.2 Foreign Central Office Service (Cont'd)

.2 Rates and Charges (Cont'd)

c. Rate Elements (Cont'd)

(1.) Interoffice Channel

- (a.) This rate element provides for the transmission facilities between the subscriber's home wire center and the foreign office.
- (b.) Interoffice Channel consists of a fixed rate and rate per mile.
- (c.) The mileage to be used to determine the monthly rate for the Interoffice Channel is calculated on airline distance described in this Product Guide, regardless of how the service is physically routed.
- (d.) Interoffice Channel, per Exchange Access Line

Interoffice Channel rates are the Voiceband Facilities Interoffice Channel rates listed in the Facilities for Intrastate Access Tariff.

EFFECTIVE: April 1, 2016

SECTION 9 - FOREIGN EXCHANGE SERVICE, FOREIGN CENTRAL OFFICE SERVICE
AND TAMPA METROPOLITAN EXCHANGE PLAN

9.3 Tampa Metropolitan Exchange Plan

.1 General

a. The Tampa Metropolitan Exchange consists of five Areas designated as follows:

- (1) Tampa Central Area
- (2) Tampa North Area
- (3) Tampa East Area
- (4) Tampa South Area
- (5) Tampa West Area

b. Each of the above Areas have definite limits as shown on the accompanying Area maps which are a part of this Product Guide.

c. Each Area has unlimited local calling to all other Areas within the Tampa Metropolitan Exchange.

d. Individual Areas may have extended local calling to other exchanges as indicated in Section 3.

e. Each Area has it own toll rate center for computing message toll rates for distances of 40 miles or less.

f. For distances of over 40 miles, message toll rates are computed from the Tampa Central Area rate center.

.2 Terms and conditions

Terms and conditions pertaining to each of the individual Tampa Metropolitan Areas appear in Section 3.

.3 Rates

Rates for each Tampa Metropolitan Area are as specified in Section 3.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 1

EFFECTIVE: April 1, 2016

SECTION 10 - DIGITAL NETWORK SERVICES

10.1 Switched Data Service

.1 General

This Product Guide section contains the application, definitions, description, terms and conditions, and rates applicable to Switched Data Service furnished by Frontier where technological capabilities exist.

.2 Description

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

The customer may subscribe to Switched Data Service under the following service arrangements, except when conditions specified in Section 10.1.4h.(2.) are applicable.

- b. Low Speed Switched Data - Single Line or Centrex Service Line - 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.
- c. High Speed Switched Data - Single Line or Centrex Service Line - High Speed Switched Data service supports 48,000, 56,000, and 64,000 bits per second synchronous full duplex connections.
- d. Switched Data Individual Line Loop Extension - An extended loop capability which transports Switched Data usage between the customer premises and the local serving central office. Each Switched Data Individual Line Loop Extension provides one channel which supports data transmission only. Each channel can transmit up to 56,000 bits per second, or up to 64,000 bits per second, depending on technology.
- e. Switched Data Channel Access - A 1.544 Mbps high capacity digital facility that transports Switched Data usage between the customer premises and the local serving central office on a channelized basis. Switched Data Channel Access provides 24 digital channels that support data transmission only. On a per channel basis, the customer can transmit data up to 56,000 bits per second.
- f. Standard Features:
- (1.) Data Line Security - This feature prevents a call from being interrupted by override tones, such as a call waiting tone, or other test or busy verification tests that would interrupt the flow of data.
 - (2.) Intercom Dialing - This feature allows customer group stations to complete calls to other stations without the assistance of an attendant, by dialing a 2 through 7 digit number. This feature is applicable to Centrex Service customer groups only and is restricted to the serving wire center only.
 - (3.) 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.

EFFECTIVE: April 1, 2016

SECTION 10 - DIGITAL NETWORK SERVICES

10.1 Switched Data Service (Cont'd)

.2 Description (Cont'd)

g. Optional Features:

- (1) Data Direct Connect - This feature provides an automatic connection between a Switched Data calling line that goes off-hook and a predetermined location.
- (2.) Data Closed User Group - This feature, restricted to Centrex Service lines, provides partitioning of Switched Data lines into groups where calls within such a group are allowed, but calls between such groups are denied.
- (3.) Voice Option - This feature allows simultaneous voice and data communications over a single Switched Data line. This feature is available where technical capabilities exist. Business Shared Private Line and Centrex Service will be provided with Voice Option at the rates and charges specified in other sections of this Product Guide. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

h. Optional Features Packages:

The following feature packages are available for use with Switched Data Service.

(1.) Feature Package Data 1000 includes:

Data Individual Speed Call-Short List - The use of the Individual Speed Call-Short List is limited to an individual Switched Data line. A short list consists of a maximum of eight (8) stored numbers. This feature is not available with either Switched Data Channel Access or 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 either Switched Data Channel Access or with Switched Data Individual Line Loop Extension.

Data Last Number Redial - This feature enables a customer to redial the last called number by depressing a single key rather than the entire number. This feature is not available with either Switched Data Channel Access or with Switched Data Individual Line Loop Extension.

Data Toll Restriction - This feature will restrict toll calls from being placed over Switched Data lines.

Data Sequential Hunt Group - This feature assigns a pilot directory number to the hunt group. Hunting is sequential, i.e., starting at the first line assigned to the pilot directory number and ending at the last line.

EFFECTIVE: April 1, 2016

SECTION 10 - DIGITAL NETWORK SERVICES

10.1 Switched Data Service (Cont'd)

.2 Description (Cont'd)

h. Optional Features Packages: (Cont'd)

- (2.) Feature Package Data 2000 - This package contains all the features contained in Feature Package Data 1000 plus:

Data Call Back - This feature allows a Switched Data user encountering a busy station to be notified when the busy station becomes idle and to automatically establish the call. This feature is available with Centrex Service intercom calling only. This feature is not available with either Switched Data Channel Access or with Switched Data Individual Line Loop Extension.

Data Saved Number Redial - This feature allows a customer to dial a saved number by depressing a single key rather than the entire number. This feature is not available with either Switched Data Channel Access or with Switched Data Individual Line Loop Extension.

Data Circular Hunting - This feature assigns a pilot directory number to the hunt group. Hunting starts after the first idle line found by the previous hunt and continues until the hunting starting point is reached. This feature is not available with either Switched Data Channel Access or with Switched Data Individual Line Loop Extension.

Data Group Speed Calling - This feature, restricted to Centrex Service lines, provides storage for an abbreviated numbers list which is shared for use by a group of data lines. The list may be updated by a service order or by a user designated as the controller. Only the controller can add to, change or delete numbers from the list. Other lines with access to this list are restricted. This feature is available to Centrex Service intercom calling. This feature is not available with either Switched Data Channel Access or with Switched Data Individual Line Loop Extension.

Data Individual Speed Call-Long List - This feature is the same as the Data Individual Speed Call-Short List except a long list consists of a maximum of thirty (30) stored numbers. This feature is also limited to an individual Switched Data Line and not available with either Switched Data Channel Access or with Switched Data Individual Line Loop Extension.

SECTION 10 - DIGITAL NETWORK SERVICES

10.1 Switched Data Service (Cont'd)

.3 Definitions

Asynchronous - A method of transmitting data in which each transmitted character is preceded by a start bit and followed by a stop bit, thus permitting the interval between characters to vary.

Bit - A binary digit. The smallest unit of information in the binary system of notation.

Bit Per Second - The number of bits transmitted per second. A measure of the speed of transmission of digital information.

Digital - Information which is expressed in discrete or noncontinuous form.

Full Duplex - Type of communication that supports the transmission of signals in both directions simultaneously.

Half Duplex - Type of communication that supports transmission of signals in both directions but is not capable of simultaneous and independent transmission and reception.

Hunting - A search through a group of numbers until an idle station is found or the last number of the group is reached.

Off-Peak - The Off-Peak Period for usage rating is from 8:00 p.m. up to, but not including, 10:00 a.m.

Peak - The peak period for usage rating is from 10:00 a.m. up to, but not including, 8:00 p.m.

EFFECTIVE: April 1, 2016

SECTION 10 - DIGITAL NETWORK SERVICES

10.1 Switched Data Service (Cont'd)

.4 Terms and Conditions

a. In addition to the following terms and conditions, appropriate terms and conditions established in other applicable sections of this Product Guide will also apply.

b. Scope:

(1.) The minimum billing for this service is one month.

(2.) The rate elements applicable for Switched Data Service are:

- (a.) Wire Center Line Charge
- (b.) Switched Data Customer Line
- (c.) Service Connection Charge
- (d.) Optional Feature Rates
- (e.) Software Reconfiguration Charge
- (f.) Network Usage Charges, Toll, or Long-distance Charges
- (g.) Customer Premises Channelization (Optional)

(3.) FCC Subscriber Line Charges as specified in the Frontier Telephone Companies Tariff, FCC No. 14, will apply to Switched Data service. For each Switched Data Channel Access arrangement and Switched Data Individual Line Loop Extension, the FCC Subscriber Line Charge will apply twice.

c. Availability:

(1.) The provision of Switched Data Service and the associated features are subject to the availability of certain Central Office and outside plant facilities.

d. Customer Premises Channelization, a component of Switched Data Channel Access, may be provided by the customer or Frontier. When Frontier provides the channelization equipment, it is not necessary for the customer to provide channel access cards for associated channels. The termination of this channelization will be in a single equipment location on a customer's premises. The customer must provide suitable floor space, controlled environment, and a source of non-switched 120 volt, 60 Hz. AC power to support this service. Emergency backup power and ring generating equipment capabilities are available for an extra charge on an individual case basis.

e. Switched Data Channel Access is required:

Where customers are restricted by the technical requirements specified in Section 10.1.4h.(2).

Where a customer's local serving central office is not capable of providing Switched Data, Frontier will determine the nearest capable central office. Interoffice digital high capacity mileage (1.544 Mbps) will apply from the non-capable central office to the central office capable of providing Switched Data at the mileage rate specified in the Facilities for Intrastate Access Tariff. In this situation, the customer will utilize the dialing plan associated with the central office that delivers the digital dial tone.

EFFECTIVE: April 1, 2016

SECTION 10 - DIGITAL NETWORK SERVICES

10.1 Switched Data Service (Cont'd)

.4 Terms and Conditions (Cont'd)

f. Switched Data Individual Line Loop Extension is required:

Where customers are restricted by the technical requirements as specified in Section 10.1.4h.(2.).

Where a customer's local serving central office is not capable of providing Switched Data, Frontier 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 shown in this Product Guide and the Facilities for Intrastate Access Tariff as applicable. 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.

g. Dialing Method:

- (1.) Access to Switched Data Service is attained through a dial connection via the public switched telephone network.
- (2.) Origination of calls for 800, 888, 900, 976, 0- (IntraLATA) and 0+ (IntraLATA) is limited to voice calls only. These types of calls will be provided with the Voice Option feature of Switched Data service when required by the customer.

h. Technical Requirements

- (1.) Switched Data requires the use of customer provided data equipment which must be compatible with Frontier's equipment and facilities.
- (2.) Customers who choose to subscribe to the Single Line or Centrex Service Line arrangement are subject to distance limitations as a result of digital signal power loss which are technology dependent. Switched Data service will be provided where local loops do not exceed the following limitations:

DMS-100 central office switch - 42dB loss at 80 kilohertz, equating to a range from approximately 12,000 feet to approximately 18,000 feet, depending on the cable gauge and including customer wiring.

GTD-5 central office switch - 26dB 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.

A Non-ISDN equipped 5ESS central office switch: 42 db loss at 80 kilohertz, equating to a range from 12,000 feet to approximately 14,000 feet, depending on cable gauge and including customer wiring.

Where these conditions cannot be met, the customer must subscribe to Switched Data Individual Line Loop Extension or Switched Data Channel Access for Switched Data Service.

SECTION 10 - DIGITAL NETWORK SERVICES

10.1 Switched Data Service (Cont'd)

.5 Rates and Charges

- a. The calling scope of the rate area is specified in Section 3.
- b. Switched Data Centrex Service Line rates are determined by the total number of Low Speed and/or High Speed lines requested per customer (i.e., if a customer requests 55 Low Speed lines and 25 High Speed lines, all Low Speed lines will be billed at the "50-100" rate and all High Speed lines will be billed at the "2-49" rate).
- c. Customer Premises Channelization is an optional component of Switched Data Channel Access. The customer has the option to support premises channelization with CPE devices or to be made available by Frontier. Channelization at the customer premises when provided by Frontier is available at the rates specified in Section 10.1.5d.(1.)d). Both the Customer Premises Termination per access (24 channels) and the Customer Premises Channelization per channel will apply.
- d. The following rates are in addition to the rates and charges for other associated services and applicable service charges shown in this Product Guide.

(1.) Switched Data Customer Line (Low and High Speed)	<u>Rate</u>
(a) Wire Center Line Charge, each	1
(b) Single-Line, without Intercom	
<u>Monthly Rates</u>	
Low Speed Switched Data Lines, each	\$31.00
High Speed Switched Data Lines, each	\$41.00
<u>Nonrecurring Charge</u>	
Low Speed Switched Data Lines, each	\$50.00
High Speed Switched Data Lines, each	\$50.00
(c) Centrex Service with Intercom	
<u>Monthly Rates</u>	
Low Speed Switched Data Lines	
2- 49 lines, each	\$34.00
50-100 lines, each	\$31.00
101 lines and above, each	\$28.00
High Speed Switched Data Lines	
2- 49 lines, each	\$44.00
50-100 lines, each	\$41.00
101 lines and above, each	\$38.00
<u>Nonrecurring Charge</u>	\$50.00

¹ The Wire Center Line Charge is shown in Section 17.

SECTION 10 - DIGITAL NETWORK SERVICES

10.1 Switched Data Service (Cont'd)

.5 Rates and Charges (Cont'd)

d. (Cont'd)

(2.) Switched Data Individual Line Loop Extension ¹

	<u>Monthly Rate</u>	
Switched Data Individual Line Loop Extension Access, Single Line, each	\$50.00	
Switched Data Individual Line Loop Extension Access, Centrex Service, each	\$50.00	
Switched Data Individual Line Loop Extension Channel, per line		
Single Line	\$12.00	
Centrex Service	\$20.00	(I)
		<u>Nonrecurring Charge</u>
Switched Data Individual Line Loop Extension Access, Single Line, each	\$50.00	
Switched Data Individual Line Loop Extension Access, Centrex Service, each	\$50.00	
Switched Data Individual Line Loop Extension Channel, per line		
Single Line	\$50.00	
Centrex Service	\$50.00	
	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Interoffice Transport	2	2

¹ Two End User Charges (per channel) as shown in Frontier Telephone Companies Tariff FCC No. 14 also applies.

² The applicable Digital Interoffice Channel rate for 56.0 Kbps Digital Private Line Service as specified in Section 17 shall apply.

SECTION 10 - DIGITAL NETWORK SERVICES

10.1 Switched Data Service (Cont'd)

.5 Rates and Charges (Cont'd)

d. (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
(3.) Switched Data Channel Access (24 channels) ³		
First 1/2 mile	1	1
Each Add'l. 1/2 Mile or Fraction Thereof	1	
Interoffice Transport	2	2
Central Office Termination, per Access Arrangement	\$150.00	\$125.00
Central Office Channelization, per channel activated	\$5.00	
Customer Premises Termination ¹ , per Access Arrangement	\$125.00	\$75.00
Customer Premises Channelization ⁴ , per channel activated	\$30.00	\$20.00
(4.) Network Usage ⁵		
	<u>Per Completed Call</u>	<u>Per Minute</u>
Calling periods:		
(a.) Monday - Friday 10 a.m. - 8 p.m.	\$0.02	\$0.02
(b.) Monday - Friday 8 p.m. - 10 a.m.	\$0.02	\$0.01
All day, Saturday & Sunday		

¹ The High Capacity Digital Local Channel monthly rate and nonrecurring charge will apply as specified in the Facilities for Intrastate Access.

² High Capacity Digital Service Interoffice Channel mileage will apply as specified in the Facilities for Intrastate Access.

³ End User Charges as specified in the End User Common Access Service Section of Frontier Telephone Companies Tariff FCC No. 14 (FCC #14) apply as appropriate.

⁴ Optional component with each Switched Data Channel Access (24 channels).

⁵ Network usage charges are applicable to all local calls except for Centrex Service intercom calls. Appropriate rates and charges also apply. Calls made to Extended Calling Service (ECS) exchanges will be billed appropriate rates.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 10

EFFECTIVE: April 1, 2016

SECTION 10 - DIGITAL NETWORK SERVICES

10.1 Switched Data Service (Cont'd)

.5 Rates and Charges (Cont'd)

d. (Cont'd)

(3.) 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, each	\$8.00
Centrex Service Station Line, each	\$5.00

(4.) 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 Individual, Speed Call-Short List, Data Call Forward, Data Last Number Redial, Data Toll Restriction, Data Sequential Hunt Group, Data Call Back, Data Saved Number Redial, Data Circular Hunting, Data Group Speed Calling, and Data Individual Speed Call-Long List), each line	\$5.00

Rate
Per Occurrence

(5.) Software Reconfiguration Charge \$12.75

(6.) 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 Secondary Service Ordering Charge shown is also applicable.

(7.) Service charges are not applicable to features which are provided at the same time the Switched Data customer line is established.

EFFECTIVE: April 1, 2016

SECTION 10 - DIGITAL NETWORK SERVICES

10.2 Customer Network Control Service

.1 General

- a. Customer Network Control (CNC) Service provides customers flexibility in managing and reconfiguring their special service networks. CNC Service is a central office-based service which enables customers to electronically reconfigure their Private Line Services from one line to any other line controlled from a single customer's location. The reconfiguration will be accomplished by use of a Network Controller and a Digital Cross-connect System.
- b. CNC Service is furnished in conjunction with intraLATA Private Line Services and Digital Channel Service. The need to coordinate CNC Service installation with these services may result in an extension of the standard provisioning intervals for related service orders. The customer may connect intrastate interLATA services to the same customer's CNC Service Arrangement. The customer shall be responsible for the ordering of intrastate interLATA services.
- c. CNC Service includes real-time monitoring and reconfiguration of DS1's and analog voice grade/digital private lines equipped with Digital Cross-connect Termination without the direct intervention of Frontier personnel.
- d. Unless specified following, the terms and conditions for CNC Service specified herein apply in addition to the Terms and Conditions set forth in this Product Guide.
- e. CNC Service is furnished only from central offices equipped with Digital Cross-connect Systems and is subject to the availability of appropriate equipment and facilities. If such equipment, new facilities, or changes to existing facilities are required for the provision of this service, a special construction charge as specified in Section 5 will apply in addition to the rates for CNC Service.
- f. Private Line Services that are cross-connected by CNC Service must have identical technical characteristics to ensure compatibility and proper operation. If Frontier determines that the requested technical specifications are not compatible, the customer will be advised and given the opportunity to change the order. Frontier will advise as to circuit compatibility, but shall not be responsible for service interruptions, trouble reports, circuit performance, loss of customer data, etc., resulting from invalid reconfiguration attempts on the part of the customer. A channel service compatibility list will be made available to the customer upon request.
- g. Due to the nature of CNC Service, it may be necessary to perform preventive and routine maintenance on the system. This will mean that the Network Controller will be unavailable for circuit reconfiguration during these periods of time. Any circuits which are working will continue in operation, only the reconfiguration capability will not be usable. It may also be necessary to periodically take the CNC Service system out of service for software updates and other maintenance. In these cases, the customers will be notified in advance as to the time and duration of these outages.

SECTION 10 - DIGITAL NETWORK SERVICES

10.2 Customer Network Control Service (Cont'd)

.2 Terms and Conditions

- a. CNC Service arrangements consist of the Network Controller, Network Access Ports, Graphic Interface and Digital Cross-connect Terminations.
- b. Digital Cross-connect Terminations are applicable to DS1 terminations and voicegrade channel terminations. Digital Channel Services and Digital Data Services/DDS-type services, will be provisioned without assessment of this charge.
- c. CNC Service is available in conjunction with Private Line Services between a customer premises and local serving office and between two Digital Cross-connect System equipped central offices. When the customers local serving office is not Digital Cross-connect System equipped, interoffice channel mileage rates will be applied as specified in 10.2.4e.
- d. CNC Service may be combined with Digital Channel Service. All CNC Service rates and charges will apply except the Digital Cross-connect Termination charges. When a Digital Channel Service customer subscribes to CNC, a Service Establishment charge applies.
- e. The customer has the option of purchasing additional Network Access Ports to the Network Controller for additional terminals. Terminals may utilize either dedicated or dial-up access. The application of rates will apply.
- f. As required, Frontier assistance is available on a call-in basis to expedite recovery from major service outages. This assistance may involve on-line customer support or service reconfigurations performed by Frontier at the direction of the customer. This support is intended for abnormal service interruptions and will not replace normal trouble reporting and repair procedures.
- g. The terms and conditions and rates specified herein for CNC Service are in addition to the applicable terms and conditions and rates for the facilities as specified in other sections of this Product Guide or applicable Tariffs.
- h. A minimum service period of six months is required for CNC Service arrangement rate elements.
- i. In the even the customer terminates the service prior to the completion of the term commitment, the Termination Liability in this Product Guide will apply.
- j. The customer may transmit reconfiguration instructions or receive monitoring information from the Frontier Network Controller on either a dedicated or dial-up basis. When the terminal equipment of the customer who elects to use dial-up access is located in an exchange served by Frontier, the call to Frontier for the transmission of reconfiguration or monitoring signals is a local call. Otherwise, the customer must obtain any required switched service to Frontier from another carrier. Dedicated access to the Network Controller via a private line arrangement must be purchased separately.

SECTION 10 - DIGITAL NETWORK SERVICES

10.2 Customer Network Control Service (Cont'd)

.2 Terms and Conditions (Cont'd)

- k. CNC Service is partitioned on a single user and feature basis, assuring security for the customer as well as the Frontier network.
- l. Multiple customers may include their circuits with Digital Cross-connect Termination in the same single user CNC Service Arrangement, provided all customers designate in writing the same single user to serve as their agent.
- m. A CNC Service arrangement consists of all qualified channel terminations for cross-connections terminating on the Digital Cross-connect System that can be monitored and reconfigured through a single customer user partition. These terminations may be connected individually, or in groups of channels.
- n. Reconfiguration provides the customer with the ability to electronically direct Frontier to connect or disconnect channel terminations in central offices where the customer has subscribed to CNC Service.
- o. The customer will be responsible for providing his own terminal equipment, customer site modems, presentation or communications software, wire and cable on the customers side of the demarcation point, dedicated access to the network controller, and dial-up service to access the Frontier Network Controller.
- p. CNC Service employs a multi-level security system to ensure the privacy and integrity of customer networks. To access the Network Controller, the customer must enter a log-in ID and a password, which is defined by the customer, and requires periodic revision by the customer. Log-in ID and password protection is the responsibility of the customer.
- q. A customer may only control channels which are terminated in a Digital Cross-connect System equipped central office. A customer can control only those channels within the assigned CNC Service Arrangement/partition.
- r. A CNC Service customer may have multiple terminals for accessing the Network Controller. Frontier's network administrator must have access to the Network Controller database for maintenance and administrative purposes. If the customer reports a trouble and it is determined the problem resides in customer provided equipment, a Trouble Location Charge will be applicable as defined in Section 13.4.
- s. When service is interrupted due to a failure or malfunction in a CNC Service Arrangement and the reconfiguration capability is unavailable, a pro rata adjustment of the CNC Service elements monthly charge will be allowed.
- t. No allowances will be granted for interruptions required to perform preventive or routine maintenance or to perform software updates when the customer is notified at least 24 hours prior to such occurrences.

SECTION 10 - DIGITAL NETWORK SERVICES

10.2 Customer Network Control Service (Cont'd)

.3 Features and Explanation of Terms

a. A list of available CNC Service features will be provided to the customer. These features may include but are not limited to the following:

- (1) Automatic Reconfiguration: The Network Controller may be programmed to automatically transfer critical circuits to an alternative facility should the primary route experience a network outage.
- (2) Loopback Capability: The customer may perform a full duplex loopback of any circuit terminating via the Digital Cross-connect System. This is of value for fault isolation and expediting network restoration.
- (3) Network Performance Reports: The Network Controller generates reports such as network alarms, outages, overall facility performance, and customer activity.
- (4) Reconfiguration on Demand: Circuit connections may be forced into, or out-of-service as required by the customer.
- (5) Security: The Network Controller offers multi-level security for access and network management activity.
- (6) Time-of-Day Reconfigurations: Network reconfigurations may be scheduled to go into effect at a predetermined time. They may be singular or periodic.

SECTION 10 - DIGITAL NETWORK SERVICES

10.2 Customer Network Control Service (Cont'd)

.3 Features and Explanation of Terms (Cont'd)

b. Explanation of Terms:

Channel Termination: A channel termination is the termination of a private line service or Digital Channel Service purchased separately and terminated on the Digital Cross-connect System.

CNC Service Arrangement: A CNC Service Arrangement consists of all the CNC Service elements a customer subscribes to or serves as an agent for, including at least one Network Controller.

Digital Cross-connect System: The Digital Cross-connect System provides per channel DSO electronic cross-connection and provides test access for digital signals transmitted at the DS1 rates. It can connect multiples of up to 24 DSO circuits. Although the architecture of the Digital Cross-connect System requires a DS1 termination, Frontier also offers Channel terminations for other customer Services (voicegrade, Digital Data Services/DDS-type, Digital Channel Services).

DSO: "DSO" refers to a North American hierarchy of Digital Signal Levels. It means Digital Signal Level-0 which is a 64 Kbps signal. The customer bit rates are limited to a 56 Kbps signal.

DS1: "DS1" refers to a North American hierarchy of Digital signal levels. It means Digital Signal Level 1 which is a 1.544 Mbps signals.

Graphic Interface: The Graphic Interface is available as a feature via the Network Controller. It offers a graphical depiction of the customer's network as well as screen management features. The Graphic Interface requires a customer-owned personal computer with VGA graphics capability and presentation software.

Network Access Port: The Network Access Port provides the transmission path on either a dedicated or dial-up basis for the customer to transmit reconfiguration instructions or receive monitoring information from the Frontier Network Controller.

Network Controller: The Network Controller performs the end-to-end coordination of each reconfiguration request and compiles network management reports. The Network Controller resides on Frontier premises and may be accessed directly by a remote, customer-owned terminal. This requires either a dedicated or dial-up access signalling channel.

Reconfiguration: A reconfiguration occurs whenever a Digital Cross-connect System cross-connects a channel to one or more other channels.

Security Key: A security gate is provided for dial-up access to the network controller. This employs a challenge/response security key for the personal identification of authorized CNC users. Security keys are available in portable, hand-held or computer-based versions, at the customer's option.

SECTION 10 - DIGITAL NETWORK SERVICES

10.2 Customer Network Control Service (Cont'd)

.4 Application of Rates and Charges

- a. For the establishment of each CNC Service arrangement, the Service Establishment Charge applies in addition to applicable Installation Charges and/or Nonrecurring Charges as specified in this Product Guide or applicable Tariffs.
- b. The Network Access Port charge associated with the Network Controller will apply to each signaling channel. This is in addition to applicable Installation Charges and/or Nonrecurring Charges as specified in applicable tariff and/or Product Guide that apply to the dedicated and/or dial-up access. When ordered subsequent to the Service Establishment, a Database Modification charge will apply.
- c. The Graphic Interface option requires a customer provided terminal and presentation software. The rate for this feature is established on a per CNC Service Arrangement basis. When ordered subsequent to the initial CNC Service Arrangement, a Database Modification charge will apply.
- d. A Digital Cross-connect Termination Charge is required for each Private Line Service (except Digital Channel Services and Digital Data Services/DDS-type services) terminating on a Digital Cross-connect System port, in addition to the charges for service subscribed to applicable Tariff and/or Product Guide. Two Digital Cross-connect Termination charges apply when connecting between two central offices where Digital Cross-connect Terminations are provided, one charge at each termination.
- e. CNC Service is available where Frontier Digital Cross-connect Systems are located. Interoffice channel mileage will be applied, if applicable, to transport Private Line Services to a Digital Cross-connect System equipped central office. Where the service is required to be routed through a HUB/NODE wire center for purposes other than customer specified such as bridging or multiplexing (e.g., Frontier chooses to so route for testing, maintenance purposes) rates will be applied only to the distance between the customer premises and the Digital Cross-connect System equipped central office or when applicable, between two Digital Cross-connect System equipped central offices.
- f. A Database Modification charge applies per CNC Service Arrangement for changes, additions, or deletions requiring revisions to the Network Controller software files. Database Modifications include activities such as specifications of customer profile, security parameters, and additions, or deletions, or changes to ports, equipment, digital cross-connect terminations, and service terminations.

Database Modifications may be ordered per CNC Service Arrangement for either single or multiple activities.

SECTION 10 - DIGITAL NETWORK SERVICES

10.2 Customer Network Control Service (Cont'd)

.4 Application of Rates and Charges (Cont'd)

- g. A Telco Reconfiguration charge applies per CNC Service Arrangement for circuit reconfigurations requested of the telco by the customer for modifications such as maps, paths, and profile.
- h. Service Charges applicable to the CNC Service Arrangement will apply in addition to applicable Service Charges for the addition of new services or conversion of existing services in conjunction with a CNC Service Arrangement.
- i. A Database Modification Charge and Telco Reconfiguration Charge may be applicable on the same service order. When a service reconfiguration is requested that is not associated with the ordered database modifications, both charges will apply.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 18

EFFECTIVE: April 1, 2016

SECTION 10 - DIGITAL NETWORK SERVICES

10.2 Customer Network Control Service (Cont'd)

.5 Rates and Charges

a. Network Controller

Includes system partitioning, individual user profiles, initial channel cross-connections, network administration tools, security management, training, and user documentation.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(1.) Per Network Controller, Each customer	\$1,583.00	\$200.00
(2.) Network Access Port, Each		
(a.) Dedicated	\$15.00	\$120.00
(b.) Dial-up, with security key	\$20.00	\$100.00
(c.) Additional security key	\$12.00	\$3.00
(3.) Graphic Interface, per CNC Service Arrangement	\$300.00	-
b. <u>Digital Cross-connect Terminations</u>		
(1.) DS1 Terminations, per termination	\$44.00	\$85.00
(2.) Channel Termination, Voicegrade, per termination ¹	\$66.00	\$14.00
c. <u>Service Charges</u>		
(1.) Service Establishment	\$408.00	
(2.) Database Modification-Single Activity, per CNC Service Arrangement	\$58.00	
(3.) Database Modification-Multiple Activities per CNC Service Arrangement	\$175.00	
(4.) Telco Reconfiguration, per CNC Service Arrangement	\$44.00	

¹ This charge does not apply to Digital Data Service/DDS-type service Digital Channel Service terminations.

SECTION 10 – DIGITAL NETWORK SERVICES

10.3 Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI)

.1 General

- a. Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Service provides digital access for integrated services between the customer's premises and the serving office via a 1.544 Mbps facility. ISDN-PRI denotes an end-to-end digital network capable of supporting a combination of public and private network access services. Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) is an alternative for individual access services, such as Two Way, Direct Inward Dialing (DID), Direct Outward Dialing (DOD), 800/877/888 Services, Wide Area Telecommunications Services ¹, and local business trunks.
- b. ISDN-PRI requires compatible customer-provided equipment registered under FCC Part 68.
- c. The customer must provide information regarding the intended use of the service sufficient to permit Frontier to furnish and maintain the service ordered and assure that Product Guide terms and conditions are followed.

(C)

The availability and functions of the features and capabilities for ISDN-PRI Service may vary by serving central office.

.2 Terms and Conditions

- a. ISDN-PRI Service is available to customers where facilities are available. Customers must provide compatible premises switching equipment for terminating the "D" channel and the 1.544 Mbps high capacity digital services facilities.
- b. ISDN-PRI Service is typically divided in capacities of twenty-three 64 Kbps "B" channels and one 64 Kbps "D" channel (23B+D).
- c. The "B" channels can carry switched voice and switched data at up to 64 Kbps. The channels can be configured for voice or data.
- d. The "B" channels can be dedicated to a specific configuration, or, optionally, a group of "B" channels can be shared for access to two or more configurations.
- e. The "D" channel carries the out-of-band signaling required to control its associated "B" channels on one or more 1.544 Mbps high capacity digital services facilities where technology permits.
- f. The minimum service period for each ISDN-PRI Service is one (1) month.
- g. 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 is not permitted.

¹ Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

(N)
(N)

SECTION 10 - DIGITAL NETWORK SERVICES

10.3 Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (Cont'd)

.2 Terms and Conditions (Cont'd)

- h. When a customer's serving office is not 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 Switched Facility Charges will apply in addition to the Foreign Central Office/Foreign Exchange Special Transport and/or Interoffice Channel Termination rates. These charges are also applicable when a customer's serving central office is ISDN-PRI capable and the customer wishes to be served from another ISDN-PRI capable office. Foreign Central Office/Foreign Exchange Special Transport and/or Interoffice Channel Termination rates are not applicable when the customer's serving office is part of a Remote Switching Cluster as defined elsewhere in this Product Guide.
- i. The Terms and Conditions specified in Section 2 are applicable to all communications services offered by Frontier. Additional terms and conditions pertaining to specific service offerings are specified in various sections of this Product Guide and other applicable tariffs.
- j. Terms and Conditions, rates and charges for services found in the applicable Tariff and/or Product Guide are in addition to ISDN-PRI Service rates and charges. Terms and Conditions that apply on a per line basis in other tariffs will apply on a per channel basis in this Product Guide.
- k. When an ISDN-PRI Line is provided from the Metro Ethernet Product Guide (Section 10.6), the Metro Ethernet DS-1 Service Activation Charge from the Metro Ethernet Product Guide applies.
- l. Customers under a term commitment who disconnect PRI services before the expiration of the commitment period shall pay an early termination liability charge, as stated in Section 2, except that termination liability is not applicable to B Channel Configurations/Activations.
- m. During the initial term commitment period, the customer may add PRI services at the same monthly rate specified in the customer's original term commitment.
- n. If a customer discontinues other Frontier services and establishes ISDN-PRI that utilizes the same facilities (i.e., Digital Facility 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 apply in all instances.

SECTION 10 - DIGITAL NETWORK SERVICES

10.3 Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (Cont'd)

.2 Terms and Conditions (Cont'd)

- o. 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.
- p. If a month-to-month customer converts to a term commitment, the ISDN-PRI Access nonrecurring charge is not applicable. However, if a customer has had ISDN-PRI month-to-month less than three (3) months and wishes to convert to a term commitment, the PRI Subsequent Activity Charge (SAC) shall apply.
- q. Optional flat rate Extended Calling Service is available on a per Switched Facility basis to any business customer subscribing to all voice flat rate channel activations. The optional flat rate Extended Calling Service (ECS) will permit flat rated ECS calling upon as many voice flat rate channel activations as equipped by the customer, up to twenty-four (24), per Switched Facility. Note: This service will not be available to customers subscribing to channel activations other than flat rate channels, i.e., Switched Data or Voice/Data Measured Rate channels. For example, if a customer subscribes to an existing quantity of two ISDN-PRI Switched Facilities with all voice flat rate channel activations, then the customer may elect to subscribe on an optional basis to one or two optional flat rate Extended Calling Services. If only one of the two Switched Facilities is equipped with all voice flat rate channel activations, then the customer may subscribe to only one optional flat rate Extended Calling Service. Under no circumstances will there be any mixing of flat rate ECS and usage sensitive ECS per Switched Facility for ISDN-PRI.
- r. If the business customer increases or decreases the number of ISDN-PRI, flat rate Extended Calling Service (ECS) must be added or removed accordingly based upon the number of qualifying Switched Facilities with all voice flat rate channel activations.
- s. For customers with multiple ISDN-PRI switched facilities that include combinations of one or more optional flat rate Extended Calling Service(s) and switched facilities with one or more channels configured with voice/data measured rate activations; depending upon billing capabilities, Frontier may require separate accounts and separate billing to the same customer on the same premises where both services are available in the customer's local exchange area.

SECTION 10 - DIGITAL NETWORK SERVICES

10.3 Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (Cont'd)

.3 Definitions

a. Primary Rate Interface (PRI) Line

The term "Primary Rate Interface Line" denotes the connection of a 1.544 Mbps high capacity digital service to the serving central office switch. Software in the central office switch defines 24 channels within the 1.544 Mbps bandwidth of the high capacity digital service. The 24 channels are typically divided into 23 "B" channels plus one "D" channel. An ISDN-PRI Line may also be provided at the rates and charges specified in the Metro Ethernet Section of this Product Guide where Metro Ethernet is available.

b. ISDN-PRI Service

ISDN-PRI Service provides the communication path between the customer's premises and the equipped central office for access to switched voice and switched data services. Each ISDN-PRI Service employs a Primary Rate Interface (PRI) Facility and Primary Rate Interface (PRI) Access.

c. ISDN-PRI Service Arrangement

The term "ISDN-PRI Service Arrangement" denotes one or more PRI Facilities plus PRI Access arranged together in the same or different central offices to provide one single service for the same customer.

d. 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.

e. Tie Channel Service

Tie Channel Service provides intercom capability on "B" Channels of ISDN-PRI Arrangements and other Centrex 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 Centrex Service systems served from different central offices. Tie channels on a single ISDN-PRI Arrangement can be configured for intercom calling to a Centrex Service system and local exchange access for the CPE. Intercom calls between an ISDN-PRI Arrangement and a Centrex Service system do not incur usage charges. Calls to telephone numbers outside of a Centrex Service system without intercom capability may incur usage charges.

SECTION 10 - DIGITAL NETWORK SERVICES

10.3 Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (Cont'd)

.3 Definitions (Cont'd)

e. Tie Channel Service (Cont'd)

Tie Channel Service may terminate on CPE at the customer location or at an Intermediary Customer (IC) location. Rates for Tie Channel Service to Customer Premises or Central Office to Central Office are available on a per "B" channel basis or on a per PRI basis when 10 or more "B" channels are activated and are in addition to the normal channel rates. Rates for Tie Channel Service to an IC are available on a per "B" channel basis or on a per PRI basis when 11 or more "B" channels are activated.

Tie Channel Service is available where facilities and conditions permit.

Tie Channel Service will not be provided on a Call by Call Access basis.

f. "B" Channel

The "B" channel is a channel at 64 Kbps that carries digitized customer traffic (voice, data).

g. "D" Channel

The "D" Channel is a signaling channel at 64 Kbps used to control and route "B" channel traffic.

h. Remote Switching Cluster

Remote Switching Clusters exist when the remote switch is dependent on the host switch for its software call processing. A remote switch can process only intra-office calls without the host switch.

i. Foreign Central Office/Foreign Exchange Special Transport

Foreign Central Office/Foreign Exchange Special Transport is a High Capacity Special Transport Facility between a customer's normal serving central office and the central office providing the ISDN-PRI service.

SECTION 10 - DIGITAL NETWORK SERVICES

10.3 Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (Cont'd)

.4 PRI Features and Definitions

a. Standard Features

Calling Line Identification – Number Only: Calling Number Identification allows the customer to see the directory number of the calling party, typically by the second ring. Telephone numbers of incoming callers will be forwarded for non-blocked calls subject to technical and other limitations, including the availability of the number for forwarding.

Call-by-Call Access: A customer specified arrangement of "B" channels is used to access services available in the ISDN-PRI serving central office switch. The customer will be allowed to mix dedicated services and call-by-call access on the same ISDN-PRI Service. To utilize call-by-call access, the customer must specify, at subscription time, the quantities of channels that will be utilized for a specific service on the ISDN-PRI Service. The "B" channels will be assigned and billed the maximum quantity specified. With this feature, separate facilities are not required for individual services, such as DID/DIOD, WATS ¹, 800/877/888 services, and local switched access lines. This option is grandfathered as of July 1, 2008. Call by Call will no longer be provisioned on new PRIs as of July 1, 2008 except for at existing customer's locations. Existing customers may continue their PRI service provisioned with Call by Call but will need to choose a new B Channel Configuration rate out of the Product Guide.

(C)

Clear Channel Capability: 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.

Non-Facility Associated Signaling (NFAS): 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. Up to 20 DS1 Facilities can be assigned to a PRI group.

c. Optional Features

Network Ring Again: Network Ring Again allows a calling station encountering a busy to activate the central office switch to notify the calling station when the called station becomes idle. The calling station can then activate the switch to complete the call.

This feature is available on a limited basis and only functions within a single customer's ISDN-PRI Service Arrangement. The rate for this feature will be on an Individual Case Basis (ICB) basis per line so arranged.

"D" Channel Back-up: In arrangements of two or more ISDN-PRI's, this service provides enhanced continuity of service by allowing a "D" channel of one ISDN-PRI to automatically take over for a failed "D" channel of another ISDN-PRI.

This feature is available on a limited basis and only available within a single customer's ISDN-PRI Service Arrangement. The rate for this feature will be on an Individual Case Basis (ICB) basis per customer group. This feature is only provided when ISDN-PRI is offered under a contract term commitment.

¹ Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

(N)
(N)

EFFECTIVE: April 1, 2016

SECTION 10 - DIGITAL NETWORK SERVICES

10.3 Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (Cont'd)

.4 PRI Features and Definitions (Cont'd)

b. Optional Features (Cont'd)

Calling Line Identification wth Name: Calling Line Identification wth Name allows the customer to have access to the directory number and name of the calling party. Compatible CPE is required. Calling Line Identification wth Name is available only where facilities and conditions permit. Rates for Calling Line Identification wth Name are available on a Month-to-Month basis or on a term commitment of 1, 2, 3, 5 years, or Term and Volume for customers subscribing to ISDN-PRI on a term commitment basis.

Two B Channel Transfer: The Two B Channel Transfer feature allows the CPE to accept a call from one user and after accepting the call, the user can transfer the call to a user outside the CPE. Then both the incoming and outgoing B Channels are released for another call.

PRI Station Detail Billing: 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 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.

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.

SECTION 10 - DIGITAL NETWORK SERVICES

10.3 Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (Cont'd)

.5 Upgrade of Existing Services

- a. A customer with existing Centrex Service PBX, or other local exchange service offerings may elect to upgrade to ISDN-PRI Service. The upgrade will require discontinuance of the existing service and establishment of new service.
- b. All applicable installation and service connection charges plus charges applicable to the establishment of ISDN-PRI Service will apply.
- c. When a customer elects to discontinue existing service and establish ISDN-PRI Service, early termination liability charges, as stated in Section 2 will apply.
- d. A temporary interruption of service will occur.
- e. The discontinuance of existing service and establishment of new service may incur a change of service arrangement requiring a telephone number change.

.6 Rate Structure

a. PRI Access

The PRI Access provides the switch termination for the PRI Switched Facility. A PRI Access is required to terminate to an ISDN-PRI serving central office. PRI Access typically provides (23) individual "B" channels and one (1) "D" channel.

b. PRI Switched Facility

The customer has a choice of call connection arrangements, i.e., central office to end-user premises, central office to central office, or ISDN-PRI access to IC services. The rates and charges for the PRI Switched Facility will be based on the selected arrangement and will be comprised of one or a combination of the following rate elements:

- (1.) PRI Switched Facility (First System and/or Additional System), or
- (2.) Foreign Central Office/Foreign Exchange Special Transport, or
- (3.) PRI Switched Facility (First System and/or Additional System) plus Foreign Central Office/Foreign Exchange Special Transport

Customers may utilize alternate high capacity digital facilities, (i.e. DS1, DS3, or any other compatible high capacity digital facility that meets specifications as determined by Frontier) in lieu of the PRI Switched Facility specified herein. The applicable rules, terms and conditions, and rates from applicable Tariffs and/or Product Guide will apply for the alternate high capacity digital facilities.

SECTION 10 - DIGITAL NETWORK SERVICES

10.3 Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (Cont'd)

.6 Rate Structure (Cont'd)

- c. “B” Channel Configurations - Channel Activations: Channel activation charges will apply to provide voice or circuit switched data capability for up to 24 B-channels. Channel activations are monthly recurring charges applied on a per channel basis.
- d. Channel Usage: Data channel usage rates will apply on a per channel basis. Data channel usage rates apply to switched data (only channels) and voice/data measured rate channels as offered by Frontier and Interexchange Carriers. Voice channel rates can be flat-rated, or usage based. Measured usage is not applicable on a flat-rate channel. Five-year term commitment measured rate channel is not available.
- e. Circuit Establishment: Nonrecurring charges for database configuration work will apply for initial circuit establishment and channel configuration. The database charges are applied on a per PRI access and on a per service-type basis. When ISDN-PRI service is established for commitment terms, the ISDN-PRI Access nonrecurring charge is the only nonrecurring charge applicable. When ISDN-PRI service is established on a month-to-month basis, the Database Configuration Charges shall apply.
- f. Termination Liability: In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section 2 will apply. Termination liability charges do 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
- g. Subsequent Activity Charge (SAC): Nonrecurring charges for database configuration work will apply for all subsequent activity related to changes in channel configuration or ISDN-PRI attributes. The SAC is applicable per occurrence and is not based on the number of trunks. This charge is applicable for all contract terms.
- h. The Database Configuration Charge(s) are applicable to month-to-month customers only.
- i. For Two Way, DID/DIOD voice-only channel configurations, a mixture of Flat Rate and Message Rate Service will not be allowed within a single customer ISDN-PRI Service Arrangement.
- j. To utilize Call-by-Call access, the customer must specify, at subscription time, the quantities of channels that will be utilized for a specific service (DID/DIOD, etc.) on the PRI Facility. The customer will be charged for the maximum number of channels specified for those services that are flat rate and on a usage basis only for those services that are usage based (OutWATS ¹/800/877/888, Data).

(C)

¹ Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

(N)
(N)

SECTION 10 - DIGITAL NETWORK SERVICES

10.3 Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (Cont'd)

.6 Rate Structure (Cont'd)

- k. End User charges as well as the ISDN Line Port rate as specified in the Frontier Telephone Companies Tariff FCC No. 14 (apply as appropriate).
- l. Presubscription of a Carrier of Preference is specified in the Frontier Telephone Companies Tariff FCC No. 14 and the Intrastate Access Services Tariff. Based on a customer's ISDN-PRI Access Arrangement, a customer may be able to presubscribe to more than one Carrier of Preference.
- m. The flat rate Extended Calling Service (ECS) option will permit flat rated ECS calling upon as many voice flat rate channel activations as equipped by the customer, up to twenty-four (24), per Switched Facility. Note: This service will not be available to customers subscribing to channel activations other than flat rate channels, i.e., Switched Data or Voice/Data Measured Rate channels.

The flat rate ECS option is offered under a one-, two-, three-, or five-year contract period. A Monthly Recurring Charge (MRC) will be charged per quantifying ISDN-PRI Switched Facility. This charge will apply in addition to any other charges for services as part of the customer's monthly bill. This option is included in the PRI Term and Volume Flat Rate contracts and 2 and 3-year Corporate Rewards contracts.

- n. The Foreign Central Office/Foreign Exchange Special Transport charge applies on a per airline mile basis between the serving central office and the customer's normal central office except when the customer's serving central office is part of a Remote Switching Cluster.
- o. The PRI Access Term & Volume Packages include the PRI Access, the DS1 Switched Facility, and the B Channel Activation, Caller ID, D Channel Backup, NFAS, and ECS (flat rate only). The PRI Access Term & Volume packages without the DS1 Switched Facility includes the same items except the DS1 Switched Facility. The options are flat rate voice and measured usage/data channels or measured voice and measured usage/data channels. Tie Channel Service is in addition to the Term and Volume rates.
- p. Customers with existing PRI contracts may convert to a new contract plan without incurring termination liability charges provided the value of the new contract is equal to or greater than the remaining value of the existing contract plan.

SECTION 10 - DIGITAL NETWORK SERVICES

10.3 Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (Cont'd)

.6 Rate Structure (Cont'd)

- q. All of a customer's Frontier provided PRIs within a state will count towards the volume contract threshold. Volume contract customers may change the number of PRIs during the volume term period. In the event customers under a volume contract make subsequent PRI increases or decreases that cause the total number of PRIs to fall within a different threshold level, all remaining PRIs will be billed at the applicable level rate for the remainder of the volume contract term period. The customer must provide the account information of the PRIs included in the Term and Volume option at the time of the initial installation of service and with each change to the service.
- r. During the contract 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 contract basis. The contract period for these additional PRI services will not end concurrently with PRI's from the initial contract.
- s. PRIs on two-year volume or Corporate Rewards contract customers may subscribe to 3-year contract PRI features and facilities when 2-year contract rates are not available.
- t. The PRI Access NRC does not apply for PRIs enrolled in a 2 or 3-year Corporate Rewards plan nor the 2 or 3-year Term and Volume plans.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

7th Revised Page 30

EFFECTIVE: May 15, 2024

SECTION 10 - DIGITAL NETWORK SERVICES

10.3 Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (Cont'd)

.7 Rates and Charges

The following rates and charges are in addition to all other rates and charges that may be applicable for accessible services which operate in conjunction with ISDN-PRI Service.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
a. PRI Access			
(1.) Month-to-Month	-	\$578.60	
(2.) 1 Year Term Commitment ²	\$500.00	\$420.00	
(3.) 5 Year Term Commitment	\$500.00	\$340.00	
b. Switched Facility			
(1.) First System			
(a.) Month-to-Month	\$693.00	\$635.12	(l)
(b.) 1 Year Term Commitment ²	-	\$258.75	
(c.) 5 Year Term Commitment	-	\$209.59	
(2.) Additional System			
(a.) Month-to-Month	\$547.00	\$177.10	
(b.) 1 Year Term Commitment ²	-	\$233.45	
(c.) 5 Year Term Commitment	-	\$191.48	
c. Foreign Central Office/Foreign Exchange Special Transport ¹ , each Airline Mile or Fraction Thereof	-	\$15.00	

¹ The Hub Termination charge as specified in the Facilities for Intrastate Access Tariff shall also apply.

² This option is not available to new customers as of July 1, 2008. Existing customers may stay on this plan until their term ends.

PRODUCT GUIDE

EFFECTIVE: September 12, 2021

SECTION 10 - DIGITAL NETWORK SERVICES

10.3 Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (Cont'd)

.7 Rates and Charges (Cont'd)

d. "B" Channel Configuration

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(1.) DID/DIOD ^{4, 6}	-	6
(2.) OutWATS/800 ^{4, 6, 7}	-	6
(3.) Switched Data ^{4, 6}	-	6
(4.) Tie Channel Service to Customer Premises Or Central Office to Central Office, each ^{1, 4} per "B" Channel	-	\$10.00
per PRI (10+ "B" Channels Activated)	-	\$115.00
(5.) Tie Channel Service to Intermediary Customer (IC), each ^{1, 4} per "B" Channel	-	10.00
per PRI (11+ "B" Channels Activated)	-	100.00
(6.) Voice Flat Rate Channel Activation ^{3, 5, 6} PRI Quantity: 1-4		
1 Year Contract ⁶	-	19.50
3 Year Contract ⁶	-	16.50
5 Year Contract ⁶	-	14.50
PRI Quantity: 5-9		
1 Year Contract ⁶	-	18.50
3 Year Contract ⁶	-	15.50
5 Year Contract ⁶	-	13.50
PRI Quantity: 10-14		
1 Year Contract ⁶	-	17.75
3 Year Contract ⁶	-	14.50
5 Year Contract ⁶	-	13.25
PRI Quantity: 15-Up		
1 Year Contract ⁶	-	17.00
3 Year Contract ⁶	-	13.50
5 Year Contract ⁶	-	13.00
(7.) Voice/Data Measured Rate, Channel Activation ^{1, 2}	-	5.00
(8.) Flat Voice/Measured Data, Channel Activation ^{1, 2}	-	15.00

¹ Applies in addition to PRI Access and Switched Facility Month-to-Month and Term Commitment rates and charges.

² The applicable monthly usage rates for voice and data usage.

³ Applicable only to customers subscribing to PRI Access and Switched Facility on a Month-to-Month basis and Term Commitment.

⁴ ISDN PRI Centrex Service Access or ISDN PRI Voice over Internet Protocol (VoIP) Centrex Service Access NRCs from this Product Guide Section 11 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.

⁵ Applicable only to customers subscribing to PRI Access and Switched Facility on a Term Commitment basis.

⁶ This option is not available to new customers as of July 1, 2008. Existing customers may stay on this plan until their term ends.

⁷ Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 32

EFFECTIVE: April 1, 2016

SECTION 10 - DIGITAL NETWORK SERVICES

10.3 Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (Cont'd)

.7 Rates and Charges (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
e. Optional Features		
(1.) Network Ring Again ³		
(2.) "D" Channel Back-up ⁵		
(3.) Calling Line Identification wth Name, Per ISDN-PRI Access		
Month-to-Month	\$100.00	\$85.00
1 year Contract ³	\$100.00	\$75.00
2 or 3 year Contract ³	\$100.00	\$70.00
5 year Contract	\$100.00	\$65.00
Term and Volume ⁴		\$40.00
(4.) Two B Channel Transfer Per ISDN-PRI Access		
Month-to-Month	\$100.00	\$75.00
1 year Contract	-	\$70.00
2 or 3 year Contract	-	\$65.00
f. Database Configuration ¹		
(1.) PRI Access, each	\$200.00	-
(2.) "B" Channel, per type	\$150.00	-
g. PRI Subsequent Activity Charge (SAC) ² (All contract terms), per occurrence		
	\$200.00	-
h. Flat Rate Extended Calling Service, per Switched Facility		
1 year Contract ³	-	\$120.00
2 or 3 year Contract ³	-	\$80.00
5 year Contract	-	\$80.00
i. PRI Station Detail Billing, per account		
	-	\$100.00

¹ Applicable only to customers subscribing to PRI Access and Switched Facility on a Month-to-Month basis.

² Applicable only to customers subscribing to PRI Access and Switched Facility on a Term Commitment basis.

³ This service is not available to new customers. Existing customers may stay on this plan until the term ends.

⁴ If Caller ID with Name is added to an existing PRI arrangement, the Subsequent Activity Charge is applicable. No NRC applies if the feature is added at the initial installation of the PRI Access.

⁵ D Channel Back Up is included in the PRI Access.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

4th Revised Page 33

EFFECTIVE: January 15, 2024

SECTION 10 – DIGITAL NETWORK SERVICES

10.3 Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) (Cont'd)

.7 Rates and Charges (Cont'd)

j. Term & Volume	<u>Monthly Rate</u>	
	<u>2-Year</u>	<u>3-Year</u>
PRI Access System – Flat Rate		
Ports – 23B, 23+D Add'l, 24B, each		
Package 1, 1 to 10 PRIs	\$750.00	\$1,190.25
Package 2, 11 to 20 PRIs	\$700.00	\$787.75
Package 3, 21+ PRIs	\$675.00	\$650.00
PRI Access System – Flat Rate w/o DS1 Switched Facility		
Package 1, 1 to 10 PRIs	\$615.00	\$585.00
Package 2, 11 to 20 PRIs	\$590.00	\$570.00
Package 3, 21+ PRIs	\$570.00	\$540.00
PRI Access System – Measured		
Ports – 23B, 23+D Add'l, 24B, each		
Package 1, 1 to 10 PRIs	\$505.00	\$517.50
Package 2, 11 to 20 PRIs	\$470.00	\$425.00
Package 3, 21+ PRIs	\$435.00	\$405.00
PRI Access System – Measured w/o DS1 Switched Facility		
Package 1, 1 to 10 PRIs	\$390.00	\$335.00
Package 2, 11 to 20 PRIs	\$490.00 (I)	\$310.00
Package 3, 21+ PRIs	\$315.00	\$290.00

k. Term & Volume	<u>Monthly Rate</u>
	<u>1-Year</u>
PRI Access System – Flat Rate Ports – 23B, 23+D Add'l, 24B, each Package 1, 1 + PRIs	\$1,372.10
PRI Access System – Flat Rate w/o DS1 Switched Facility Package 1, 1 + PRIs	\$680.00
PRI Access System – Measured Ports – 23B, 23+D Add'l, 24B, each Package 1, 1 + PRIs	\$600.00
PRI Access System – Measured w/o DS1 Switched Facility Package 1, 1 + PRIs	\$450.00

EFFECTIVE: April 1, 2016

SECTION 10 - DIGITAL NETWORK SERVICES

10.3 Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundled Service (Cont'd)

.8 ISDN - Primary Rate Interface (ISDN-PRI) Bundle

A. General

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service is an optional business package that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-Channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

B. Regulations

1. ISDN PRI Bundle Service is available where technically feasible.
2. The bundles are offered for 2-, 3- and 5-year term commitments. A termination fee of 50% of the Monthly Recurring Charges will incur for the remainder of the term commitment period.
3. A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Subsequent Activity Charge for the change and will pay the current rates in effect for the term commitment chosen.
4. When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).
5. ISDN-PRI customers who are served from a foreign node may request to have their service provided from their local central office when facilities become available at that office. The Initial Service Ordering Charge and nonrecurring charges for T-1s and ports will be applicable, and termination charges will not apply on that transfer provided that the quantity of T-1s and ports are preserved. Customers who choose to continue service from a foreign node will be subject to the monthly rate for interoffice facilities. In addition, a number change generally will be required on any transfer from a foreign node to a local central office.
6. Ports will be provided at the T-1 level only.
7. Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.

PRODUCT GUIDE

EFFECTIVE: January 15, 2024

SECTION 10 - DIGITAL NETWORK SERVICES

10.3 Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundled Service (Cont'd)

.8 ISDN - Primary Rate Interface (ISDN-PRI) Bundle (Cont'd)

B. Regulations (Cont'd)

8. The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundle Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.
9. The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundle Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this Product Guide.
10. Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in Rates and Charges following.

C. Rates and Charges

	<u>Monthly Rate</u>	
<u>2-Year Term</u> ¹		
ISDN-PRI Bundle	\$795.00	(R)
ISDN-PRI Bundle with 20 DID Numbers	\$810.00	
ISDN-PRI Bundle with 50 DID Numbers	\$815.00	
ISDN-PRI Bundle with 100 DID Numbers	\$820.00	
<u>3-Year Term</u> ¹		
ISDN-PRI Bundle	\$655.00	(R)
ISDN-PRI Bundle with 20 DID Numbers	\$670.00	
ISDN-PRI Bundle with 50 DID Numbers	\$675.00	
ISDN-PRI Bundle with 100 DID Numbers	\$680.00	
<u>5-Year Term</u> ¹		
ISDN-PRI Bundle	\$425.00	(R)
ISDN-PRI Bundle with 20 DID Numbers	\$440.00	
ISDN-PRI Bundle with 50 DID Numbers	\$445.00	
ISDN-PRI Bundle with 100 DID Numbers	\$450.00	

¹ Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.

SECTION 10 - DIGITAL NETWORK SERVICES

10.4 Digital (ISDN) Single Line Service

.1 General

- a. Digital (ISDN) Single Line Service is a local exchange telecommunications service available only to business customers served from suitably equipped central offices. Digital (ISDN) Single Line Service utilizes Integrated Services Digital Network-Basic Rate Interface (ISDN-BRI) technology. It is a central office-based service arrangement which provides for local exchange access, interexchange access and feature packages. The rates and charges set forth for Digital (ISDN) Single Line Service provide for the furnishing of service where suitable facilities are available.
- b. Digital (ISDN) Single Line Service is furnished from digital central office equipment located on Frontier premises and associated facilities.
- c. A customer may choose to subscribe to Digital (ISDN) Single Line Service from a central office or an exchange other than his normal serving central office or exchange. In this situation, the customer will utilize the dialing plan associated with the central office that delivers the dial tone. Where available, rates and charges will be provided as shown in Section 9. If the customer is served from a central office or an exchange other than his normal serving central office or exchange, at Frontier's discretion, Foreign Central Office Charges or Foreign Exchange Service Charges as specified in Section 9 are not applicable.
- d. Digital (ISDN) Single Line Service may be comprised of the following elements:

Digital (ISDN) Single Line Access Features

Business One-Party Line

Usage Options - must choose one:

Business customers

(1) Measured:

- originating voice/switched data calls terminating within the local calling area (flat rate local service) - Usage rates.
- originating voice/switched data calls terminating within the local calling area (Extended Calling Service) - usage rates, Extended Calling Service.
- originating voice/switched data Long-distance Calls - rates as specified in Section 14 in lieu of usage rates.

(2) Blocks of Time

400 Hours (applies to originating local and Extended Calling Service voice/switched data calls) Overtime will be charged (\$.025 per minute, per B-Channel ¹)

¹ Service is for CALEA use only. As of December 31, 2006, the service is not available to the general public.

SECTION 10 - DIGITAL NETWORK SERVICES

10.4 Digital (ISDN) Single Line Service (Cont'd)

.1 General (Cont'd)

- e. Digital (ISDN) Single Line features will be grouped as follows:

- Basic
- Digital (ISDN) Single Line Frontier calling Services
- Digital (ISDN) Single Line CCLASS
- Circuit Switched Data Features
- Packet Switched Data Features

- f. A customer may order multiple Single Lines.

.2 Terms and Conditions

- a. Digital (ISDN) Single Line Service is a set of standards which will enable access integration and establish standardization of points of interconnection all over a single digital access line. Access integration refers to the fact that by utilizing a Digital (ISDN) Single Line, a particular end-user can access a wide variety of user services such as voice, circuit switched data, and packet-switched data.
- b. Digital (ISDN) Single Line will be provided where local loops do not exceed a maximum of 68 db loss as measured at the customer's premises.
- c. Digital (ISDN) Single Line Features s may require customer-provided compatible terminal equipment.
- d. Access to the exchange network is provided via a Business one-party line.
- e. A mixture of Flat Rate and Message Rate Service will not be allowed within a single Digital (ISDN) Single Line account.
- f. Suspension of Digital (ISDN) Single Line Service (Vacation Service) is not permitted.
- g. Directory Listings will be furnished subject to the rates and terms and conditions specified in Section 6.
- h. Unless otherwise noted, service charges as specified in Section 4 shall not apply in addition to the charges provided in Section 10.
- i. Terms and Conditions specified in Section 2 are applicable to Digital (ISDN) Single Line Service unless otherwise specified elsewhere in this Product Guide.
- j. If the Digital (ISDN) Single Line subscriber elects a Message Rate Option, Message Rate Service Allowances and Additional Local Message Charges will not be applicable.
- k. Up to two primary directory numbers (DNs) are included with Digital (ISDN) Single Line Service, one for each channel. If an additional DN is required on either channel, an additional number charge as specified in 10.4.8b.(1).(f.) shall apply for each additional number.

SECTION 10 - DIGITAL NETWORK SERVICES

10.4 Digital (ISDN) Single Line Service (Cont'd)

.3 Single Line Features

- a. All features may not be available on all types of central office switches.
- b. Basic Service Feature: Touch Call and Caller ID-Number.
- c. Digital (ISDN) Single Line Frontier calling Services: Provided in Section 10.4.
- d. Digital (ISDN) Single Line CCLASS: Provided in Section 10.
- e. Circuit Switched Data Features:
 - (1.) Data 1000 Feature Package includes Data Call Forward, Data Multiline Hunt Group, Data Speed Call-Short List, and Data Toll Restriction.
 - (2.) Data 2000 Feature Package includes all of the Data 1000 Features plus the following: Data Circular Hunting, and Data Speed Call-Long List or any combination of Data 1000/Data 2000 features. A single line may not be equipped for both Data Multiline Hunt and Data Circular Hunting.
- f. Data Optional Feature: Data Direct Connect.
- g. Digital (ISDN) Single Line Multibutton Key System Features (MBKS): Analog Shared Directory Number, Call Alternation, Call Forwarding, Conference Calling, Drop, Feature Function Buttons, Feature Inspect, Hold, Key System Coverage for Analog Lines, Multiple Directory Number Buttons, Shared Call Appearances of Directory Numbers, Speed Calling, and Time and Date Display.
- h. Packet Switching Features. The following features are available only within a closed user group.
 - (1.) X.25 Basic Feature Package includes Flow Control Parameter Negotiation, Incoming Calls Barred, Outgoing Calls Barred, Throughput Class Negotiations, and Transmit Delay Selection and Indication.
 - (2.) X.25 Enhanced Feature Package includes Fast Select, Fast Select Acceptance, One-Way Outgoing Logical Channels, and Permanent Virtual Circuit.

SECTION 10 - DIGITAL NETWORK SERVICES

10.4 Digital (ISDN) Single Line Service (Cont'd)

.4 Definitions

a. Standard definitions:

"B" Channel - A 64 Kbps channel primarily used for information transfer (voice/data) from user to user.

"D" Channel - A 16 kbps channel primarily used for signaling messages and/or packet-switched user data. The bit rate is fixed as a function of the interface used.

Individual Line Loop Extension - A Digital Individual Line Loop Extension provides a physical extension of the Digital loop from approximately 18,000 feet to approximately 36,000 feet. (These distances are for planning purposes. The actual distances are dependent on decibel (db) loss and not just physical loop length.) This physical extension is accomplished by means of a CO installed power module and an outside plant installed regenerator or U-Repeater.

The deployment method is based on dB loss and not on specific cable footage. The vendor installation information indicates that up to a 34dB loss at 40kHz in either direction of the field repeater is acceptable. With the Frontier engineering practice of maximum loss for the Digital loop to be 38dB at 40kHz, it is assumed, if the customer's distance would exceed the 38dB for standard installation, the U-Repeater would be mounted within the stated range of 34dB and the customer's length would be extended another 34dB from the U-Repeater installation point. Only one power module and U-Repeater can be used per Digital line.

The customer's network access line is pre-engineered to determine when the U-Repeater/power module are required. The power module is designed to be used only with the U-Repeater and the repeater can only be used with the power module.

Primary Directory Number - The "single" telephone number provided to each Digital (ISDN) Single Line 64 Kbps channel.

Additional DN - A telephone number purchased by the customer which is in addition to the primary DN for a Digital (ISDN) Single Line.

Terminal - A CPE device connected to a Digital (ISDN) Single Line Access Line.

Caller ID-Number is an arrangement which permits a customer with Local Exchange Service other than foreign central office service to receive the calling telephone number for calls placed to the customer. The calling telephone number will be forwarded from the terminating central office to compatible customer provided display equipment associated with a customer's Local Exchange Service. The calling telephone number will be delivered during the first silent interval of ringing. If the calling telephone number is not available for forwarding to the called party, the customer's display device will record the time of day and date, and show "OUT OF AREA" and in some cases, dashes (--- ----), for the non-available numbers. The calling telephone number is unavailable from calls made from non-SS7 offices, some large PABX systems, and from some cellular radio calls. Compatible customer provided display equipment is required for this service.

SECTION 10 - DIGITAL NETWORK SERVICES

10.4 Digital (ISDN) Single Line Service (Cont'd)

.4 Definitions (Cont'd)

b. Definition of Features:

(1.) Definitions of the Frontier calling Services Feature Packages and CCLASS Features are provided in this Product Guide.

(2.) Circuit Switched Data Features:

(a.) Data 1000 Feature Package:

Data Call Forward - This feature allows a customer to have incoming calls to a station automatically forwarded to a predetermined telephone number. Call Forward consists of three variations as follows: all calls, busy, and no answer.

Data Multiline Hunt Group - Hunting is sequential, i.e., starting at the first line assigned to the pilot directory number and ending at the last line.

Data Speed Call-Short List - The use of the Speed Calling short list is limited to an individual Switched Data line. A short list consists of a maximum of eight stored numbers.

Data Toll Restriction - Toll calls attempted from Switched Data lines with this feature are denied.

(b.) Data 2000 Feature Package:

Data Circular Hunting - Only a pilot directory number is associated with this hunt group. Hunting starts after the first idle line found by the previous hunt and continues until the hunting starting point is reached.

Data Speed Call-Long List - The use of the Speed Calling Long List is limited to an individual Switched Data line. A long list consists of a maximum of thirty stored numbers.

(3.) Data Optional Feature:

Data Direct Connect - This feature provides an automatic connection between a calling line that goes off-hook and a predetermined location.

SECTION 10 - DIGITAL NETWORK SERVICES

10.4 Digital (ISDN) Single Line Service (Cont'd)

.4 Definitions (Cont'd)

b. Definition of Features (Cont'd)

(4.) Single Line Multibutton Key System (MBKS) Features:

Analog Shared Directory Number allows analog lines that share directory numbers with Digital (ISDN) Single Line multibutton keysets to be assigned to switching modules that do not contain Digital (ISDN) Single Line software.

Call Alternation allows a user to hold one call, make another call, then talk alternately between the two parties.

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.

Drop allows the MBKS set user to drop the last party added to a conference call. For a two-party call, pressing the button disconnects the MBKS set from the call.

Feature Function Buttons on the MBKS set can be assigned to activate certain features (any that can be activated by dialing an activation code). Indicator lights show the activation or deactivation status of the features. The number of function buttons may vary dependent on the MBKS set design.

Feature Inspect - This 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 the terminal. This is different from inspect for Digital (ISDN) Single Line terminal feature.

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 Digital (ISDN) Single Line station set.

SECTION 10 - DIGITAL NETWORK SERVICES

10.4 Digital (ISDN) Single Line Service (Cont'd)

.4 Definitions (Cont'd)

b. Definition of Features (Cont'd)

(4.) Single Line Multibutton Key System (MBKS) Features: (Cont'd)

Multiple Directory Number 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.).

Shared Call Appearances of a Directory Number (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.

Speed Calling (also known as Abbreviated Dialing) permits the customer to dial selected numbers user 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 business customer services feature, the service provider can define list sizes and up to three-digit access codes. Speed Calling allows the user to dial a preassigned number by pressing the button assigned to speed calling and dialing one or two digits. This feature operates with the Call Transfer, Conference Calling, and Call Forwarding features.

Inspect for Digital (ISDN) Single Line 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.

SECTION 10 - DIGITAL NETWORK SERVICES

10.4 Digital (ISDN) Single Line Service (Cont'd)

.4 Definitions (Cont'd)

b. Definition of Features (Cont'd)

(5.) Packet Switching Features

(a.) X.25 Basic Feature Package:

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 feature prohibits a data terminal from terminating an incoming call.

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

X.25 Throughput Class Negotiation feature allows the calling data terminal to request specific throughput classes in the 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.25 Reverse Charge allows the terminating end of the X.25 call to be billed for the call.

X.25 Reverse Charge Accept allows the terminating end of the X.25 call to accept or reject the Reverse Charge request.

SECTION 10 - DIGITAL NETWORK SERVICES

10.4 Digital (ISDN) Single Line Service (Cont'd)

.4 Definitions (Cont'd)

b. Definition of Features (Cont'd)

(5.) Packet Switching Features (Cont'd)

(b.) X.25 Enhanced Feature Package:

X.25 Closed User Groups allows subscribers to establish subnetworks within which the members of a closed user group can communicate. Communication with users who are external to the closed user group is not permitted. The closed user groups are established by a service order. A user can belong to multiple closed user groups.

X.25 Fast Select allows a sending data terminal to forward up to 128 bytes of data along with call setup and clearing packets.

X.25 Fast Select Acceptance allows the switch to transmit incoming call packets with the fast select facility to a destination terminal that has this feature.

X.25 Hunt Groups allow a grouping of access lines such that an incoming packet-switched data call to the hunt group is completed if there is an available logical channel on any of the access lines within the hunt group. A Hunt Group is established by service order. Members of a Hunt Group can be distributed among the switching modules within the switch, but the Hunt Group cannot span switches. A basic rate interface 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 a subscriber to specify some number of the logical channels to be used only for calls that they originate.

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

SECTION 10 - DIGITAL NETWORK SERVICES

10.4 Digital (ISDN) Single Line Service (Cont'd)

.5 Payment Schedule

a. Digital (ISDN) Single Line Service is offered on a month-to-month, twelve (12) months, or thirty-six (36) months payment plan.

b. Termination Liability

(1.) In the even the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section 2.4.14 will apply.

.6 Digital (ISDN) Single Line Access

a. Digital (ISDN) Single Line Access provides support for connecting a maximum of eight (8) terminals, belonging to the same customer, to a single line (2B+D). A minimum of one (1) and a maximum of eight (8) identifiable users is allowed per Digital (ISDN) Single Line.

b. A maximum of two (2) users will be allowed simultaneous access to the "B" channels, the remaining users on the same Digital (ISDN) Single Line will be unable to access the service or will have access to the "D" channel packet network only.

c. Up to eight users can share the same "D" channel simultaneously in a "D" channel packet switching arrangement.

d. A maximum of eight (8) terminals belonging to the same customer are permitted per Digital (ISDN) Single Line. An additional directory number may be required for each additional terminal.

SECTION 10 - DIGITAL NETWORK SERVICES

10.4 Digital (ISDN) Single Line Service (Cont'd)

.7 Rate Structure

- a. Digital (ISDN) Single Line Service consists of six (6) basic elements:

"B" Packet Switched Data Channel¹
 "B" Voice/CSD Channel

Digital (ISDN) Single Line Access
 Business Line
 Usage Option

- b. Each Digital (ISDN) Single Line Service is comprised of a Business Line and ISDN Access. The channel elements can be arranged to best suit the customer's needs, not to exceed the maximum 2B+D per Single Line capacity.
- c. A voice/CSD channel can be used for either voice or circuit switched data. If the measured usage option is chosen, all voice/CSD calls will be charged usage rates as specified in Section 10.4.1 d.
- d. The "B" Packet Switched Data Channel dedicates a "B" channel to packet switched data. If the customer desires that both available "B" channels be dedicated to packet switched data service, then two (2) "B" Packet Switched Data Channel elements are applicable.
- e. The "D" Packet Switched Data Channel allows the customer to utilize the "D" channel for packet switched data. A single "D" Packet Switched Data Channel is available independent of the "B" channel configuration.
- f. End User charges as specified in the End User Common Access Service Section of Frontier Telephone Companies Tariff FCC No. 14 (FCC #14) apply as appropriate.
- g. Presubscription of a Carrier of Preference is specified in the FCC #14 Tariff and Section 13 of the Intrastate Access Services Tariff. All additional directory numbers will be presubscribed to the same Carrier of Preference as the customer's "primary" directory number. Access to other service providers will be via the 101XXXX access code. One interexchange carrier must be selected for all telephone numbers associated with the same digital local loop, however, 101XXXX access to other carriers is provided.
- h. Caller ID-Number is included in the Digital (ISDN) Single Line Basic Service at no extra charge.

¹ Service is for CALEA use only. As of December 31, 2006, this service is available to the general public.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Third Revised Page 47

EFFECTIVE: January 15, 2024

SECTION 10 - DIGITAL NETWORK SERVICES

10.4 Digital (ISDN) Single Line Service (Cont'd)

.8 Rates and Charges

a. Nonrecurring Charges

- (1.) Unless otherwise noted, applicable Service Charges as described in Section 4 shall not apply.
- (2.) The following nonrecurring charge is in addition to any applicable service charges for moves, changes, and/or installation provided for in other sections of this Product Guide.

Nonrecurring Charge

(a.) Data Base Change Charge, per hour or fraction thereof \$50.00

- (.1) Change, add, or delete specific feature(s).
- (.2) Change, add, or delete Feature Packages.
- (.3) Add or delete channels.
- (.4) Add or delete directory numbers.

b. Recurring Charges

The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in this Product Guide or Frontier's tariffs.

	<u>Monthly Rate</u>	<u>12 Month Rate</u>	<u>36 Month Rate</u>	
(1) Business Digital (ISDN) Single Line Service				
(a) Business Single Line	\$196.80	\$196.80	\$196.80	(l)
(b) Measured				
Nonrecurring Charge	\$200.00	\$100.00	-	
Monthly Access ¹	\$153.94	\$153.94	\$153.94	(l)
Usage, per minute per channel ²	\$.025	\$.020	\$.015	
(c) 400-hour Block of Time				
Nonrecurring Charge	\$200.00	100.00	-	
Monthly Access ^{102.85}	\$66.55	\$42.35		
Usage overtime, per minute per channel ³	\$.025	\$.025	\$.025	

¹ Monthly access includes B-voice/switched data on both B-channels.

² Usage applies to all originating voice/switched data calls terminating within the local calling area. Rates as specified in Section 3 apply for Extended Calling Service. Rates as specified in Section 3 apply for all originating long-distance calls.

³ All originating local and Extended Calling Service voice and switched data calls apply. Rates as specified in Section 14 apply for all originating long-distance calls.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 48

EFFECTIVE: April 1, 2016

SECTION 10 - DIGITAL NETWORK SERVICES

10.4 Digital (ISDN) Single Line Service (Cont'd)

.8 Rates and Charges (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>12 Month Rate</u>	<u>36 Month Rate</u>
c. Optional Features				
B-packet, per channel ¹	-	\$100.00	\$100.00	\$100.00
d. Feature Packages per line (Business)				
(1) MBKS Basic Service	\$25.00	\$7.15	-	-
(2) Data 1000	\$15.00	\$3.30	-	-
(3) Data 2000	\$15.00	\$5.50	-	-
e. Optional Data Feature				
Data Direct Connect, per line	-	\$1.00	-	-
f. Additional Directory Numbers, each	-	\$2.20	-	-

¹ Service is for CALEA use only. As of December 31, 2006, this service is not available to the general public.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 49

EFFECTIVE: June 12, 2022

SECTION 10 - DIGITAL NETWORK SERVICES

10.5 Frame Relay – Grandfathered ¹

(C)

Frontier concurs in the rates and terms and conditions for Frame Relay service as filed in its Facilities for Intrastate Access Tariff.

10.6 Metro Ethernet

.1 General

- a. Metro Ethernet is a group of high speed, fiber optic-based services that provide connectivity at and transport between two or more customer designated locations (CDLs) served by one, two, or more serving wire centers (SWCs) connected to one or more Frontier fiber optic systems.
- b. The Metro Ethernet features shown in 10.6.4b. and 10.6.4d. herein, may be used to provide the digital facility in the Digital Facility Service offering as specified in this Product Guide.
- c. Metro Ethernet Transport is nondistance sensitive and is provided for a monthly flat rated recurring charge per transport facility.
- d. Metro Ethernet is available to all customers in Frontier serving areas in which fiber optic systems are deployed. A list of the fiber optic systems, including a list of the SWCs interconnected to each system and where Metro Ethernet is available, will be provided upon request.
- e. Metro Ethernet consists of the following services:
 - Metro Ethernet DS-1 Service
 - Metro Ethernet DS-3 Service
 - Metro Ethernet Ethernet (IEEE 802.3) Service

.2 Definitions

- a. Customer Designated Location - The term "Customer Designated Location" (CDL) denotes a location specified by the customer for the purpose of terminating network or switched access services.
- b. DS-1 - The term "DS-1" 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 Frontier equipment.
- c. DS-3 - The term "DS-3" 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. DS-3 facilities are provided on fiber optic transmission medium.

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

(N)
|
(N)

SECTION 10 - DIGITAL NETWORK SERVICES

10.6 Metro Ethernet (Cont'd)

.2 Definitions (Cont'd)

- d. Metro Ethernet - A group of Frontier central offices connected by fiber optic facilities.
- e. Metro Ethernet DS-1 Central Office (CO) Connect - The Metro Ethernet DS-1 Central Office (CO) Connect is a monthly recurring charge that replaces a traditional transport termination charge. This charge will enable customers with locations that have less than a full Metro Ethernet CDL Connect to aggregate their traffic and share the transport. The DS-1 Central Office (CO) Connect provides non-Metro Ethernet traditional DS-1 private line access to the Metro Ethernet transport.
- f. Metro Ethernet DS-1 Service - The term "Metro Ethernet DS-1 Service" denotes the termination and transport of a DS-1 at and between two or more customer designated locations (CDLs), where the serving wire center(s) (SWCs) of the respective CDLs to be interconnected are located on and interconnected by one or more Frontier fiber optic systems. Metro Ethernet DS-1 Service is only provided with DS-1 channel facilities derived from a DS-3 channel provided over fiber optic facilities and with fiber multiplexing equipment. Metro Ethernet DS-1 Service may only terminate at those locations where the DS-3 from which it is derived terminates.
- g. Metro Ethernet DS-3 Service - The term "Metro Ethernet DS-3 Service" denotes the termination and transport of a DS-3 at and between two or more customer designated locations (CDLs), where the serving wire center(s) (SWCs) of the respective CDLs to be interconnected are located on and interconnected by one or more Frontier fiber optic systems. The link between the CDL and the SWC of the CDL may only consist of fiber optic facilities.
- h. Metro Ethernet Service - The term "Metro Ethernet Service" denotes a LAN-to-LAN transport service for interconnecting IEEE 802.3 LANs with data rates up to 10 Mbps and data transmission at native speed and native protocol. This service is distance limited to a -31 db system loss. Metro Ethernet Service can be a point-to-point or a multi-point service with up to eight (8) nodes. The serving wire centers of the LANs to be interconnected must be located on and interconnected one or more Frontier fiber optic systems. The interoffice transport on the fiber optic system is flat rated, nondistance sensitive, and is provided at a 10 Mbps level. The link between the customer designated location (CDL) and the serving wire center (SWC) of the CDL may only consist of fiber optic facilities.
- i. Network Interface - The term "Network Interface" denotes the point of electrical interconnection on the customer designated location (CDL) between Frontier's network communications facilities and the customer's terminal equipment.
- j. Network Node - The term "Network Node" denotes Frontier provided electronic equipment that converts the electrical signal delivered at the Network Interface to an optical signal.

SECTION 10 - DIGITAL NETWORK SERVICES

10.6 Metro Ethernet (Cont'd)

.2 Definitions (Cont'd)

- k. OC-3 - The term "OC-3" denotes a SONET optical carrier channel facility. OC-3 channels provide high speed synchronous optical fiber based full duplex data transmission capabilities operating at a terminating bit rate of 155 Mbps. An OC-3 channel has a capacity of 84 DS-1s or three DS-3s.
- l. SONET - The term "SONET" (Synchronous Optical Network) denotes a family of fiber optic transmission bit rates starting at 51.84 Mbps, designed to provide the flexibility needed to transport many digital signals with different capacities. SONET defines an optical interface standard with optical line bit rates known as Optical Carrier (OC) signals. The OC signals are electrically defined synchronous transport signals. The base synchronous transport signal rate is 51.84 Mbps (OC1) and higher rate groupings are multiples of the OC1 base rate. SONET transmission equipment allows easy access to low speed signals such as DS-0, DS-1, and DS-3 without multi-stage multiplexing and demultiplexing.

.3 Terms and Conditions

- a. Metro Ethernet is available only where technical capabilities permit.
- b. Metro Ethernet will only be used to interconnect customer locations located within the same LATA.
- c. The network point of demarcation for Metro Ethernet is on the electrical side of the Frontier provided Network Interface at the customer premises. The customer is responsible for providing all facilities and cabling necessary to connect customer equipment to the network interface.
- d. It is the customer's responsibility to ensure that the customer's equipment provides industry standard electrical signals compatible with Metro Ethernet Service transport transmission.
- e. When Lan DS-1 Service, Lan Service DS-3 Service, or Metro Ethernet Service is extended more than 2,000 feet from currently existing fiber optic facilities, special construction charges will apply. These extensions may only utilize fiber optic facilities.

SECTION 10 - DIGITAL NETWORK SERVICES

10.6 Metro Ethernet (Cont'd)

.4 Application of Rates

- a. The provision of Metro Ethernet DS-1 Service, Metro Ethernet DS-3 Service, or Metro Ethernet Ethernet Service requires the application of each of the following three rate element categories:

Metro Ethernet Connect
 Metro Ethernet Transport
 Metro Ethernet Service Activation

- b. The Metro Ethernet Connect element provides the basic platform for customer access to Frontier's Metro Ethernet fiber optic system, provides the Network Node at the point of demarcation at the customer's designated location (CDL) and provides the fiber optic link between the CDL and the serving wire center (SWC) of the CDL. There are three Metro Ethernet Connect rate elements, the Metro Ethernet DS-3 Connect, the Metro Ethernet OC-3 Connect and the Metro Ethernet DS-1 Central Office Connect rate element. The Metro Ethernet Connect elements are provided for use with the Metro Ethernet. The Metro Ethernet Connect elements may also be provided for use with the Digital Facility Service offering as specified in Section 14.3.

(1.) Metro Ethernet

One monthly recurring charge, for either the Metro Ethernet DS-3 Connect element, the Metro Ethernet OC-3 Connect element or the Metro Ethernet DS-1 Central Office Connect element, will apply for each customer designated location (CDL) at which an individual Metro Ethernet Service terminates.

(2.) Metro Ethernet Central Office (CO) Connect

The Metro Ethernet Central Office Connect element is a flat-rated monthly recurring charge (MRC) that provides the capability to connect DS-1 Local Channels to Metro Ethernet Transport.

The Metro Ethernet DS-1 Central Office Connect rate element applies in lieu of the DS-1 Interoffice Channel Termination rate element.

In addition to the Metro Ethernet DS-1 Central Office Connect monthly recurring charge, appropriate Service Ordering Charge(s), as shown in Section 4 will apply.

(3) Digital Facility Service

The Metro Ethernet DS-3 Connect element, the Metro Ethernet OC-3 Connect element or the Metro Ethernet DS-1 Central Office Connect element, may be used to provide DS-1 digital facilities to connect the end user's premises and its local serving wire center (See 14.3.1). One monthly recurring charge, for either the Metro Ethernet DS-3 Connect element, the Metro Ethernet OC-3 Connect element or the Metro Ethernet DS-1 Central Office Connect element, will apply each time either element is used to link the customer's premises or CDL with the serving wire center (SWC).

SECTION 10 - DIGITAL NETWORK SERVICES

10.6 Metro Ethernet (Cont'd)

.4 Application of Rates (Cont'd)

c. The Metro Ethernet Transport element provides for the flat rated interoffice transport between serving wire centers (SWCs) on Frontier defined fiber optic systems. Transport varies in bandwidth and Metro Ethernet Transport monthly recurring charges are rated by bandwidth capacity.

(1) Metro Ethernet Transport for Metro Ethernet DS-3 Connect is provided in and rated for the following bandwidths:

- 1.544 Mbps
- 10 Mbps
- 16 Mbps
- 45 Mbps

(2) Metro Ethernet Transport for Metro Ethernet OC-3 Connect is provided in and rated for the following bandwidths:

- 1.544 Mbps
- 10 Mbps
- 16 Mbps
- 45 Mbps
- 155 Mbps

(3) Frontier will work cooperatively with the customer to ensure that the customer orders bandwidth capacity sufficient only to satisfy the customer's requirements.

(4) One Metro Ethernet Transport monthly recurring charge applies for each specific amount of bandwidth provided on each fiber optic system.

(5) When an individual Metro Ethernet terminates at customer designated locations (CDLs) that have the same serving wire center (SWC), Metro Ethernet Transport charges will not apply.

(6) When a Metro Ethernet terminates on two or more Frontier fiber optic systems, one Metro Ethernet Transport monthly recurring charge applies for each specific amount of bandwidth for each fiber optic system traversed.

SECTION 10 - DIGITAL NETWORK SERVICES

10.6 Metro Ethernet (Cont'd)

.4 Application of Rates (Cont'd)

d. The Metro Ethernet Service Activation element provides the ability to terminate the network signal at the Network Node at the customer designated location (CDL) and to convert that signal for the customer's use. There are three (3) Metro Ethernet Activations, one for each Metro Ethernet. They are:

- Metro Ethernet DS-1 Service Activation
- Metro Ethernet DS-3 Service Activation
- Metro Ethernet Ethernet Service Activation

(1) All the Metro Ethernet Activation elements are provided for use with the Metro Ethernet. The Metro Ethernet DS-1 Service Activation element and the Metro Ethernet DS-3 Service Activation element may also be provided for use with the Digital Facility Service offering, Section 14.3.

(a.) Metro Ethernet

(.1) Customers may order varying combinations of Metro Ethernets in conjunction with either the DS-3 Connect element or the OC-3 Connect element. The type of Metro Ethernet Activation must agree with the type of Metro Ethernet ordered.

(.2) One Metro Ethernet Activation monthly recurring charge will apply for each customer designated location (CDL) at which an associated Metro Ethernet terminates. Metro Ethernet Activation monthly recurring charges will apply as discussed herein, when additional Metro Ethernets are added without the requirement for additional Metro Ethernet Connect or additional Metro Ethernet Transport.

(.3) The bandwidth required for any given Metro Ethernet Activation(s) for the associated Metro Ethernets terminated on CDLs on a specific fiber optic system may not exceed the total Metro Ethernet Transport bandwidth ordered for those Metro Ethernet Services.

(b.) Digital Facility Service

(.1) When Metro Ethernet DS-3 Connect, Metro Ethernet OC-3 Connect and Metro Ethernet DS-1 Central Office Connect elements are used to provide DS-1 digital facilities connecting the customer's premises or CDL to the serving wire center (SWC), a Metro Ethernet DS-1 Service Activation applies for each DS-1 activated.

SECTION 10 - DIGITAL NETWORK SERVICES

10.6 Metro Ethernet (Cont'd)

.4 Application of Rates (Cont'd)

- e. The minimum service period for Metro Ethernet is three years (36 months). Metro Ethernet DS-1 Service, Metro Ethernet DS-3 Service, and Metro Ethernet Ethernet Service may be ordered under a three (3), five (5), or seven (7) year Optional Payment Plan (OPP). In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section 2.4.14 will apply.
- f. When a customer orders additional Metro Ethernets whose functioning depends on other Metro Ethernets installed on an earlier order, the following applies:
 - (1.) The OPP time period for the additional services must be equal to or shorter than the remaining OPP time period for the Metro Ethernets installed earlier, or
 - (2.) The OPP time period for the Metro Ethernets installed on an earlier order may be extended to be equal in length with the OPP time period for the additional services.
- g. Where technical capabilities and facilities exist, existing DS-1 services provided with conventional facilities, may be replaced with Metro Ethernet DS-1 Service. When an existing DS-1 service provided on a month-to-month basis is converted to Metro Ethernet DS-1 Service, the customer may subscribe to Metro Ethernet DS-1 under a three (3), five (5), or seven (7) year OPP.

When existing DS-1 services provided with conventional facilities under an OPP with a given time period are converted to Metro Ethernet DS-1, the customer may subscribe to Metro Ethernet DS-1 under one of the available OPPs that is equal to or greater than the time period of the existing OPP without paying any Termination Liability Charge associated with the existing OPP. However, no credit for monthly payments made under the existing OPP will extend to the new OPP.
- h. In the even the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section 2 will apply.
- i. Under the three (3) and five (5) year OPP, a nonrecurring charge applies to the first and each additional Metro Ethernet Connect established. Nonrecurring charges may be paid in three equal monthly installments.
- j. Monthly recurring charges apply to each Metro Ethernet Connect, Metro Ethernet Transport, and each Metro Ethernet Service Activation rate element.
- k. When a customer currently subscribing to Metro Ethernet desires to activate additional services, the Metro Ethernet Activation Nonrecurring Charge as specified in 10.6.5a. (2.) shall apply. This charge applies per customer site for which additional labor is expended in activating additional service and is in addition to appropriate Service Charges as specified in Section 4. The additional services shall be coterminous with the customer's existing Metro Ethernet Connect Contract period. Metro Ethernet activations are not required when customers order Metro Ethernet DS-1 Central Office Connect and Metro Ethernet Transport to connect DS-1 local channels to Metro Ethernet Transport.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 56

EFFECTIVE: April 1, 2016

SECTION 10 - DIGITAL NETWORK SERVICES

10.6 Metro Ethernet (Cont'd)

.5 Rates and Charges

a. Nonrecurring Charges

(1.) <u>Metro Ethernet Connect</u>	<u>3 Year OPP</u>	<u>5 Year OPP</u>
DS-3	\$3,000.00	\$1,500.00
OC-3	\$3,000.00	\$1,500.00
	<u>Nonrecurring Charge</u>	
(2.) <u>Service Activation, per customer site</u>	\$130.00	

b. Monthly Recurring Charges

(1.) <u>Metro Ethernet Connect</u>	<u>3 Year OPP</u>	<u>5 Year OPP</u>	<u>7 Year OPP</u>
DS-1 Central Office	\$60.00	\$60.00	\$60.00
DS-3	\$900.00	\$825.00	\$750.00
OC-3	\$1,600.00	\$1,550.00	\$1,500.00
(2.) <u>Metro Ethernet Transport</u>			
1.544 Mbps	\$95.00	\$85.00	\$75.00
10 Mbps	\$500.00	\$450.00	\$400.00
16 Mbps	\$700.00	\$650.00	\$600.00
44.736 Mbps	\$1,200.00	\$1,100.00	\$1,000.00
155 Mbps	\$2,900.00	\$2,750.00	\$2,650.00
(4.) <u>Metro Ethernet Activation</u>			
DS-1	\$50.00	\$45.00	\$40.00
DS-3	\$150.00	\$125.00	\$100.00
Ethernet	\$110.00	\$100.00	\$90.00

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 57

EFFECTIVE: April 1, 2016

SECTION 10 - DIGITAL NETWORK SERVICES

10.7 Flexible Digital Channel Service^{1,2,3}

.1 General

- a. Flexible Digital Channel Service is an intraexchange multifunctional digital service, which provides network access between a customer's premises and the local serving office on a channelized basis (DS0) within a single high capacity (DS1) digital facility.
- b. Flexible Digital Channel Service trunking is provided in capacity increments of 24 DS0 Channels within a single DS1 facility. The following types of network services may be available on a channelized basis via Flexible Digital Channel Service trunking.
 - Analog Voice Service (local exchange lines, PBX trunks, Centrex Service lines, Centrex, foreign exchange, off premises extensions and voice grade private lines),
 - Dedicated Access (56, 64, 128, 256, and 384 Kbps),
 - Digital Data Service (2.4, 4.8, 9.6, 19.2, 56, and 64 Kbps).
- c. Flexible Digital Channel Service is available on a digital basis at the network interface at the customer's premises. Analog voice services, Digital Data Services, and Dedicated Access Services are provided to the customer's premises by Frontier, encoded as a DS1 bit stream. Each digital channel provided will have identity only as a time slot within a DS1 signaling stream. In cases where the customer does not order the Customer Premises Based Channelization Service Option as a part of the Flexible Digital Channel Service, compatible conversion equipment must be provided by the customer including any Channel Service Units (CSUs).
- d. Flexible Digital Channel Service is comprised of the following options:
 - Option 1 - Central Office Based Channelization Service
 - Option 2 - Customer Premises Based Channelization ServiceThe rate elements for each option are as specified in Section 10.8.3.
- e. Multi-Jurisdiction provides connectivity between the customer's serving central office and the point-of-presence while Flexible Digital Channel Service provides connectivity between the customer's premises and the central office. Multi-jurisdiction is available for both intraoffice and interoffice channel access service. Service activation is for each digital channel the customer chooses to activate with the digital channel network functionality at the central office. Multi-Jurisdictional Service Activation permits the provisioning of interconnected services on an intrastate or interstate basis.

¹ Effective October 1, 2011, Flexible Digital Channel Service is grandfathered and no longer available to new customers. Additions to this service are permitted at existing customer locations only.

² Effective November 3, 2012, the 12, 24, 36 and 60 Month Term options for Flexible Digital Channel Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the 12 month term plan rate(s) on a month to month basis. Moves, additions or changes to subscribers' existing service are not permitted. Flexible Digital Channel Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

³ Effective July 15, 2015, or as soon thereafter as is reasonably practical, Flexible Digital Channel Service will no longer be available to new or existing customers, except that Frontier may in its discretion extend the deadline for any existing customer who has placed an order with Frontier to migrate to another service offered by the company, or who has requested additional time to migrate their service to another provider. Effective on December 31, 2016, or as soon thereafter as is reasonably practical, this service will be withdrawn for all migrating customers. This service will also be withdrawn at the resale level and no longer available for purchase by resale customers.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 58

EFFECTIVE: April 1, 2016

SECTION 10 - DIGITAL NETWORK SERVICES

10.7 Flexible Digital Channel Service^{1,2,3} (Cont'd)

.2 Terms and Conditions

- a. Flexible Digital Channel Service is available only where facilities and conditions permit. Feature availability and service capabilities are dependent on the facilities and digital technology providing the service.
- b. All Flexible Digital Channel Service arrangements must have at least one DS1 equivalent Flexible Digital Channel Service capacity activated. The total number of Flexible Digital Channel Service trunk channels activated by the customer may not at any time exceed the total Flexible Digital Channel Service trunk capacity.
- c. All Flexible Digital Channel Service must be channelized in a single equipment location on the customer's premises; channelization may be provided by the customer or Frontier. The Flexible Digital Channel Service can be split among multiple customer locations, provided that each location is served by one or more separate DS1 capacity Flexible Digital Channel Service Trunk(s).
- d. Additionally, there are some necessary restrictions in the total system capacities where certain types of services are channelized, i.e. some channelizing equipment may require two DS0 channels per channel provided by Frontier thereby reducing capacity to some degree. Frontier will notify the customer when the Flexible Digital Channel Service Trunk capacity is affected by the choice of Service Activation.
- e. Flexible Digital Channel Service is offered with 12, 24, 36 or 60-month term commitment periods, with DS1 equivalent Flexible Digital Channel Service or 24 DS0 channel increments. The rates established for Flexible Digital Channel Service Trunk Capacity apply on a monthly basis for the duration of the whole commitment term, regardless of the number of Flexible Digital Channel Service Trunk channels that are actually activated by the customer at any point in time. The customer may order additional Flexible Digital Channel Service Trunk Capacity during a term commitment period. The expiration date of the additional capacity will be the same date as the original term commitment period.

¹ Effective October 1, 2011, Flexible Digital Channel Service is grandfathered and no longer available to new customers. Additions to this service are permitted at existing customer locations only.

² Effective November 3, 2012, the 12, 24, 36 and 60 Month Term options for Flexible Digital Channel Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the 12 month term plan rate(s) on a month to month basis. Moves, additions or changes to subscribers' existing service are not permitted. Flexible Digital Channel Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

³ Effective July 15, 2015, or as soon thereafter as is reasonably practical, Flexible Digital Channel Service will no longer be available to new or existing customers, except that Frontier may in its discretion extend the deadline for any existing customer who has placed an order with Frontier to migrate to another service offered by the company, or who has requested additional time to migrate their service to another provider. Effective on December 31, 2016, or as soon thereafter as is reasonably practical, this service will be withdrawn for all migrating customers. This service will also be withdrawn at the resale level and no longer available for purchase by resale customers.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 59

EFFECTIVE: April 1, 2016

SECTION 10 - DIGITAL NETWORK SERVICES

10.7 Flexible Digital Channel Service^{1,2,3} (Cont'd)

.2 Terms and Conditions (Cont'd)

- f. Flexible Digital Channel Service Activation charges are available only on a month-to-month basis for each digital channel (DS0) activated within the Flexible Digital Channel Service Trunk Capacity limits. The Service Activation charges are applicable for each network service (switched or dedicated, voice or data) required by the customer.
- g. In case the customer orders Flexible Digital Channel Service Customer Premises Based Channelization Service (Option 2), the service will be installed on the customer's premises. The customer must provide suitable floor space, controlled environment and a source nonswitched 120 volt 60 Hz AC power within four feet of the demarcation point to support the service. Emergency backup power capabilities are not included. The customer has the option to support premises channelization with CPE devices.
- h. The customer may order any combination of Option 1 and/or Option 2 Trunk Capacity and Service Activation capabilities, provided that the number of Option 1 and Option 2 Service Activations are within the trunk capacity limits that the customer specified under the respective Option.
- i. In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section 2.4.14 will apply.³
- j. If the Tariff and/or Product Guide rates specified in a contract are reduced, the customer will be allowed to cancel the existing contract without penalty, provided the customer signs a new contract for equal or greater monetary value. The customer will be subject to all terms, conditions and rates of the new contract.

¹ Effective October 1, 2011, Flexible Digital Channel Service is grandfathered and no longer available to new customers. Additions to this service are permitted at existing customer locations only.

² Effective November 3, 2012, the 12, 24, 36 and 60 Month Term options for Flexible Digital Channel Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the 12 month term plan rate(s) on a month to month basis. Moves, additions or changes to subscribers' existing service are not permitted. Flexible Digital Channel Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

³ Effective July 15, 2015, or as soon thereafter as is reasonably practical, Flexible Digital Channel Service will no longer be available to new or existing customers, except that Frontier may in its discretion extend the deadline for any existing customer who has placed an order with Frontier to migrate to another service offered by the company, or who has requested additional time to migrate their service to another provider. Effective on December 31, 2016, or as soon thereafter as is reasonably practical, this service will be withdrawn for all migrating customers. This service will also be withdrawn at the resale level and no longer available for purchase by resale customers.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 60

EFFECTIVE: April 1, 2016

SECTION 10 - DIGITAL NETWORK SERVICES

10.7 Flexible Digital Channel Service^{1,2,3} (Cont'd)

.2 Terms and Conditions (Cont'd)

- k. Service charges specified in Section 4 are applicable when Flexible Digital Channel Service is established. For initial service, the Network Access Establishment charge will apply. When a customer orders additional Flexible Digital Channel Service channels, requests moves within his present system, or makes changes to his present system on a subsequent order, only the service order charge as specified in 10.8.3.e. shall apply. When the customer moves to a different address, it will be treated as a disconnection of the service and an installation of a new service.
- l. Customers located in exchanges which have Extended Calling Service (ECS) capability as specified in Section 3 have two Flexible Digital Channel Service Activation rate options. The Flexible Digital Channel Service Activation rate with ECS will allow the customer to call his respective ECS exchanges without incurring ECS usage charges as specified in Section 3; the Flexible Digital Channel Service Activation rate without ECS will allow the ECS customer to call his respective ECS exchanges, however, the ECS usage charges specified in Section 3 shall apply. Customers who do not reside in ECS capable exchanges must subscribe to the Flexible Digital Channel Service Activation rate without ECS; and shall incur applicable charges as specified elsewhere in this Product Guide.
- m. Multi-Jurisdiction – The maximum number of channels that can be activated is equal to the customer's digital channel capacity. The intraoffice and interoffice service activations are incremental to the number of local exchange access lines, Centrex Service, foreign exchange, off-premises extensions, private lines, tie lines, dedicated access service, and digital data service. The number of multi-jurisdiction activations cannot exceed the number of Flexible Digital Channel Service activations.

¹ Effective October 1, 2011, Flexible Digital Channel Service is grandfathered and no longer available to new customers. Additions to this service are permitted at existing customer locations only.

² Effective November 3, 2012, the 12, 24, 36 and 60 Month Term options for Flexible Digital Channel Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the 12 month term plan rate(s) on a month to month basis. Moves, additions or changes to subscribers' existing service are not permitted. Flexible Digital Channel Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

³ Effective July 15, 2015, or as soon thereafter as is reasonably practical, Flexible Digital Channel Service will no longer be available to new or existing customers, except that Frontier may in its discretion extend the deadline for any existing customer who has placed an order with Frontier to migrate to another service offered by the company, or who has requested additional time to migrate their service to another provider. Effective on December 31, 2016, or as soon thereafter as is reasonably practical, this service will be withdrawn for all migrating customers. This service will also be withdrawn at the resale level and no longer available for purchase by resale customers.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Third Revised Page 61

EFFECTIVE: September 24, 2022

SECTION 10 - DIGITAL NETWORK SERVICES

10.7 Flexible Digital Channel Service^{2,3,4} (Cont'd)

.3 Rates and Charges

a. Option 1 - Central Office Based Channelization

	<u>Monthly Rate</u>	
(1) Flexible Digital Channel Service Trunk Capacity, per DS1 equivalent		
12 Month Term	\$526.35	(I)
24 Month Term	\$253.00	
36 Month Term	\$207.00	
60 Month Term	\$172.50	
(2) Flexible Digital Channel Service Trunk Service Activation		
(a) Analog Line/Trunk/Centrex Service (without ECS) ¹	\$15.87	(I)
12 Month Term	\$15.87	(I)
24 Month Term	\$10.93	
36 Month Term	\$10.93	
60 Month Term	\$9.78	
(b) Analog Line/Trunk/Centrex Service (with ECS) ¹	\$17.83	
12 Month Term	\$17.83	
24 Month Term	\$16.68	
36 Month Term	\$16.68	
60 Month Term	\$15.53	

¹ Customers located in exchanges which have Extended Calling Service (ECS) capability as specified in Section 3 have two Flexible Digital Channel Service Trunk Service Activation rate options. The Flexible Digital Channel Service Trunk Service Activation rate with ECS will allow the customer to call his respective ECS exchanges without incurring ECS usage charges as specified in Section 3; the Flexible Digital Channel Service Trunk Service Activation rate without ECS will allow the ECS customer to call his respective ECS exchanges, however, the ECS usage charges specified in Section 3.15.3 shall apply. Customers who do not reside in ECS capable exchanges must subscribe to the Flexible Digital Channel Service Trunk Service Activation rate without ECS; and shall incur applicable charges as specified elsewhere in this Product Guide.

² Effective October 1, 2011, Flexible Digital Channel Service is grandfathered and no longer available to new customers. Additions to this service are permitted at existing customer locations only.

³ Effective November 3, 2012, the 12, 24, 36 and 60 Month Term options for Flexible Digital Channel Service Trunk Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the 12 month term plan rate(s) on a month to month basis. Moves, additions or changes to subscribers' existing service are not permitted. Flexible Digital Channel Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

⁴ Effective July 15, 2015, or as soon thereafter as is reasonably practical, Flexible Digital Channel Service will no longer be available to new or existing customers, except that Frontier may in its discretion extend the deadline for any existing customer who has placed an order with Frontier to migrate to another service offered by the company, or who has requested additional time to migrate their service to another provider. Effective on December 31, 2016, or as soon thereafter as is reasonably practical, this service will be withdrawn for all migrating customers. This service will also be withdrawn at the resale level and no longer available for purchase by resale customers.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 62

EFFECTIVE: September 29, 2019

SECTION 10 - DIGITAL NETWORK SERVICES

10.7 Flexible Digital Channel Service^{3,4,5} (Cont'd)

.3 Rates and Charges (Cont'd)

a. Option 1 - Central Office Based Channelization (Cont'd)

	<u>Monthly Rate</u>	
(c) Centrex ¹	\$6.90	(I)(T)
(d) Dedicated Access		
56 or 64 Kbps	\$3.45	
128 Kbps	\$11.50	
256 Kbps	\$11.50	
384 Kbps	\$11.50	
512 Kbps	\$11.50	
768 Kbps	\$11.50	
(e) Digital Data Service		
2.4, 4.8, 9.6, 19.2, 56 & 64 Kbps	\$3.45	
(f) Multi-Jurisdiction Access ²		
Intra-office Channel Access, per DSO	\$3.45	
Inter-office Channel Access, per DSO	\$8.05	(I)(T)

¹ The Service Activation monthly rate for Centrex is in addition to the Service Activation rate for analog line B1 or Centrex Service. Centrex is not available on trunks.

² The Multi-Jurisdiction Service Activation rate is applied in addition to each Flexible Digital Channel Service Activation rate when the customer selects a multi-jurisdiction option.

³ Effective October 1, 2011, Flexible Digital Channel Service is grandfathered and no longer available to new customers. Additions to this service are permitted at existing customer locations only.

⁴ Effective November 3, 2012, the 12, 24, 36 and 60 Month Term options for Flexible Digital Channel Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the 12 month term plan rate(s) on a month to month basis. Moves, additions or changes to subscribers' existing service are not permitted. Flexible Digital Channel Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

⁵ Effective July 15, 2015, or as soon thereafter as is reasonably practical, Flexible Digital Channel Service will no longer be available to new or existing customers, except that Frontier may in its discretion extend the deadline for any existing customer who has placed an order with Frontier to migrate to another service offered by the company, or who has requested additional time to migrate their service to another provider. Effective on December 31, 2016, or as soon thereafter as is reasonably practical, this service will be withdrawn for all migrating customers. This service will also be withdrawn at the resale level and no longer available for purchase by resale customers.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 63

EFFECTIVE: April 1, 2016

SECTION 10 - DIGITAL NETWORK SERVICES

10.7 Flexible Digital Channel Service^{2,3,4} (Cont'd)

.3 Rates and Charges (Cont'd)

b. Option 2 - Customer Premises Based Channelization

	<u>Monthly Rate</u>
(1) Flexible Digital Channel Service Trunk Capacity, per DS1 equivalent	
12 Month Term	\$468.00
24 Month Term	\$275.00
36 Month Term	\$255.00
60 Month Term	\$245.00
(2) Flexible Digital Channel Service Trunk Service Activation	
(a) Analog Line/Trunk/Centrex Service (without ECS) ¹	\$15.25
12 Month Term	\$15.25
24 Month Term	\$14.25
36 Month Term	\$14.25
60 Month Term	\$13.25
(b) Analog Line/Trunk/Centrex Service (with ECS) ¹	\$23.00
12 Month Term	\$23.00
24 Month Term	\$22.00
36 Month Term	\$22.00
60 Month Term	\$21.00
(c) Centrex	\$6.00

¹ Customers located in exchanges which have Extended Calling Service (ECS) capability as specified in Section 3 have two Flexible Digital Channel Service Activation rate options. The Flexible Digital Channel Service Activation rate with ECS will allow the customer to call his respective ECS exchanges without incurring ECS usage charges as specified in Section 3; the Flexible Digital Channel Service Activation rate without ECS will allow the ECS customer to call his respective ECS exchanges, however, the ECS usage charges specified in Section 3 shall apply. Customers who do not reside in ECS capable exchanges must subscribe to the Flexible Digital Channel Service Activation rate without ECS; and shall incur applicable charges as specified elsewhere in this Product Guide.

² Effective October 1, 2011, Flexible Digital Channel Service is grandfathered and no longer available to new customers. Additions to this service are permitted at existing customer locations only.

³ Effective November 3, 2012, the 12, 24, 36 and 60 Month Term options for Flexible Digital Channel Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the 12 month term plan rate(s) on a month to month basis. Moves, additions or changes to subscribers' existing service are not permitted. Flexible Digital Channel Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

⁴ Effective July 15, 2015, or as soon thereafter as is reasonably practical, Flexible Digital Channel Service will no longer be available to new or existing customers, except that Frontier may in its discretion extend the deadline for any existing customer who has placed an order with Frontier to migrate to another service offered by the company, or who has requested additional time to migrate their service to another provider. Effective on December 31, 2016, or as soon thereafter as is reasonably practical, this service will be withdrawn for all migrating customers. This service will also be withdrawn at the resale level and no longer available for purchase by resale customers.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 64

EFFECTIVE: April 1, 2016

SECTION 10 - DIGITAL NETWORK SERVICES

10.7 Flexible Digital Channel Service^{4,5,6} (Cont'd)

.3 Rates and Charges (Cont'd)

b. Option 2 - Customer Premises Based Channelization (Cont'd)

Monthly Rate

(2) Flexible Digital Channel Service Trunk Service Activation (Cont'd)

(d) Dedicated Access	
56 or 64 Kbps	\$3.00
128 Kbps	\$15.00
256 Kbps	\$15.00
384 Kbps	\$15.00
512 Kbps	\$15.00
768 Kbps	\$15.00
(e) Digital Data Service	
2.4, 4.8, 9.6, 19.2, 56, & 64 Kbps	\$3.00
(f) Multi-Jurisdiction Access ¹	
Intraoffice Channel Access, per DSO	\$3.00
Interoffice Channel Access, per DSO	\$7.00

- c. 100 Number Block for DID for either Option 1 or Option 2, each Block ² \$40.00
- d. 25 Number Block for DID for either Option 1 or Option 2 \$10.00
- e. Service Order Charge for moves, additions or changes, per Order ³ \$150.00

¹ The Multi-Jurisdiction Service Activation rate is applied in addition to each Flexible Digital Channel Service Activation rate when the customer selects a multi-jurisdiction option.

² DID rates as specified in Section 12 are not applicable in addition to this rate.

³ Service charges as specified in Section 4.6 are not applicable in addition to this charge.

⁴ Effective October 1, 2011, Flexible Digital Channel Service is grandfathered and no longer available to new customers. Additions to this service are permitted at existing customer locations only.

⁵ Effective November 3, 2012, the 12, 24, 36 and 60 Month Term options for Flexible Digital Channel Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the 12 month term plan rate(s) on a month to month basis. Moves, additions or changes to subscribers' existing service are not permitted. Flexible Digital Channel Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

⁶ Effective July 15, 2015, or as soon thereafter as is reasonably practical, Flexible Digital Channel Service will no longer be available to new or existing customers, except that Frontier may in its discretion extend the deadline for any existing customer who has placed an order with Frontier to migrate to another service offered by the company, or who has requested additional time to migrate their service to another provider. Effective on December 31, 2016, or as soon thereafter as is reasonably practical, this service will be withdrawn for all migrating customers. This service will also be withdrawn at the resale level and no longer available for purchase by resale customers.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 65

EFFECTIVE: June 12, 2022

SECTION 10 - DIGITAL NETWORK SERVICES

10.8 Asynchronous Transfer Mode (ATM) – Grandfathered¹ (C)

Frontier concurs in the rates and terms and conditions for Asynchronous Transfer Mode (ATM) service as filed in its Facilities for Intrastate Access Tariff.

10.9 Transport LAN Connect (TLC)

Frontier concurs in the rates and terms and conditions for Transport LAN Connect service as filed in its Facilities for Intrastate Access Tariff.

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

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.1 Airport Telephone Service

.1 General

- a. Airport Telephone Service is a special service arrangement furnished for use by airline companies and others providing services to passengers or engaged in the operation of the airport as a transportation facility. A subscriber must occupy space within the airport service rate area in order to qualify for Airport Telephone Service.
- b. The airport service rate area shall include the contiguous land and buildings surrounding the air terminal building and used in the operation of the airport. The airport service rate area shall be defined by an airport service area map showing the boundaries of the areas to be served under the rates and terms and conditions specified herein. The land may be intersected by streets and/or alleys, and the entire airport service area shall be considered as the same premises in the provision of Airport Telephone Service. Mileage charges do not apply to airport stations located within the airport service rate area.
- c. The service is provided by switching equipment, located on Frontier property.
- d. Directory listings of airport telephone service subscribers shall be provided in the regular telephone directory of the serving exchange, subject to the terms and conditions and rates specified in Section 6. An airport telephone service directory shall also be published by Frontier for the use of airport telephone service subscribers. Listings in this directory shall be provided without charge in the type, quantity, arrangement and frequency as necessary in the judgment of Frontier to adequately identify subscribers. Regular Product Guide rates will apply to other listings.
- e. Airport Telephone Service is offered only as a complete service. The Intercommunication or Exchange Access portions of the Airport Telephone Service are not offered separately.
- f. Regular exchange and private line service may be provided within the airport service rate area as required; however, mileage charges based upon the definition of "Premises" in Section 1 shall apply to these services.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.1 Airport Telephone Service (Cont'd)

.2 Scope of Service

- a. Airport telephone Service includes the following general service features for airport main stations:
 - (1) Intercommunication between all stations associated with the system, as well as with eligible stations of Centrex Service systems located within the airport service area.
 - (2) Dialing of outgoing calls within the local calling area of the exchange in which the airport is located and to other exchanges reached through direct distance dialing of message toll service.
 - (3) Identification of outgoing toll messages and billing of such messages by station number.
 - (4) Inward dialing of local and long-distance calls directly to a station or attendant.
 - (5) Transfer of incoming local exchange or toll calls from one main station to another by the station user without the assistance of an attendant.
 - (6) Intercept by either machine or customer-provided attendant of calls dialed to vacant numbers.
 - (7) Night service arrangements for systems equipped with attendant positions.
 - (8) Completion of incoming calls to the listed number by an attendant where attendant positions are provided.
 - (9) Hold on an incoming call while originating another call over the station line.
 - (10) Addition, by the station user, of another airport station to an existing incoming local exchange or toll call.
 - (11) Touch Calling for all stations.
- b. Tie line access arrangements are provided only for subscribers with 20 or more main airport stations.
- c. Toll restriction or diversion is not available for groups of less than 15 main airport stations.
- d. Optional Station Calling Features may be provided in connection with airport telephone service where facilities permit.

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.1 Airport Telephone Service (Cont'd)

.3 Initial Service Period

- a. The initial service period for subscriber systems of less than 100 airport main station lines is one month.
- b. The initial service period for subscriber systems with 100 or more main station lines is three years.

.4 Minimum Monthly Charges

- a. Minimum monthly main station line charges shall apply for all subscriber systems of 100 or more airport main station lines based on three-year periods for both initial and subsequent installations. Such charges will become effective only when the level of main station lines is reduced below the specified minimum which shall be determined in the following manner:

- (1) When the initial service is established, the minimum monthly charge shall be determined by reducing the total number of main station lines installed to the next lower one hundred level and applying a 90 percent factor to this number. The charges associated with this 90 percent total of main station lines equals the minimum charge in effect for the three-year period except that it shall not be less than the monthly charge for 100 main station lines. Subsequent minimum charges are established when the main station line growth exceeds 20 main station lines beyond the next higher one hundred level previously established based on the total main station lines in service. The subsequent minimum charge is determined in the same manner as the initial minimum charge.

.5 Termination Charges

- a. Termination charges apply for subscriber systems of 100 or more airport main station lines will be based on 3-year term agreements and will be subject to termination liability charges as specified in this Product Guide.
- b. Subscriber systems with less than 100 airport main station lines shall have no termination liability.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 4

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.1 Airport Telephone Service (Cont'd)

.6 Channel Charges

- a. "On-premises" channel charges do not apply to airport main, extension or interior station lines located within the airport service rate area. "Off-premises" extension line channel charges apply to each airport extension and interior station line located outside the airport service rate area.
- b. "Off-premises" channel charges do not apply to airport main station lines at secondary locations, however, the basic rate schedule beginning with the first 20 station lines shall apply to each secondary location outside the airport service area.
- c. Foreign central office channel charges apply to airport main stations at secondary locations involving different central office areas.
- d. Where an airport main station line at a secondary location is in a different exchange from the exchange of the principal location, the rate for an airport main station line at a secondary location in the exchange of the principal location will apply plus full period rates and charges as specified in the appropriate Private Line Services Product Guide.

.7 Rates

- a. Airport main station lines - terminating in single line telephones or key telephone systems, per subscriber location, per month:

(1) The charge for an Airport main station line is comprised of two components:

(a) Airport Intercommunication Charge

Exchange Rate Group	Per Airport Main Station Line Per Month					
	1st	Next	Next	Next	Next	Over
7	20	30	50	200	600	900
	\$8.90	\$25.85	\$21.15	\$15.65	\$12.80	\$12.15

(b) Airport Exchange Access Charge

7	\$34.16	\$8.97	\$5.60	\$5.40	\$4.76	\$3.02
---	---------	--------	--------	--------	--------	--------

Monthly Rate

- b. Extension Station Lines, each \$3.80
- c. Interior Station Lines, each \$9.75
- e. Service Connection Charges

(1) Service connection, move and change charges are as specified in this Product Guide.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 5

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.1 Airport Telephone Service (Cont'd)

.7 Rates (Cont'd)

f. Tie Line Terminations

- (1) Tie line and private line terminations are provided with subscriber systems of over 20 main station lines at rates and charges as specified for Centrex Service.

g. Toll Diversion or Restriction

- (1) Toll diversion or restriction is provided with subscriber systems of 15 or more main station lines at rates and charges as specified for Centrex Service.

h. Automatic Call Distributors, Private Branch Exchange Systems

- (1) When an airport main station line terminates in an Automatic Call Distributor or similar concentrating arrangement or PBX System, the PBX Trunk line rate will apply for that airport main station line.

i. Miscellaneous

- (1) In addition to the airport telephone services specified previously, optional services may be provided, where facilities permit, at the following rates:

(a) Station Restriction and/or Exclusion

- (.1) Except for toll restriction, calling may be restricted to airport stations of a subscriber's system without charge. Stations of a subscriber's system may also be excluded from calls originating from other airport stations without charge. For other restriction or exclusion of calls originating and terminating within a subscriber's system.

Monthly Rate

per station, per function

\$0.95

- (.2) For establishing or changing a restriction or exclusion function(s), a charge equal to a change charge for a Centrex station applies.

j. Optional Station Calling Features

Monthly Rate

(1) Call Forward - Variable

Permits a station user to arrange to have all incoming calls to his telephone automatically transferred to another airport telephone service line. The forwarded station is limited to within the associated subscriber group, per station.¹

\$2.25

¹ Service charges as specified in Section 4 will apply in addition to the Station Feature Rearrangement Charge.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 6

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.1 Airport Telephone Service (Cont'd)

.7 Rates (Cont'd)

j. Optional Station Calling Features (Cont'd)	<u>Monthly Rate</u>
<p>(2) Call Waiting - Call Hold</p> <p>Permits a station user to place an existing call on hold by a switchhook flash to answer an incoming DID call. The station user may transfer back and forth between both parties by alternate flashes of the switchhook. The station user may transfer one of the parties only after the other party disconnects, per station¹</p>	\$4.50
<p>(3) Call Hold</p> <p>Permits a station user to hold any call in progress by dialing the Call Hold code, thereby freeing the same line for originating another call or answering a call for Call Pickup, per station.¹</p>	\$ 2.25
<p>(4) Speed Calling</p> <p>Permits a station user to originate calls to frequently called locations by dialing a one-digit code plus a three-digit call number, per station.¹</p>	\$2.85
<p>(5) Call Pickup</p> <p>Permits a station user to answer calls directed to another station within its own pickup group by dialing a special code.¹</p>	\$2.55
	<u>Nonrecurring Charge</u>
<p>(6) Station Feature Rearrangement Charge, per station.¹</p>	\$7.00

¹ Service charges as specified in Section 4 will apply in addition to the Station Feature Rearrangement Charge.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹

.1 General

- a. Centrex Service and/or Digital (ISDN) Centrex Service (Integrated Services Digital Network) is a local exchange telecommunications service available only to customers served from suitably equipped central offices. It is a central office-based service arrangement which consists of host central office interface equipment and software located on Frontier premises. This service provides local exchange access, interexchange access, intra-system communication and Centrex Service packages as set forth in Section 11.2.3 following. A system may not be provided for stand alone service only and access to Frontier's Exchange Network must be provided.

Digital (ISDN) Centrex Service is a set of standards which will enable access integration and establish standardization of points of interconnection all over a single digital access line. Access integration refers to the fact that by utilizing a single Digital (ISDN) Centrex Service line, a particular end-user can access a wide variety of user services such as voice, circuit switched data, and packet-switched data.

If the customer is served from a central office or an exchange other than his normal serving central office or exchange, at Frontier's discretion, Foreign Central Office Charges or Foreign Exchange Service Charges as specified in this product guide are not applicable.

- b. If remote units are required to provide switching capabilities for intracommunication purposes, they will be located on Frontier provided sites located on the customer's premises. Any remote units and all system cabling used in association with Centrex Service are provided by and remain the property of Frontier.
- c. Centrex Service is furnished from Digital Central Office equipment located on Frontier premises and associated facilities so arranged as to provide the following basic service features:
- (1.) Direct Inward Dialing (DID) and Direct Outward Dialing (DOD) of exchange and long-distance message network calls to and from stations and attendant positions of a Centrex Service system.
 - (2.) Intercommunication calls between stations of the same Centrex Service system.
 - (3.) Automatic Identified Outward Dialing (AIOD), by station number of outgoing long-distance message calls dialed by a station. Only calls billed to the subscriber by this Frontier will be provided this identification.
 - (4.) Common recorded announcement interception of calls to unassigned station numbers.
 - (5.) Touch Calling Service.
 - (6.) Distinctive Ringing

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.1 General (Cont'd)

- d. A Centrex Service System may be comprised of the following components:

- Network Access²
- Centrex Service Line, Analog or Digital¹
- Wire Center Line, Analog or Digital
- Features
- Channel Configuration

- e. Service Features will be grouped as follows:

- Series 1000
- Series 2000
- Series 3000
- CCLASS
- Attendant Feature Package
- Resort Centrex Service Feature Package - Series 100³
- Circuit Switched Data Features
- Digital (ISDN) Centrex Service Multibutton Key System (MBKS) Feature Package
- Packet Switched Data Features

.2 Terms and Conditions

- a. Centrex Service/Digital (ISDN) Centrex Service is furnished subject to the availability of facilities and features from Digital Central Office equipment located in a central office building owned or leased by Frontier. The service allows for normal station activity including incidental additions and deletions. Major additions to and/or major relocations of Centrex Service systems are subject to the same rules and terms and conditions as initial installations. Feature capabilities may vary depending on the type of host central office equipment.
- b. Certain Auxiliary Services are available on an individual Main Station Line basis and are subject to the same rules and terms and conditions as initial installations.
- c. Optional System Features include Attendant Features. These features may require customer provided compatible terminal equipment.
- d. Certain console functions by the attendant at the subscriber's premises are performed at the expense of the subscriber and must conform to the operating practices and procedures of Frontier to maintain a proper standard of service.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

² Every system will include these components.

³ Resort Centrex Service Feature Package - Series 100 is designed specifically for hotels, motels, and resorts.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 9

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.2 Terms and Conditions (Cont'd)

- e. All Centrex Service main stations and/or wire center lines must be associated with the main switching equipment. Satellite switching is not offered with Centrex Service.
- f. Tie Lines for direct connections between a basic Centrex Service system and other systems are provided primarily for communication between stations of the two systems. In such cases, rates and charges for tie line service as specified in this Product Guide and miscellaneous line termination charges apply. In addition, these tie line connections may be arranged to provide completion of incoming or outgoing local and long-distance calls through the Centrex Service system to or from other systems provided such connections to the exchange or long-distance network are only made at one system at a time.
- g. Where completion of incoming and outgoing local and long-distance calls through a Centrex Service system is furnished to or from wire center lines of a separate Centrex Service system in another exchange, the charges applicable for the following features apply in addition to the regular charges for the facilities connecting the system except for Subsidiary System Arrangements furnished under the terms and conditions specified in this Product Guide.
 - (1.) Rates and charges as specified in this Product Guide apply to miscellaneous lines furnished with unique access codes (trunk level access).
 - (2.) Centrex Service optional feature charges apply for each trunk terminated main station line, as appropriate.
- h. Dormitory service is furnished in accordance with the rules and terms and conditions for Dormitory Communications Service specified in this Product Guide.
- i. A system may not be provided for Intercommunication (stand alone) service only. Access to the Exchange Network must be provided.
- j. A mixture of Flat Rate and Message Rate Service will not be allowed within a single customer system. For a Digital (ISDN) Centrex Service voice channel configuration, a mixture of Flat Rate and Message Rate Service will not be allowed within a single business system.
- k. Centrex Service is not available for Vacation Service.
- l. The normal minimum service period, as specified in Section 2, will be applicable to Centrex Service systems not under contract.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 10

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.2 Terms and Conditions (Cont'd)

- m. Directory Listings will be furnished subject to the rates and Terms and Conditions specified in Section 6. Two primary directory numbers (DNs) are included with Digital (ISDN) Centrex Service, one for each channel. If an additional DN is required on either channel, an additional number charge shall apply for each additional number.
- n. The number of simultaneous exchange and toll network calls to and from Main Stations and attendant positions of a Centrex Service and/or Digital (ISDN) Centrex Service system are limited by the number of Network Access Registers subscribed to by the customer. In addition, where a Centrex Service system is located within an airport telephone service area, telecommunications-type calls between stations of the Centrex Service system and stations of other airport-located Centrex Service systems or eligible stations served by airport telephone service are also limited by the number of Network Access Registers subscribed to by the customer. Each Network Access Register may be arranged for two-way, one-way incoming, or one-way outgoing operation depending upon the option of the customer at the time the Network Access Register is installed. When a change in the type of operation is requested by the customer, the appropriate Service Charges as specified in this Product Guide apply per Network Access Register affected. The Central Office Line Connection Charge is not applicable.

Access to the exchange network for Digital (ISDN) Centrex Service voice calls is provided via a Network Access Register (NAR) as specified in Section 3. Each business system will have, at a minimum, one (1) NAR. Access to the exchange network for outgoing Digital (ISDN) Centrex Service data calls does not require NARs.

- o. Service charges, as specified in Section 4, apply to Centrex Service systems except as provided in this Product Guide.
- p. Centrex Service nonrecurring charges are due on initial installation or subsequent additions. The Central Office Line Connection and specific nonrecurring charges associated with Centrex Service lines, Network Access Registers (NARs), Feature Packages, and/or Optional Features will not apply on initial installs of contracted service, however the Network Access Establishment Charge shall be applicable.
- q. If the Centrex Service subscriber elects a Message Rate Service option, Message Rate Service usage charges specified in Section 3 are applicable on calls to locations outside the subscriber's Centrex Service system in addition to rates and charges in this Product Guide and other Tariff sections for Centrex Service and other associated services. Usage charges are not applicable on calls originated and terminated within the same Centrex Service system.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.2 Terms and conditions (Cont'd)

- r. Digital (ISDN) Centrex Service will be provided where local loops do not exceed a maximum of 34 db loss as measured at the customer's premises. Where these conditions cannot be met, the customer must subscribe to Individual Line Loop Extension for Digital (ISDN) Centrex Service.
- s. Digital (ISDN) Centrex Service Access
 - (1.) Digital (ISDN) Centrex Service Access provides support for connecting a maximum of eight (8) terminals, belonging to the same customer, to a single Digital (ISDN) Centrex Service Line (2B+D). A minimum of one (1) and a maximum of eight (8) identifiable users is allowed per Digital (ISDN) Centrex Service access.
 - (2.) Only one user will be connected to each "B" channel, the remaining users on the same Digital (ISDN) Centrex Service Line will have access to the "D" channel only.
 - (3.) Up to six users can share the same "D" channel simultaneously in a "D" channel packet switching arrangement.
 - (4.) A maximum of eight (8) terminals belonging to the same customer are permitted per Digital (ISDN) Centrex Service Line. At a minimum, one additional directory number is required for each additional terminal.
 - (5.) Multiple users are not permitted on the attendant's console Digital (ISDN) Centrex Service Line.
- t. Two primary directory numbers are included with Digital (ISDN) Centrex Service, one for each of two channels. If an additional directory number is required on either channel, an additional number charge applies for each additional number.
- u. In order for systems over 25 lines to qualify for quantity discounts, Centrex Service equipped lines must primarily terminate at a single designated location of the customer of record. In those instances where a service configuration results in more than 30% of the lines terminating at a remote location of the customer of record within the coverage area of the Central Office, the service must be offered pursuant to contract to account for cost considerations. Customer of record does not apply to an entity reselling this service. In resale scenarios, the lines must terminate at the primary single location of the customer with identical pricing and costing rules as applicable to end-user customers of record.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 12

EFFECTIVE: March 1, 2018

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.3 Centrex Service

- a. All features may not be available on all switches. Features provided via Centrex Service from host central office interface equipment and software include:

- (1.) Basic Service Features: Automatic Identification of Outward Dial (AIOD), Common Recorded Announcement on Intercept, Direct Inward Dialing/Direct Outward Dialing (DID/DOD), Distinctive Ringing, Station-to-Station Calling, Touch Call, Incoming Caller ID-Number (Digital (ISDN) Centrex Service only).
- (2.) Line Feature Package-Series 1000: - Call Alternation, Call Forward (All, Busy, No Answer-Fixed/Variable), Call Hold, Call Pick-Up (Extended, Direct, and Group), Call Transfer (all types), Call Waiting Originating, Call Waiting Terminating/Cancel, Consultation Hold, Hunting (Pilot Number, Directory Number and Secretarial), Last Number Redial, Speed Call Short List (Individual), Station Restriction, 3 Way Calling, and Toll/Code Restriction.
- (3.) Line Feature Package-Series 2000: - Centrex Service 1000 plus the following features: Automatic Callback (Camp-On), Call Park (Multiple), Circular Hunting, Data Line Security, Saved Number Redial, Speed Call Long List (System), and Uniform Call Distribution.
- (4.) Line Feature Package-Series 3000: - Centrex Service 1000 and 2000 plus the following features: Executive Busy Override, Incoming Call Forward, Off-Hook Queuing, Ringback Queuing, Speed Call Long List (Individual), and Within Group Call Forward.
- (5.) Line Feature Package – CCLASS² - Automatic *66 Busy Number Redial, Automatic Call Return, Call Block, Special Call Acceptance, Special Call Forwarding, and Special Call Waiting.
- (6.) Attendant Feature Package: - Access to Paging, Autodial, Automatic Recall, 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. (T)

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

² In order to subscribe to the CCLASS Feature Package, the customer must also subscribe to at least Line Feature Package - Series 1000.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 13

EFFECTIVE: August 16, 2020

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.3 Centrex Service (Cont'd)

a. (Cont'd)

- (7.) Resort Centrex Service Package - Series 100:² - Authorization Codes, Billed Number Screening, Call Forward, Call Transfer, Call Waiting (Terminating), Hunting, Speed Call Long List (System), and Toll/Code Restriction.
- (8.) Optional Features: Additional Number, Attendant Data Link Console Interface, Attendant Flexible Night Answer, Attendant Identification-Multiple Directory Numbers, Attendant Pre-determined Night Answer (PNA), Attendant Universal Night Answer (UNA), Authorization Codes (per group of 100), Automatic Route Selection (ARS), Call Tracing Service, Caller ID-Name and Number, Caller ID-Number (included with Basic Features for Digital (ISDN) Centrex Service Complete Blocking (per line), Code Calling Access, Conference Calling (8-16-24 Port), Dictation Access, ETS/CCSA Access, FX/FCO Access, Limited Automatic Call Distribution, Music-On-Hold, Paging/Public Address Access, Preferential Hunting, Preset Conference, Priority Queuing, Proprietary Set Interface, Recorded Announcement (Custom), Second and Third Recorded Announcement, Silent Monitor, Speed Call Long List (Additional System), Stop Hunt, Terminal Make Busy, Tie Facility Access, T1 Access, VIP Alert, WATS³ Access, ISDN PRI Centrex Service Access, ISDN PRI Voice over Internet Protocol Centrex Service , and 800/877/888 Access.
- (9.) Unlimited Extended Calling Service (ECS) and Toll Usage for Business Feature Package Two: - Allows the Centrex Service customer who subscribes to Unlimited ECS and Toll Usage for Business to also subscribe, on the same line(s), to either or both Caller ID and/or Voice Messaging⁴ offered in Feature Package Two.
- (10.) Unlimited Extended Calling Service (ECS) and Toll Usage for Business Feature Package Three:² - Allows the Centrex Service customer who subscribes to Unlimited ECS and Toll Usage for Business to also subscribe, on the same line(s), to either or both Caller ID and/or One Point Voice Messaging⁵ offered in Feature Package Three.

(C)

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

² Resort Centrex Service Package - Series 100 is designed specifically for hotels, motels, and resorts.

³ Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

(N)

(N)

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.3 Centrex Service Features (Cont'd)

b. Digital (ISDN) Centrex Service Service features:

(1.) Circuit Switched Data Features:

(a.) Data 1000 Feature Package includes Data Call Forward, Data Multiline Hunt Group, Data Speed Call-Short List, and Data Toll Restriction.

(b.) Data 2000 Feature Package includes all of the Data 1000 Features plus the following: Data Call Back, Data Circular Hunting, Data Group Speed Calling 30, and Data Speed Call-Long List or any combination of Data 1000/Data 2000 features. A single line may not be equipped for both Data Multiline Hunt and Data Circular Hunting.

(2.) Data Optional Features: Data Closed User Group and Data Direct Connect. (T)

(3.) Digital (ISDN) Centrex Service Attendant Service Features: Aggregate Work Time/# of Calls Handled for Digital (ISDN) Centrex Service Attendant, Attendant Call Hold, Attendant Call Splitting, Attendant Call-Through Tests, Attendant Camp On, Attendant Conference Calling, Attendant Console Terminal Management, Attendant Control of Voice Terminals, Attendant Direct Station Selection Busy Lamp Field, Attendant Direct Trunk Group Selection, Attendant Emergency Override, Attendant Incoming Calling Identification (Customer Group), Attendant Night Service, Attendant Origination Permission Display (Class of Service), Attendant Position Busy, Attendant Power Failure Transfer, Attendant Selective Customer Control of Facilities, Attendant Through Dialing, Attendant Timed Reminder, Attendant Traffic, Attendant Trunk Group Indicators, Attendant Trunk Identification, Attendant Trunk Queuing, Auto Dropback to Digital (ISDN) Centrex Service Attendant (Serial Calls), Dial Access to Digital (ISDN) Centrex Service Attendant, Even Call Distribution (Uniform Call Distribution), Flexible Night Service/Attendant Call Forwarding, Number of Calls on Queue - Digital (ISDN) Centrex Service Attendant, Queuing for Digital (ISDN) Centrex Service Attendants with Call Waiting Indication, and Total Number of Calls Handled Display Data for Digital (ISDN) Centrex Service Attendants.

The Attendant Service Feature package requires a Digital (ISDN) Centrex Service line.

(4.) Digital (ISDN) Centrex Service Multibutton Key System (MBKS) Basic Package: Analog Shared Directory Number, Automatic Callback on Busy, Bridging, Call Alternation, Call Forwarding, Call Pickup, Conference Calling, Drop, Feature Function Buttons, Feature Inspect, Hold, Intercom Function, Key System Coverage for Analog Lines, Manual Exclusion, Multiple Directory Number Buttons, Shared Call Appearances of Directory Numbers, Speed Calling, Terminal Management, Time and Date Display, Toll Restriction, Transfer, and Two-Digit Intercom Dialing.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

b. Digital (ISDN) Centrex Service Service features: (Cont'd)

- (5.) Digital (ISDN) Centrex Service Multibutton Key System Deluxe Package: All of the Digital (ISDN) Centrex Service MBKS Features plus the following: Delayed and Abbreviated Ringing, Display for Ringing Call Appearances Only, Initiated Priority Calling, Inspect for Digital (ISDN) Centrex Service Terminals, Intercom Alerting, Originating Priority Calling, Outgoing Called Line Identification for Digital (ISDN) Centrex Service Terminals, and Priority Calling Incoming Only.
- (6.) Digital (ISDN) Centrex Service Multibutton Key System (MBKS) 3000 Deluxe Package: All of the Digital (ISDN) Centrex Service MBKS Deluxe features plus all of the line Feature Package-Series 3000 features.

.4 Definition of Features

- a. A customer subscribing to one of the Line Feature Packages in 11.2.3a.(2.), (3.), (4.), (5.), (6.) or (7.) and/or 11.2.3b. may order additional optional features at the rates shown in Section 11.2.9.c.(6.).

- b. Centrex Service includes the following basic service features:

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

Calling Number Identification - See Section 11.2.4i. for definition.

Common Recorded Announcement on Intercept - This provides a standard recording for intercept of calls to unassigned numbers.

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

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

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

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

Touch Call - This feature equips all stations for touch call dialing.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

c. Centrex Service Series 1000

Call Alternation - This feature allows a station user to hold one call, make another call then talk alternately between the two parties.

Call Forwarding - This feature provides the option of fixed and/or variable forwarding of a station's incoming calls to a predetermined number. Includes all calls or only calls reaching a busy or no answer condition (Fixed Forwarding is established and changed by Frontier, whereas variable forwarding is established and changed by the station user.)

Call Hold - Allows a Main Station user to place any call involving their Main Station on hold by flashing and dialing a special code. The Main Station is then free to originate another call. The call is then retrieved by dialing the hold code a second time or by hanging up the phone.

Call Pick-Up Direct - This feature permits a station user to pick up any ringing station in the business group by dialing 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 - This feature permits a station user to dial a code to apply call pick up to groups other than its own.

Call Pick Up-Group - This feature 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 Transfer - Call Transfer provides for the transfer, by a Centrex Service station, of calls within or outside the business group. The 3 Way Calling feature is needed in addition to Call Transfer for this feature to work.

Call Waiting/Cancel - Call Waiting-Cancel allows the customer with Call Waiting service to inhibit the operation of Call Waiting for one call.

Call Waiting Originating - This feature allows the party making the call to activate Call Waiting on a busy line at completion of dialing on a per call basis.

Call Waiting Terminating - Informs a busy Main Station, when the Main Station 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.

Consultation Hold - This feature allows the initiator of a 3 Way Calling call or transfer to speak privately with the third party before completing the connection.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 17

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

c. Centrex Service Series 1000 (Cont'd)

Directory Number Hunting - This feature activates hunting when any of the directory numbers of the individual stations in the hunt group are called. If that station is busy, hunting will start with that station and continue to the list.

Hunting (Pilot Number) - This feature provides for an incoming call to a fictitious pilot number to hunt through a rotary group of main stations to the end of that group. Also requires Pilot Number of Hunt Group option.

Hunting (Secretarial) - This feature provides hunting within a department to hunt to the secretary last.

Last Number Redial - This feature allows a station user to redial the last number dialed by utilizing an access code.

Speed Calling Short List (Individual) - Lets the Main Station user place calls to a list of frequently called telephone numbers by dialing fewer digits than the complete directory number.

Station Restriction - Semi-restricted permits the customer to have selected Main Stations restricted from receiving any calls from outside the business customer group or from making any calls outside the business customer group. Intercom calling and private facilities are accessible. Fully restricted blocks calls to and from the attendant in addition to those from/to outside the customer business group.

3 Way Calling - This feature 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.

Toll/Code Restriction - This feature prevents customer designated stations from placing any chargeable toll calls. Arrangements to deny Access to Directory Assistance and/or Public Announcement Services are not assured. These features are intended to limit main station direct dialed outgoing calls, but such calls may, in certain circumstances, be completed and will be charged for as specified in other sections of this Product Guide. Nonrecurring charges will be waived for customers subscribing to the 900/976 Toll Restriction Only Option (Series 1000).

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

- d. Centrex Service Series 2000 (The features below are in addition to the Centrex Service Series 1000 Package features)

Automatic Callback - Automatic Callback permits a Main Station user who attempts an intercommunication call to a busy Main Station to be automatically connected to that station when both called and calling lines are subsequently idle.

Call Park-Multiple - This feature permits a station user to place multiple calls on hold and later retrieve the held calls from his station or another station in the customer business group.

Circular Hunting - The system tests all lines in the multiline hunt group regardless of the point of entry.

Data Line Security - This feature prohibits interruption to a busy line by features such as Call Waiting, Executive Busy Override, etc.

Multiple Classes of Service - This option gives each station a class of service which defines its calling privileges and any features restricted from its use.

Saved Number Redial - This feature permits a station user to store a number in memory and then later redial the number using a code.

Speed Call Long List (System) - This feature allows members of a customer business group to share a common speed call list of 30 members. One list is provided with Package 2000. Additional lists are available (see optional feature rates).

Uniform Call Distribution (UCD) Hunting - Uniform Call Distribution provides an even distribution of incoming network and intercom calls among the individual Main Stations of a hunt group and includes Circular Hunt.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

- e. Centrex Service Series 3000 (The features below are in addition to the Centrex Service Series 1000 and Centrex Service Series 2000 Package features)

Call Forwarding/Incoming - When activated by a Main Station user, automatically routes incoming calls from outside the Centrex Service System intended for his Main Station to any other Main Station selected within the same system or outside the Centrex Service system. The Main Station selected may also be the attendant. The attendant may also activate call forwarding for a Main Station.

Call Forwarding/Within Group - This feature restricts a station user so that calls may only be forwarded to other stations in the business group.

Executive Busy Override - This feature allows a station user to access a busy station after a break-in tone alerts the busy station.

Off Hook Queuing - When used with Automatic Route Selection (ARS), queuing is available on primary (first choice) routes in ARS patterns. The text and announcement provided with the optional recorded announcement feature will be provided by Frontier. The music or music-on-queue will be provided by the customer. This requires a voice-grade channel between the central office and the customer-provided music source, and the optional Music-On-Hold feature. This feature is only available with off-hook queuing. The customer must specify the length of time a call is held in the queue before being routed to a reorder tone. Incoming tie lines can have only off-hook queuing. All main stations must be equipped with the same type of queuing. Off-hook queuing must have either a recorded announcement or music.

Ringback Queuing - This feature permits a station user with activated queuing to go on-hook and be called when the busy facility comes available.

Speed Call Long List (Individual) - This feature allows a station user to place calls to 30 commonly called destinations using two to four digits.

- f. Centrex Service CCLASS (In order to subscribe to CCLASS, the customer must also subscribe to at least Line Feature Package - Series 1000).

Automatic *66 Busy Number Redial is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 20

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

f. Centrex Service CCLASS (Cont'd)

Automatic Call (*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 incoming calls from a maximum of 12 telephone numbers. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls.

Special Call Acceptance allows a customer to select up to 12 customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

f. Centrex Service CCLASS (Cont'd)

Rates & Charges: (Cont'd)

Special Call Forwarding is an arrangement which permits a customer to specify 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.

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

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.

(D)

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.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

g. Attendant Feature Package (Cont'd)

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.

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.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

g. Attendant Feature Package (Cont'd)

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.

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.

Serial Call - This feature allows an attendant to extend a call to more than one station.

Speed Call - This feature 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 - This feature 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 - This feature allows the attendant to talk privately to either the calling party or the called party.

Wildcard Key - This feature 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.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

h. Resort Centrex Service Feature Package - Series 100²

Authorization Codes - The authorization code feature allows the customer to define a set or sets of dialing privileges, to associate an authorization code with each set, and to use the authorization code to restrict the dialing privileges to authorized personnel. The authorization code must be dialed before a call can be advanced. A customer cannot have authorization codes with a different amount of digits.

Billed Number Screening - This feature provides for the automatic blocking of either third number billing or collect billing.

Call Forward - This feature provides forwarding of a station's incoming calls to a predetermined number. For Resort Centrex Service, Call Forward will be fixed to FRONTIER's Voice Messaging Server only.

Call Transfer - This feature will be restricted to transfer capability within the customer group only.

Call Waiting (Terminating) - This feature informs a busy main station, when a main station is so equipped, that an incoming call is waiting (burst of tone), and permits holding the connection while answering the new call and a return to the original connection. This can be on all calls or inter-business group calls only.

Hunting - Three types of hunting will be available:

Directory Number Hunting which activates hunting when any of the directory numbers of the individual stations in the hunt group are called. If that station is busy, hunting will start with that station and continue to the end of the list.

Pilot Number Hunting which provides for an incoming call to a fictitious pilot number to hunt through a rotary group of main stations to the end of that group, or

Secretarial Hunting which provides hunting with a department to hunt to the secretary last.

Speed Call Long List (System) - This feature allows members of a customer business group to share a common speed call list of 30 members.

Toll/Code Restriction - This feature prevents customer designated stations from placing any chargeable calls.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

² Resort Centrex Service Feature Package - Series 100 is designed specifically for hotels, motels, and resorts.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 25

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

- i. Optional System Features² (The features below can be ordered individually at the rates shown in Section 11.2.9 c (6.).)

Additional Number - A software number that has no real switch hardware attached but is given all the data base characteristics associated with a normal number. The additional number provides multiline set capability; allows the user to originate and receive calls and to use Centrex Service features as assigned just as though the pseudo number was a real number identity. Pseudo numbers may also be assigned in a hunt group configuration.

Attendant Data Link Console Interface - This feature allows the use of a proprietary data-link multiplexed console which is connected to the central office. (Requires three (3) additional Centrex Service lines at rates specified in this Product Guide.)

Attendant Flexible Night Answer - This feature permits the attendant to change the Pre-determined Night Answer station number by dialing a feature code plus the new night answer station number. (May require separate facilities).

Attendant Identification-Multiple Directory Numbers - This feature enables the attendant to identify a call to a particular directory number since a directory number can be associated with a lamp or key on the console. (Requires Data Link Console.)

Attendant Predetermined Night Answer (PNA) - This feature, activated by the attendant, routes calls placed to the listed directory number to some predetermined station, hunt group, or station. This feature also allows transfer of calls during commercial power failure. (May require separate facilities).

Attendant Universal Night Answer (UNA) - When activated by attendant, listed number calls are routed to this equipment. Calls can then be answered by individual stations by dialing the associated feature code. This feature also allows transfer of calls during commercial power failure. (May require separate facilities).

Authorization Codes (AC) - The AC feature allows the customer to define a set or sets of dialing privileges, to associate an AC with each set, and to use the AC to restrict the dialing privileges to authorized personnel. The AC must be dialed before a call can be advanced. A customer cannot have authorization codes with a different amount of digits.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

² The term commitment period for the Optional System Features is based upon the initial term commitment period for the Centrex Service System.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 26

EFFECTIVE: August 16, 2020

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

- i. Optional System Features² (The features below can be ordered individually at the rates shown in Section 11.2.9 c (6.).) (Cont'd)

Automatic Route Selection (ARS) - ARS provides for the origination of ten-digit, off-network calls to a public telephone number. An access code is dialed followed by the destination digits. A pattern is selected, and the route list is checked for an idle route with the proper FRL (if a feature). If no idle route is available, the call is put into queue for the primary route or sent to reorder tone. Routes may include Foreign Exchange, WATS³, CCSA off-net tie lines, and interexchange carrier lines. A maximum of 3 patterns will be allowed for each NPA or NPA NXX list. A maximum of 10 routes is allowed per pattern. Each WATS³ band is considered a separate route. A maximum of 64 NPA NXX lists will be allowed. ARS does not allow for toll restriction or toll diversion. This feature may also include:

(C)

(C)

Expensive Route Warning (ERWT) - A tone will be assigned to certain routes as designated by the customer. When one of these designated routes is selected, a tone will be returned to the originating caller. The caller has a specified number of seconds to hang up or the call will be advanced on the expensive route.

Facilities Restriction Level (FRL) - Each main station is assigned on FRL as is every facility in all routes. When a call is originated, the FRL of the main station is compared to the FRL of the facility selected for routing. If the FRL on the facility is equal to or less than the main station FRL, the call is advanced. If the FRL on the facility is greater than the FRL on the line, a tone is returned. An Authorization Code can be dialed to override the FRL. FRL's are furnished only with ARS. The maximum number of FRL's available is 8. All main stations and incoming tie-line terminations with ARS capability must be assigned a FRL.

Time of Day Routing - This feature provides for route selection based on the most economical path for a particular time of day.

Call Tracing Service allows a customer to automatically activate a trace record of the last incoming call. By activating the Call Tracing feature, the customer automatically authorizes Frontier Florida to store the results of any and all traces initiated by the customer in Frontier's switching office, and to release the results of such traces directly to the customer's serving law enforcement agency upon a further request by the customer. The results of such traces will be released to the appropriate law enforcement agency only upon such a further request by the customer. The trace record will provide only the incoming telephone number and no way identifies the person(s) actually placing the call(s). The customer acknowledges their understanding that under no circumstances will trace results be provided directly to the customer. The customer must contact Frontier within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

² The term commitment period for the Optional System Features is based upon the initial term commitment period for the Centrex Service System.

³ Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

(N)

(N)

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

i. Optional System Features² (Cont'd)

Caller ID-Name and Number is an arrangement that is provided as an enhancement to Caller ID-Number and permits a customer with local exchange service to receive the name, as well as the telephone number, associated with the calling party for calls placed to the customer. The calling telephone number and name will be forwarded from the terminating central office to compatible customer-provided display equipment associated with the customer's local exchange service. If the calling telephone number and name is not available for forwarding to the called party, a message indicating that unavailability will be forwarded. The calling party can prevent the Caller ID-Name and Number customer from seeing the calling telephone name and number display by activating Selective Blocking (per call). When the calling party uses this blocking capability, the Caller ID-Name and Number customer will receive an indication on the Caller ID-Name and Number equipment that the display of the calling telephone name and number has been suppressed.

A maximum of 15 characters is allowed for transmission of the calling party's Directory Name.

Caller ID-Number is an arrangement which permits a customer with local Exchange Service other than foreign central office service to receive the calling telephone number for calls placed to the customer. The calling telephone number will be forwarded from the terminating central office to compatible customer provided display equipment associated with a customer's local Exchange Service. The calling telephone number will be delivered during the first silent interval of ringing. If the calling telephone number is not available for forwarding to the called party, the customer's display device will record the time of day and date, and show "OUT OF AREA" and in some cases, dashes (--- ---), for the non-available numbers. The calling telephone number is unavailable from calls made from non-SS7 offices, some large PABX systems, and from some cellular radio calls, and currently from interexchange carrier calls. Compatible customer provided display equipment is required for this service. (Included in Basic Service Features for Digital (ISDN) Centrex Service).

Code Call Access - Code Calling provides dial access to customer premises located code calling equipment by Main Station attendant access and tie lines of a Centrex Service system. The dialed two- or three-digit code activates signaling devices on the customer's premises to produce a coded signal corresponding to the dialed code. The called party, upon recognition of the signal, is automatically connected to the calling party by dialing a special code from any Main Station in the system. For Rates and Charges applicable for control channels when required for supervision purposes with equipment and/or apparatus located on customer premises.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

² The term commitment period for the Optional System Features is based upon the initial term commitment period for the Centrex Service System.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

i. Optional System Features² (Cont'd)

Complete Blocking (per line) - Allows a single-line customer to make all calls with the delivery of his/her calling number identification (CNI) marked as "private" to the people he/she is calling. If the preassigned access code for Complete Blocking (per call) is dialed on the line, the calling number WILL be delivered on the next call placed. This service is available only to established shelters of domestic violence intervention agencies and law enforcement agencies and must be established/removed via a service order.

Conference Calling - This feature permits a station user or attendant to form a conference with a maximum of twenty-four or thirty parties, including other stations and/or parties reached over trunks. The capability for offering the feature is provided in multiples of six or eight, dependent on central office technology.

Dictation Access and Control - This feature provides for station access to customer provided dictation equipment. For Rates and Charges applicable for control channels when required for supervision purposes with equipment and/or apparatus located on customer premises.

ETS/CCSA Access - This feature provides access to and from an ETS/CCSA network.

FX/FCO Access - This feature provides access to and from an InterLATA or IntraLATA Foreign Exchange (FX) or Foreign Central Office (FCO) circuit.

ISDN PRI Direct Centrex Service Access provides the interface between the ISDN PRI Tie Channel Services and the Centrex Service. ISDN PRI Access and Tie Channel Service are required for this application.

ISDN PRI Voice over IP (VoIP) Centrex Service Access is augmented with Centrex Service features to integrate Centrex 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.

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

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

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

² The term commitment period for the Optional System Features is based upon the initial term commitment period for the Centrex Service System.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

i. Optional System Features 2 (Cont'd)

Paging/Public Address Access - This feature provides a central office interface to a customer premises for paging and/or public address.

Preferential Hunting - Permits a prehunt over a subset or preferential group of main stations before hunting through the entire multiline hunt group. The hunt through the group may be a regular or a circular hunt. Each main station may have its own preferential group or list.

Preset Conference - This feature allows a station or attendant console to establish a preset conference by dialing a specific directory number. The dialing of the DN invokes a simultaneous ringing of the preselected conferees. (Requires Conference Calling feature).

Priority Queuing - This feature permits a station user remaining off-hook to queue for a facility to obtain a line ahead of another station user queuing for a facility and goes on-hook.

Proprietary Set Interface - This interface provides capability to connect business sets, thereby allowing the activation of calling number display (intra-business group only), call announce, and visual message waiting indication.

Recorded Announcement - This feature routes calls to a recording (may be customized) at Frontier's Central Office.

Second and Third Recorded Announcement - Allows customers to specify delay periods between announcements to calls in UCD or ACD queues and the type of treatment callers are given during those delays.

Silent Monitor - The Silent Monitor feature permits an appropriately class marked member of a business group to break into an established call, without warning tone, to monitor the two-way conversation between two other appropriately class marked stations of the same Centrex Service group.

Speed Call Long List (System) - This feature allows members of a customer business group to share a common speed call list of 30 members. The first list is included in the Series 2000 package rate. The rate is for an additional list (not to exceed eight (8) lists).

Stop Hunt - This feature uses a code which allows the hunting process to stop when a particular line is reached in a hunting sequence.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

² The term commitment period for the Optional System Features is based upon the initial term commitment period for the Centrex Service System.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 30

EFFECTIVE: August 16, 2020

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

i. Optional System Features² (Cont'd)

Terminal Make Busy - This feature uses a code to make a specific terminal, or groups of terminals in a hunting group look busy.

Tie Facility Access - This feature provides access to and from and InterLATA or IntraLATA tie facility.

T1 Access Termination - Provides a trunk side connection to a High Capacity Digital Channel within the Centrex Service system. Each T1 Access termination is equivalent to 24 derived voice grade circuits.

VIP Alert - Allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone.

WATS Access¹ - This feature provides the customer access to an interexchange carrier for bulk toll calling. (C)

800/877/888 Service Access - This feature permits 800/877/888 Service Access to terminate in the Centrex Service System.

j. Digital (ISDN) Centrex Service

(1.) Standard Definitions:

"B" Channel - A 64 Kbps channel primarily used for information transfer (voice/data) from user to user.

Centrex Service System - A customer's Centrex Service system is the total number of both analog and digital stations (not lines) to which customer has subscribed.

"D" Channel - A 16 kbps channel primarily used for signaling messages and/or packet-switched user data. The bit rate is fixed as a function of the interface used.

Digital (ISDN) Centrex Service Service - Centrex Services provided via Integrated Services Digital Network - Basic Rate Interface (ISDN-BRI).

Incoming Calling Number Identification Delivery - A function which allows a station within a system to identify a caller calling from another station within the same system or outside the system.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

² The term commitment period for the Optional System Features is based upon the initial term commitment period for the Centrex Service System.

³ Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

(N)
(N)

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

j. Digital (ISDN) Centrex Service (Cont'd)

(1.) Standard Definitions: (Cont'd)

Individual Line Loop Extension - Digital (ISDN) Centrex Service Individual Line Loop Extension provides a physical extension of the Digital (ISDN) Centrex Service loop from approximately 18,000 feet to approximately 36,000 feet. (These distances are for planning purposes. The actual distances are dependent on decibel (db) loss and not just physical loop length.) This physical extension is accomplished by means of a CO installed power module and an outside plant installed regenerator or U-Repeater.

The deployment method is based on dB loss and not on specific cable footage. The vendor installation information indicates that up to a 34dB loss at 40kHz in either direction of the field repeater is acceptable. With the Frontier engineering practice of maximum loss for the Digital (ISDN) Centrex Service loop to be 38dB at 40kHz, it is assumed, if the customer's distance would exceed the 38dB for standard installation, the U-Repeater would be mounted within the stated range of 34dB and the customer's length would be extended another 34dB from the U-Repeater installation point. Only one power module and U-Repeater can be used per Digital (ISDN) Centrex Service line.

The customer's network access line is preengineered to determine when the U-Repeater/ power module are required. The power module is designed to be used only with the U-Repeater and the repeater can only be used with the power module.

ISDN - Basic Rate Interface Line Capacity (2B+D) - Two 64 kilobits per second (kbps) "B" channels and one 16 kbps "D" channel (2B+D).

Primary Directory Number - The "single" telephone number provided to each Digital (ISDN) Centrex Service 64 Kbps channel.

Additional Number - A telephone number purchased by the customer which is in addition to the primary directory number for a Digital (ISDN) Centrex Service Line.

Terminal - A CPE device connected to Digital (ISDN) Centrex Service line.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

j. Digital (ISDN) Centrex Service (Cont'd)

(2.) Circuit Switched Data Features:

(a.) Data 1000 Feature Package:

Data Call Forward - This feature allows a customer to have incoming calls to a station automatically forwarded to a predetermined telephone number. Call Forward consists of three variations as follows: all calls, busy, and no answer.

Data Multiline Hunt Group - Hunting is sequential, i.e., starting at the first line assigned to the pilot directory number and ending at the last line.

Data Speed Call-Short List - The use of the Speed Calling short list is limited to an individual Switched Data line. A short list consists of a maximum of eight stored numbers.

Data Toll Restriction - Toll calls attempted from Switched Data lines with this feature are denied.

(b.) Data 2000 Feature Package:

Data Call Back - This feature allows a calling party upon encountering a busy line to be notified when the line becomes idle. The call is then automatically established.

Data Circular Hunting - Only a pilot directory number is associated with this hunt group. Hunting starts after the first idle line found by the previous hunt and continues until the hunting starting point is reached.

Data Group Speed Calling 30 - This feature provides storage for an abbreviated numbers list which is shared for use by a group of lines. The list may be updated by a service order. A maximum of thirty stored numbers is available.

Data Speed Call-Long List - The use of the Speed Calling Long List is limited to an individual Switched Data line. A long list consists of a maximum of thirty stored numbers.

(3.) Data Optional Features:

Data Closed User Group - This feature provides the partitioning of Switched Data lines into a group where calls within such a group are allowed but calls between such groups are denied.

Data Direct Connect - This feature provides an automatic connection between a calling line that goes off-hook and a predetermined location.

(D)
(D)
(D)

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

j. Digital (ISDN) Centrex Service (Cont'd)

(4.) Attendant Service Features:

Aggregate Work Time/Number of Calls Handled for Digital (ISDN) Centrex Service 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 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 Digital (ISDN) Centrex Service station to be held waiting until the station become 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.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

j. Digital (ISDN) Centrex Service (Cont'd)

(4.) Attendant Service Features: (Cont'd)

Attendant Console Terminal Management: provides management services for the attendant console but is not a feature that an attendant uses as part of his/her 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 appearance 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.).

Directory Number Management: A maximum of eight listed directory numbers (DNs) 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 DN, other than the listed directory number (LDN), 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.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

j. Digital (ISDN) Centrex Service (Cont'd)

(4.) Attendant Service Features: (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 directory numbers (DNs) in 100 groups of 100 contiguous DNs 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 DNs and the other for monitoring up to 10,000 DNs.

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.

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

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

Flexible Routing: The Digital (ISDN) Centrex Service Attendant user Call Forwarding-Variable 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 cancelled, and the attendant can originate calls.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

j. Digital (ISDN) Centrex Service (Cont'd)

(4.) Attendant Service Features: (Cont'd)

Attendant Originated Permission Display (Class of Service Display): 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 (Digital (ISDN) Centrex Service Communication Failure): routes calls destined for the attendant to a preassigned directory number (DN) 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.

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.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

j. Digital (ISDN) Centrex Service (Cont'd)

(4.) Attendant Service Features: (Cont'd)

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).

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.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

j. Digital (ISDN) Centrex Service (Cont'd)

(4.) Attendant Service Features: (Cont'd)

Automatic Dropback to Digital (ISDN) Centrex Service 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 Digital (ISDN) Centrex Service Attendant: provides dial access from stations within the customer group.

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

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 directory number). Routing may be provided in one of the following ways:

- Fixed: All calls to all listed Directory Numbers (LDNs) served by Multiple Position Hunt (MUPH) or Digital (ISDN) Centrex Service Attendant (ISAT) groups are routed to a preselected (at subscription time) night directory number and the activation/deactivation of it is done from a designated console only.
- Trunk Answer from any Station: All calls to all LDNs 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 LDN served by a MUPH or ISAT group to a different customer changeable night directory 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 LDN 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.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

j. Digital (ISDN) Centrex Service (Cont'd)

(4.) Attendant Service Features: (Cont'd)

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

Queuing of Digital (ISDN) Centrex Service 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 Digital (ISDN) Centrex Service Attendants: provides supervisors with traffic data information about each attendant in the Digital (ISDN) Centrex Service 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

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

j. Digital (ISDN) Centrex Service (Cont'd)

(5.) Digital (ISDN) Centrex Service Multibutton Key System (MBKS) Features:

Analog Shared Directory Number on all SM Configurations allows analog lines that share directory numbers with Digital (ISDN) Centrex Service multibutton keysets to be assigned to switching modules that do not contain Digital (ISDN) Centrex Service software.

Automatic Callback on Busy allows the user to activate this feature by pressing the function button assigned to Automatic Callback on Busy when a busy number is dialed. When the busy station becomes idle, a distinctive ring alerts the originating MBKS set user. When the set user goes off-hook, the call is placed.

Bridging allows the MBKS set user to bridge onto a currently active call by pressing the active call appearance button on the MBKS set and going off-hook. This establishes a 3-way call. This is different from standard Threeway Calling because the third party initiates the bridge to the active call. Bridging is inhibited if Manual Exclusion is activated at an MBKS set engaged in the active call. Only one additional shared call appearance user may bridge on an active 2-way call. Bridging is not allowed on an active multiway call.

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.

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

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.

Drop feature allows the MBKS set user to drop the last party added to a conference call. For a two-party call, pressing this button disconnects the MBKS set from the call.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

(5.) Digital (ISDN) Centrex Service Multibutton Key System (MBKS) Features: (Cont'd)

Feature Function Buttons on the MBKS set can be assigned to activate certain features (any that can be activated by dialing an activation code). Indicator lights show the activation or deactivation status of the features. The number of function buttons may vary dependent on the MBKS set design. Some of the features that can be assigned to feature function buttons are:

Automatic Callback on Busy allows the user to activate this feature by pressing the function button assigned to Automatic Callback on Busy when a busy number is dialed. When the busy station becomes idle, a distinctive ring alerts the originating MBKS set user. When the set user goes off-hook, the call is placed.

Call Forwarding allows the MBKS set user to activate Call Forwarding functions, and 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.

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

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.

Drop feature allows the MBKS set user to drop the last party added to a conference call. For a two-party call, pressing this button disconnects the MBKS set from the call.

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.

Manual Exclusion allows 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 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.).

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

j. Digital (ISDN) Centrex Service (Cont'd)

(5.) Digital (ISDN) Centrex Service Multibutton Key System (MBKS) Features: (Cont'd)

Feature Function Buttons (Cont'd)

Speed Calling allows the user to dial a pre-assigned number by pressing the button assigned to speed calling and dialing one or two digits. This feature operates with the Call Transfer, Conference Calling, and Call Forwarding features.

Transfer allows the MBKS set user to transfer a call to another directory number (DN) in the customer group by pressing the transfer button, dialing the DN, and pressing the button again.

Feature Inspect - This 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 the terminal. This is different from inspect for Digital (ISDN) Centrex Service terminal feature.

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 allows the station set to emulate a dedicated wire to another station for priority conversations without tying up the station set from active or incoming calls.

Key System Coverage for Analog Lines allows an analog station set to share calls with the Digital (ISDN) Centrex Service station set.

Manual Exclusion allows 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 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.).

Shared Call Appearances of a Directory Number (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.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

j. Digital (ISDN) Centrex Service (Cont'd)

(5.) Digital (ISDN) Centrex Service Multibutton Key System (MBKS) Features: (Cont'd)

Feature Function Buttons (Cont'd)

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 business and residential customer services feature, the service provider can define list sizes and up to three-digit access codes. Speed Calling allows the user to dial a preassigned number by pressing the button assigned to speed calling and dialing one or two digits. This feature operates with the Call Transfer, Conference Calling, and Call Forwarding features.

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

Adjunct Control automatically turns on the speaker phone at the station set, if appropriate for the particular feature.

Automatic Hold/Drop Preference automatically determines how to handle a call active on one call appearance when the user shifts to another appearance. Two types of treatment are provided: auto-drop and auto-hold.

Button Management provides generic buttons that can be used for features or call appearances.

Call Appearance Selection for Implicit Conference and Transfer automatically selects an idle appearance for the Implicit Conference and Transfer features.

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 backup coverage among a group of secretaries, and where abbreviated and delayed ringing is used.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

j. Digital (ISDN) Centrex Service (Cont'd)

(5.) Digital (ISDN) Centrex Service Multibutton Key System (MBKS) Features: (Cont'd)

Terminal Management (Cont'd)

Feature Button Inspection 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.

Idle Call Appearance Preference automatically selects an idle call appearance, if available, when an MBKS set with multiple call appearances goes off-hook. This selection occurs even if other call appearances are alerting the station set.

Inspect for Digital (ISDN) Centrex Service 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.

Ringling Call Appearance Preference automatically selects the call appearance that has been alerting the longest when the user goes off-hook at an MBKS station set with multiple call appearances being alerted.

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

Transfer allows the MBKS set user to transfer a call to another directory number (DN) in the customer group by pressing the transfer button, dialing the DN, and pressing the button again.

Two-Digit Intercom Dialing - This feature allows a user to have a shortened dialing sequence (two digits) to reach a group of destination numbers in the business group. The maximum size that can reside in that intercom group cannot exceed 100 members.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

j. Digital (ISDN) Centrex Service (Cont'd)

(6.) Digital (ISDN) Centrex Service Multibutton Key System (MBKS) Deluxe Features:

The features below are in addition to the Digital (ISDN) Centrex Service Multibutton (MBKS) Features.

Delayed and Abbreviated Ringing alerts an 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.

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

Inspect for Digital (ISDN) Centrex Service 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.

Originating Priority Calling provides a Digital (ISDN) Centrex Service equivalent to Call Waiting Originating. When assigned to a particular station set, all calls originated from it are priority calls.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.4 Definition of Features (Cont'd)

j. Digital (ISDN) Centrex Service (Cont'd)

(6.) Digital (ISDN) Centrex Service Multibutton Key System (MBKS) Deluxe Features:(Cont'd)

Outgoing Called Line Identification for Digital (ISDN) Centrex Service 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 Digital (ISDN) Centrex Service Call Identification (ICI) call types. The OCLID information provided is:

- Call Appearance Identification
- Called Directory Number (DN)
- Digital (ISDN) Centrex Service 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.

Priority Calling Incoming Only provides Digital (ISDN) Centrex Service 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.

(7.) Digital (ISDN) Centrex Service Multibutton Key System (MBKS) 3000 Deluxe Features:

All of the Digital (ISDN) Centrex Service MBKS Deluxe features plus all of the Line Feature Package-Series 3000 features.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service ¹ (Cont'd)

.5 Matrix

- a. The following matrixes indicate the availability of each feature with either Analog or Digital (ISDN) Centrex Service.

(1.) Basic Operating Features	<u>Analog</u>	<u>Digital</u>
<u>Feature Name</u>		
Automatic Identification of Outward Dial	X	X
Common Recorded Announcement on Intercept	X	
Direct Inward Dialing	X	X
Direct Outward Dialing	X	X
Distinctive Ringing	X	X
Station-to-Station Calling	X	X
Touch Call	X	X
Incoming Caller ID-Number Delivery (Station-to-Station only)		

(2.) Voice Packages Features	<u>Analog</u>	<u>Digital</u>
	1000	Basic
	2000	Deluxe
	3000	3000-Deluxe
	CCLASS	
	Resort Centrex Service	
<u>Feature Name</u>		
Authorization Codes	X	
Billed Number Screening	X	
Call Alternation/Call 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
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 X
Consultation Hold	X X X	X X X
Dial Call Waiting	X X X	X X
Cancel Call Waiting	X X X	X X
Hunting	X X X X	X X
Last Number Redial ²	X X X	X X X

Notes:

- CCLASS Package can be used with analog or Digital (ISDN) Centrex Service.
- An analog telephone set connected through an appropriate digital terminal adapter to a Digital (ISDN) Centrex Service Line must subscribe to analog Centrex Service voice feature packages, not Digital (ISDN) Centrex Service MBKS feature packages. One voice feature package will apply per channel.
- Resort Centrex Service Feature Package - Series 100 is designed specifically for hotels, motels, and resorts.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

² Not available on 5ESS.

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.5 Matrix (Cont'd)

a. The following matrixes indicate the availability of each feature with either Analog or Digital (ISDN) Centrex Service. (Cont'd)

(2.) Voice Packages Features (Cont'd)

<u>Feature Name</u>	<u>Analog</u>	<u>Digital</u>
	1000 2000 3000 CCLASS Resort Centrex Service	Basic Deluxe 3000-Deluxe
Speed Call Short List	X X X	X X X
Station Restriction	X X X	X X X
3 Way Calling	X X X	X X X
Toll/Code Restriction	X X X X	X X X
Automatic Callback	X X	X X X
Call Park	X X	X X X
Circular Hunting	X X	X X X
Data Line Security ²	X X	
Multiple Classes of Service	X X	
Saved Number Redial ²	X X	
Speed Call Long List (System)	X X X	X X X
Uniform Call Distribution Hunting	X X	X X X
Call Forward Busy/No Answer Split ³	X	X
Executive Busy Override	X	X
Incoming Call Forwarding	X	X
Off-Hook Queuing	X	X X
(Deleted)		
Ringback Queuing	X	X X
Speed Call Long List (Individual)	X	X X X
Within Group Call Forwarding	X	X
Automatic Call Return	X	
Automatic *66 Busy Number Redial	X	

Notes:

- CCLASS Package can be used with analog or Digital (ISDN) Centrex Service.
- An analog telephone set connected through an appropriate digital terminal adapter to a Digital (ISDN) Centrex Service Line must subscribe to analog Centrex Service voice feature packages, not Digital (ISDN) Centrex Service MBKS feature packages. One voice feature package will apply per channel.
- Resort Centrex Service Feature Package - Series 100 is designed specifically for hotels, motels, and resorts.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

² Not available on 5ESS.

³ Only available on DMS100.

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.5 Matrix (Cont'd)

a. The following matrixes indicate the availability of each feature with either Analog or Digital (ISDN) Centrex Service. (Cont'd)

(2.) Voice Packages Features (Cont'd)

<u>Feature Name</u>	<u>Analog</u>	<u>Digital</u>
	1000 2000 3000 CCLASS Resort Centrex Service	Basic Deluxe 3000-Deluxe
Special Call Forwarding	X	
Special Call Acceptance	X	
Call Block	X	
Special Call Waiting ²	X	
Analog Shared Directory Number		X X X
Bridging		X X X
Conference Calling		X X X
Delayed and Abbreviated Ringing		X X
Display for Ringing Call Appearances Only ³		X X
Drop		X X X
Feature Function Buttons		X X X
Feature Inspect ³		X X X
Initiated Priority Calling		X X
Inspect for Terminals ³		X X
Intercom Alerting		X X
Key System Coverage for Analog Lines		X X X
Manual Exclusion		X X X
Multiple Directory Number Buttons		X X X
Originating Priority Calling		X X
Outgoing Called Line Identification		X X
Priority Calling Incoming Only		X X
Shared Call Appearances of Directory Number		X X X
Terminal Management ³		X X X
Time and Date Display ³		X X X
Two-Digit Intercom Dialing		X X X

Notes:

- CCLASS Package can be used with analog or Digital (ISDN) Centrex Service.
- An analog telephone set connected through an appropriate digital terminal adapter to a Digital (ISDN) Centrex Service Line must subscribe to analog Centrex Service voice feature packages, not Digital (ISDN) Centrex Service MBKS feature packages.
- Resort Centrex Service Feature Package - Series 100 is designed specifically for hotels, motels, and resorts.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

² Only available on GTD5.

³ Not available on DMS100.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 50

EFFECTIVE: March 1, 2018

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.5 Matrix (Cont'd)

- a. The following matrixes indicate the availability of each feature with either Analog or Digital (ISDN) Centrex Service. (Cont'd)

(.3)	Data Packages Features	CSD1000	
		CSD2000	
	<u>Feature Name</u>		
	Data Speed Call-Short List	X X	
	Data Call Forward	X X	
	Data Toll Restriction	X X	
	Data Multiline Hunt Group	X X	
	Data Call Back	X	
	Data Circular Hunt	X	
	Data Group Speed Call 30	X	
	Data Speed Call - Long List	X	

(.4)	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	
	Call Hold		X	(D)
	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	

Notes:

- CCLASS Package can be used with analog or Digital (ISDN) Centrex Service.
- An analog telephone set connected through an appropriate digital terminal adapter to a Digital (ISDN) Centrex Service Line must subscribe to analog Centrex Service voice feature packages, not Digital (ISDN) Centrex Service MBKS feature packages.
- Resort Centrex Service Feature Package - Series 100 is designed specifically for hotels, motels, and resorts.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 51

EFFECTIVE: March 1, 2018

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.5 Matrix (Cont'd)

- a. The following matrixes indicate the availability of each feature with either Analog or Digital (ISDN) Centrex Service. (Cont'd)

(.4) Attendant Package Features (Cont'd) Analog Digital

Feature Name

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
Access to Paging	X	X
Autodial	X	X
Automatic Recall	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

(D)

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 52

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.5 Matrix (Cont'd)

- a. The following matrixes indicate the availability of each feature with either Analog or Digital (ISDN) Centrex Service. (Cont'd)

(.5) Optional Features	<u>Analog</u>	<u>Digital</u>
<u>Feature Name</u>		
Additional Number	X	X
Attendant Data Link Console Interface	X	
Attendant Flexible Night Answer	X	
Attendant ID Multiple Directory Nos.	X	
Attendant Pre-determined Night Answer	X	
Attendant Universal Night Answer	X	
Authorization Codes	X	X
Automatic Call Distribution	X	X
Automatic Route Selection	X	X
Call Tracing Service	X	X
Caller ID-Name and Number Delivery	X	X
Caller ID-Number Delivery ²	X	X
Complete Blocking (per line)	X	X
Circuit Switched Data Direct Connect		X
Circuit Switched Data Closed User Group		X
Code Calling Access	X	
Conference Calling	X	X

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

² Caller ID-Number Delivery is a Basic Feature of Digital (ISDN) Centrex Service.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 53

EFFECTIVE: August 16, 2020

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service ¹ (Cont'd)

.5 Matrix (Cont'd)

- a. The following matrixes indicate the availability of each feature with either Analog or Digital (ISDN) Centrex Service. (Cont'd)

(.5) Optional Features	<u>Analog</u>	<u>Digital</u>
<u>Feature Name</u>		
Dictation Access and Control	X	
Digital Data Intercom Dialing		X
ETS/CCSA Access	X	X
FX/FCO Access	X	X
Individual Line Loop Extension		X
Limited Automatic Call Distribution	X	
Music on Hold	X	X
Paging/Public Address Access	X	
Preferential Hunt	X	X
Preset Conference	X	X
Priority Queuing	X	X
Proprietary Set Interface	X	
Recorded Announcement	X	X
Second & Third Recorded Announcement	X	X
Silent Monitor	X	
Speed Call Long List	X	X
Stop Hunt	X	X
Terminal Make Busy	X	
Tie Facility Access	X	X
T-1 Access	X	X
Unlimited (ECS) and Toll Usage for Business Feature Package Two	X	
Unlimited (ECS) and Toll Usage for Business Feature Package Three	X	
VIP Alert	X	X
WATS/800 Access ²	X	X

(C)

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

² Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

(N)
(N)

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.6 Intercept of Calls to Unassigned Stations

- a. Incoming calls from the exchange and toll networks to unassigned stations are intercepted by the same standard central office recorded announcement equipment used to intercept such calls for exchanges services. The announcement provided states that the number called is not in service.
- b. Intercommunicating calls to unassigned stations are intercepted by central office recorded announcement equipment which is common to all Centrex Service systems served out of the same office. The announcement states that the number is not in service and advises that the attendant or the directory of the caller's system should be consulted.

.7 Conversion

a. Conversion of Centrex to Centrex Service

- (1.) When a Centrex subscriber elects to convert to Centrex Service, installation and service connection charges do not apply to in-service stations, terminating arrangements, toll diversion and toll restriction equipped stations, conference arrangements, and other optional features and/or services provided each of the following conditions are met:
 - (a.) The subscriber's system must continue to be served by the same central office equipment or the subscriber is moved to other central office equipment at Frontier's discretion.
 - (b.) There must be no interruption of service, and
 - (c.) There are no moves, changes, or additions in existing stations, terminating arrangements, or optional features requested by the subscriber.
- (2.) Centrex Services converting to Centrex Service must elect one of the following options:
 - (a.) Month-to-Month Payment Plan (2-49 stations);
 - (b.) Centrex Service Term Payment Plan of 12, 36, 60 (51 + stations), or 84 (51+ stations) months.
- (3.) Where the subscriber elects a Centrex Service Term Payment plan of 12, 36, 60, or 84 months and wishes to add to his system, the following shall apply:
 - (a.) Such additions shall be made within a scheduled period after the conversion at the rates and charges in this and other Product Guide sections for Centrex Service and the associated Features and Services.
- (4.) Termination liability does not apply on conversion.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.7 Conversion (Cont'd)

b. Conversion of Centrex Service (Obsolete) to Centrex Service

- (1.) When a Centrex Service (Obsolete) subscriber elects to convert to Centrex Service, non-recurring and service connection charges do not apply to in-service stations, terminating arrangements, toll diversion and toll restriction equipped stations, conference arrangements, and other optional features and/or services provided each of the following conditions are met:
 - (a.) The subscriber's system must continue to be served by the same central office equipment or the subscriber is moved to other central office equipment at Frontier's discretion.
 - (b.) There must be no interruption of service, and
 - (c.) There are no moves, changes, or additions in existing stations, terminating arrangements, or optional features requested by the subscriber.
- (2.) Centrex Service (Obsolete) Services converting to Centrex Service must elect one of the following options:
 - (a.) Month-to-Month Payment Plan (2-49 stations);
 - (b.) Centrex Service Term Payment of 12, 36, 60 (51+ stations), or 84 (51+ stations) months.
- (3.) Where the subscriber elects a Centrex Service Term Payment Plan of 12, 36, 60, or 84 months and wishes to add to his system, the following shall apply:
 - (a.) Such additions shall be made within a scheduled period after the conversion at the rates and charges in this and other Product Guide sections for Centrex Service and the associated Features and Services.
- (4.) Termination liability does not apply on conversion.

c. Conversion of Month-to-Month Payment Plan to Contract Term Payment Plan

- (1.) When an existing Centrex Service subscriber paying month-to-month rates converts to a contracted rate, no service charges shall apply, provided the following condition is met:
 - (a.) There are no moves, changes, or additions in existing stations or optional features requested by the subscriber.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.8 Payment Schedules

a. General

(1.) Centrex Service is offered as follows,

(a.) The Contract periods are:

- Month-to-Month Payment Plan (up to 50 stations)
- 12-Month Centrex Service Term Payment Plan
- 36-Month Centrex Service Term Payment Plan
- 60-Month Centrex Service Term Payment Plan (51+ stations)
- 84-Month Centrex Service Term Payment Plan (51+ stations)

(2.) The monthly rate for Centrex Service is dependent upon the payment period selected by the subscriber.

(3.) The monthly rate for Centrex Service under a commitment term for the periods of 12, 36, 60, or 84 months is not subject to Frontier initiated rate increases.

b. Termination Liability

In the even the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section 2.4.14 will apply.

c. Credits and Surcharges

A surcharge that is equivalent to the end user subscriber line charges for a PBX trunk will apply to each Network Access Register. For each Centrex Service Line, a credit will be applied which, when combined with the preceding surcharge and with end user subscriber line charges applied to Centrex Service lines, will provide a monthly net billing equal to the interstate subscriber line charge for a PBX trunk multiplied by the number of subscriber's network access registers.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.9 Rates and Charges

a. General

(1.) Station Lines

- (a.) The main station rate includes Basic Service Features. In addition, a wire center line charge will apply per main station for the facilities from the system dial switching equipment to the Network Interface of the Main Station Line. Together, these two elements constitute a main station line.
- (b.) The rates and charges specified herein for Main Station lines are applicable to each Main Station location to which a customer-provided instrument can be connected.
- (c.) Service Charges as specified in Section 4 apply to all customer-provided moves, changes, removals, rearrangements and maintenance of premises wiring performed by Frontier on the customer's premises.
- (d.) End User charges as specified in the End User Common Access Service Section of Frontier Telephone Companies Tariff FCC No. 14 apply as appropriate.
- (e.) Rates for the Main Stations of Centrex Service subscribers will be based on the following criteria:
 - (.1) Main Station Group Size
 - (.2) The type of payment plan selected by the subscriber
- (f.) The total Main Station Line size will consist of Main Station Lines and Attendant Access Lines for all locations served by the same Centrex Service system.
- (g.) In a different central office serving area of a multi-office exchange.
 - (.1) The rate of Centrex Service in a FX or FCO area is the monthly rate for the Centrex Service desired, plus a FX or FCO mileage charge as specified in Section 9.
 - (.2) When Centrex Service Main Stations are connected by facilities which are routed between two or more central offices in the same exchange, the foreign central office mileage charge is calculated separately on an airline basis between the Centrex Service Central Office from which the Centrex Service system is served and the central office from which exchange service normally would be rendered.
 - (.3) If the customer is served from a central office other than his normal serving central office, at Frontier's discretion, Foreign Central Office Charges are not applicable.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.9 Rates and Charges (Cont'd)

a. General (Cont'd)

(1.) (Cont'd)

(h.) Exchange Access

(.1) Exchange Access is provided by means of Network Access Registers (NAR).

(.2) Presubscription of a Carrier of Preferences is specified in Section 6 of the Frontier Telephone Companies Tariff No. 14 and the Intrastate Access Services Tariff.

(i.) Main Station Line Terminated as a PBX Trunk

(.1) Where a Centrex Service Main Station Line is terminated as a PBX Trunk in customer provided equipment, the appropriate recurring charge will apply in addition to the appropriate Main Station Line rate.

(2.) Digital (ISDN) Centrex Service Rate Structure

(a.) Digital (ISDN) Centrex Service consists of the following basic elements:

"B" Packet Switched Data Channel¹

"B" Voice Channels

"B" Voice/CSD Channels

Digital (ISDN) Centrex Service

Digital (ISDN) Centrex Service Wire Center Line

(b.) Each Digital (ISDN) Centrex Service is comprised of Digital (ISDN) Centrex Service Wire Center Line and Digital (ISDN) Centrex Service. The channel elements can be arranged to best suit the customer's needs, not to exceed the maximum 2B+D per Digital (ISDN) Centrex Service capacity.

(c.) Each Digital (ISDN) Centrex Service Line within a business group can be individually suited by feature package and channel arrangement.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.9 Rates and Charges (Cont'd)

a. General (Cont'd)

(2.) Digital (ISDN) Centrex Service Rate Structure (Cont'd)

- (d.) The customer can subscribe to Digital (ISDN) Centrex Service as voice or voice/data. A voice/CSD channel can be used for either voice or data. When used in the CSD mode, usage rates will apply for calls outside the business group.
- (e.) The "B" Packet Switched Data Channel² dedicates a "B" channel to packet switched data. If the customer desires that both available "B" channels be dedicated to packet switched data service, then two (2) "B" Packet Switched Data Channel elements are applicable.
- (f.) The "D" Packet Switched Data Channel allows the customer to utilize the "D" channel for packet switched data. A single "D" Packet Switched Data Channel is available independent of the "B" channel configuration.
- (g.) Presubscription of a Carrier of Preference is specified in Section 6 of the Frontier Telephone Companies Tariff No. 14 and the Intrastate Access Services Tariff. One carrier must be used for voice and data.

b. Nonrecurring

- (1.) The following nonrecurring charges for service are in addition to any applicable service connection, move, change, and installation charges provided for in other sections of this Product Guide.

The Network Access Change Charge, and Central Office Line Connection Charge as listed in Section 4 and the Main Station Activation Charge (Subsequent to initial system installation) will not apply to the initial installation of Centrex Service lines when installed under a term commitment. This elimination of nonrecurring charges does not apply when service is offered on an individual case basis.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

² Service is for CALEA use only. As of December 31, 2006, this service is not available to the general public.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 60

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.9 Rates and Charges (Cont'd)

b. Nonrecurring (Cont'd)

(2.) DATA BASE CHANGES²

	<u>Nonrecurring Charge</u>
(a.) Major Software Additions	\$100.00
(.1) Add Customized Dialing Plan	
(.2) Add Customer Requested Data Base Profile	
(b.) Routine Software Change ³	\$50.00
(.1) Change Trunk Group	
(.2) (Deleted)	
(.3) Change Custom Recording	
(.4) Change ARS Translations	
(.5) Change Translations Tables	
(.6) Change, add, or delete specific features, unless listed elsewhere.	
(.7) Change, add, or delete Feature Packages.	
(.8) Add or delete channels.	
(.9) Add or delete directory numbers.	

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

² Data Base Additions or Changes not listed in this Product Guide will be charged a rate of \$50.00 per hour, or fraction thereof, plus materials.

³ Applies to changes in existing services.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 61

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.9 Rates and Charges (Cont'd)

b. Nonrecurring (Cont'd)

(2.) DATA BASE CHANGES² (Cont'd)

	<u>Nonrecurring Charge</u>
(c.) Minor Software Change ³	\$25.00
(.1) Change Subgroup	
(.2) Hunt Groups	
(.3) ACD Hunt Group ⁴	
(.4) Simulated Facility Group	
(.5) Queuing Groups ⁵	
(.6) Night Answer (UNA/PNA) ⁶	
(.7) Paging/Public Address/Code Calling ⁷	
(.8) Conference Calling - 8, 16, 24 Ports	
(.9) Remote Access Directory Number ⁸	
(.10) Authorization Code Validation ⁹	
(.11) Music on Hold Access	
(.12) Dictation Link Access	
(.13) Standard Recording	
(.14) Extended Pick Up Code	
(.15) Executive Busy Override	
(.16) Station Message Detail Recording (SMDR)	
(d.) Main Station Activation (subsequent to Initial System Installation), per line	\$15.00

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

² Data Base Additions or Changes not listed in this Product Guide will be charged a rate of \$50.00 per hour, or fraction thereof, plus materials.

³ Applies to changes in existing services.

⁴ Additional minor change charge for each recording, queuing, and station change.

⁵ Additional minor change charge for each trunk group.

⁶ Additional minor change charge for each PNA number, zone, area.

⁷ Additional minor change charge for each area.

⁸ Additional minor change charge for each authorization code.

⁹ Additional minor change charge for each 2 codes.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 62

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.9 Rates and Charges (Cont'd)

c. Recurring Rates

(1.) The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in this Product Guide or Frontier's Tariffs. Calls made to Extended Calling Service (ECS) exchanges will be billed appropriate rates as specified in Section 3.

(2.) Wire Center Line Charge

The wire center line is the two-wire facility which extends from a central office to a point of demarcation at the customer's location.

	<u>Monthly Rate</u>
<u>(a.) Analog/Digital Wire Center Line</u>	
2-25 stations, per line	\$15.00
26-50 stations, per line	\$14.50
 <u>12-Month Term Commitment</u>	
2- 25 stations, per line	\$11.50
26- 50 stations, per line	\$11.25
51-100 stations, per line	\$11.00
101-200 stations, per line	\$10.50
201-500 stations, per line	\$10.50
501-750 stations, per line	\$10.50
751+ stations, per line	\$10.50
 <u>36-Month Term Commitment</u>	
2- 25 stations, per line	\$11.25
26- 50 stations, per line	\$11.00
51-100 stations, per line	\$10.50
101-200 stations, per line	\$10.25
201-500 stations, per line	\$10.00
501-750 stations, per line	\$9.75
751+ stations, per line	\$9.50

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 63

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.9 Rates and Charges (Cont'd)

c. Recurring Rates (Cont'd)

(2.) Wire Center Line Charge (Cont'd)

	<u>Monthly Rate</u>
(a.) Analog/Digital Wire Center Line (Cont'd)	
<u>60-Month Term Commitment</u> ²	
51-100 stations, per line	\$10.25
101-200 stations, per line	\$10.00
201-500 stations, per line	\$9.75
501-750 stations, per line	\$9.50
751+ stations, per line	\$9.25
 <u>84-Month Term Commitment</u> ²	
51-100 stations, per line	\$10.00
101-200 stations, per line	\$9.75
201-500 stations, per line	\$9.50
501-750 stations, per line	\$9.25
751+ stations, per line	\$9.00

(b.) Total system size will be a combination of Analog and Digital Service lines. Each service line is associated with the appropriate wire center line (i.e., analog service line with an analog wire center line). An example is:

Customer requests 50 stations split evenly between Analog Centrex Service and Digital (ISDN) Centrex Service, 12-month term commitment:

25 Analog stations = 25 Analog lines
 25 Digital (ISDN) stations = $25/2 = 12.5 = 13$ Digital (ISDN) lines
 [Each Digital (ISDN) Centrex Service line supports 2 stations]

Total System (Analog + Digital) = 38 lines (50 stations)

Price wire center line charge using "26-50 stations" range since total system is 50 stations:

12-Month Term Commitment, 26-50 stations, Analog = (\$4.00/line) (25 lines) = \$100.00

12-Month Term Commitment, 26-50 stations, Digital = (\$16.25/line) (13 lines) = \$211.25

Other rates elements will apply as required.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

² Effective May 18, 2013, the 60-Month and 84-Month Term Commitment options are no longer available to new customers. Existing customers may retain their term payment option until it expires. Upon expiration, customers may re-subscribe to either the 12 Month or the 36 Month Term Commitment option.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

1st Revised Page 64

EFFECTIVE: January 15, 2024

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.9 Rates and Charges (Cont'd)

c. Recurring Rates (Cont'd)

(3.) Service Line Type

The following rates apply during the term commitment period and until the service is discontinued.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
(a.) Analog Centrex Service			
Month-to-Month Main Station, per line	\$15.00	\$9.00	(l)
<u>12, 36, 60 and/or 84 Month Term Commitment</u>			
Analog Centrex Service, per line	-	\$9.00	(l)
(b.) Digital (ISDN) Centrex Service			
Month-to-Month Access, per line	\$50.00	\$17.88	
<u>12, 36, 60 and/or 84 Months Term Commitment</u>			
Digital (ISDN), Centrex Service, per line	-	\$17.88	
(c.) Digital (ISDN) Centrex Service Channel Capability			

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

	<u>Monthly Rate</u>
(.1) B-Voice, per line	\$2.20
(.2) B-Voice/CSD, per line ²	\$13.75
(.3) B-Packet, per channel ³	\$100.00

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

² In addition, Measured Usage Rates apply for data calls as specified in Section 10.4.

³ Service is for CALEA use only. As of December 31, 2006, this service is not available to the general public.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Fourth Revised Page 65

EFFECTIVE: January 15, 2023

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.9 Rates and Charges (Cont'd)

c. Recurring Rates (Cont'd)

(4.) The following Feature Series rates apply per station for as long as the system is in service.

	<u>Monthly Rate</u>	
(a.) Analog Centrex Service		
Feature Series 1000, per station	\$26.40	(I)
Feature Series 2000, per station	\$26.65	
Feature Series 3000, per station	\$27.90	(I)
CCLASS, per station		
1-25 stations	\$5.00	
26-50 stations	\$4.50	
51+ stations	\$4.00	
Maximum total charge for CCLASS, per customer	\$400.00	
Attendant Feature Package	\$75.00	
Resort Centrex Service Feature Package - Series 100, ² per station	\$6.90	

(b.) Digital (ISDN) Centrex Service Feature Packages:

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Digital (ISDN) Centrex Service MBKS Basic Package, per line	\$25.00	\$7.15
Digital (ISDN) Centrex Service MBKS Deluxe Package, per line	\$25.00	\$9.35
Digital (ISDN) Centrex Service MBKS Series 3000 Deluxe Package, per line	\$25.00	\$13.75
Circuit Switched Data (CSD) 1000 Package, per line	\$15.00	\$3.30
Circuit Switched Data (CSD) 2000 Package, per line	\$15.00	\$5.50
5ESS console	\$100.00	\$33.00

(5.) Additional Centrex Service NAR Access, each NAR³

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

² Resort Centrex Service Feature Package - Series 100 is designed specifically for hotels, motels, and resorts.

³ Apply appropriate rates and charges as specified in Section 3 for Network Access Registers (NARs).

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 66

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.9 Rates and Charges (Cont'd)

c. Recurring Rates (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(6.) Optional System Features ²		
(a.) Additional Number, each	-	\$2.00
(b.) Attendant Data Link Console interface, per console	\$200.00	\$70.00
(c.) Attendant Flexible Night Answer, per console	\$39.50	\$0.75
(d.) Attendant Identification - Multiple Directory Numbers, per console	\$1.45	\$0.70
(e.) Attendant Pre-Determined Night Answer, per console	\$39.50	\$0.10
(f.) Attendant Universal Night Answer (UNA), ^{3, 4, 5} per console	\$5.25	\$0.20
(g.) Authorization Codes, per group of 100	\$3.00	\$0.30
(h.) Automatic Route Selection	\$150.00	\$0.35
(i.) Call Tracing Service, per line	-	\$6.00
(j.) Caller ID-Name and Number, per line		
1-25 lines	-	\$7.00
26-50 lines	-	\$5.50
51+ lines	-	\$4.00
Caller ID-Name and Number, per customer group		
2-25 lines	-	\$90.00
26-50 lines	-	\$180.00
51+ lines	-	\$360.00

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

² The charges apply to initial and subsequent additions of Optional System Features.

³ Where facilities and conditions permit. Does not include music source for Music on Hold.

⁴ Apply appropriate rates and charges as specified in Section 3 for Network Access Registers (NARs).

⁵ Port Groups are groups of six or eight ports, depending on central office technology.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 67

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.9 Rates and Charges (Cont'd)

c. Recurring Rates (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(6.) Optional System Features ² (Cont'd)		
(k.) Caller ID-Number, per line		
1-25 lines	-	\$6.00
26-50 lines	-	\$4.50
51+ lines	-	\$2.00
Caller ID-Number, per customer group		
2-25 lines	-	\$25.00
26-50 lines	-	\$50.00
51+ lines	-	\$100.00
(l.) Complete Blocking (per line)	-	-
(m.) Circuit Switched Data (CSD) Direct Connect, per loop	-	-
(n.) Circuit Switched Data (CSD) Closed User Group, per loop	\$1.00	-
(o.) Code Calling Access, per system ³	\$1.00	-
(p.) Conference Calling, each Port Group ⁴	\$25.00	\$25.00
(q.) Dictation Access /per trunk ³	\$100.00	\$40.00
(r.) ETS/CCSA Access, per termination ⁷	\$25.00	\$40.00
(s.) FX/FCO Access, per termination ⁷	\$50.00	\$20.00
(t.) Limited Automatic Call Distribution/per group	\$50.00	\$20.00
(u.) Music on Hold, per system ³	-	\$0.30
(v.) Paging/Public Address Access/ per trunk ³	\$4.00	\$25.00
(w.) Preferential Hunting, per station ⁵	\$25.00	\$40.00
(x.) Preset Conference, per system	-	\$0.30
(y.) Priority Queuing/per line ⁶	-	\$5.00
(z.) Proprietary Set Interface, per line	-	\$5.00
(aa.) Recorded Announcement-Custom, per system	\$145.00	\$40.00
(bb.) Second and Third RecordedAnnouncement, per system ³	\$50.00	\$35.00
(cc.) Silent Monitor, per system	-	\$75.00
(dd.) Speed Call 30 (System), per line	-	\$0.30

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

² The charges apply to initial and subsequent additions of Optional System Features.

³ Where facilities and conditions permit. Does not include music source for Music on Hold.

⁴ Port Groups are groups of six or eight ports, depending on central office technology.

⁵ Requires one or more hunt groups.

⁶ Requires off-hook queuing.

⁷ Each of the rate elements shown provide only the basic line termination equipment and facilities located at the central office where the basic service is provided and is in addition to other rates and charges applicable for the associated services (Private Line Service and Channels, WATS, FX, etc.). Tie Lines are not furnished to connect a flat rate system with a message rate system.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 68

EFFECTIVE: August 16, 2020

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.9 Rates and Charges (Cont'd)

c. Recurring Rates (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(6.) Optional System Features ² (Cont'd)		
(ee.) Stop Hunt ^{3,4}	-	\$1.00
(ff.) Terminal Make Busy, per station ⁴	-	\$1.00
(gg.) Tie Lines Access, per termination ⁶	\$50.00	\$20.00
(hh.) T-1 Access ⁵	\$100.00	\$100.00
(ii.) VIP Alert, per line ⁷	-	\$4.00
(jj.) WATS Access ^{5,9}	\$100.00	\$1.50
(kk.) 800/877/888 Access ⁵	\$100.00	\$1.50
(ll.) Unlimited ECS and Toll Usage for Business Feature Package Two		
(mm.) Unlimited ECS and Toll Usage for Business Feature Package Three		
(nn) ISDN PRI Centrex Service Access, per PRI ⁸	\$200.00	
(oo.) ISDN PRI Voice over Internet Protocol (VoIP) Centrex Service Access ⁸ per block of 100 DID or individual telephone numbers	\$235.00	
each additional number added	\$2.50	

(C)

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

² The charges apply to initial and subsequent additions of Optional System Features.

³ Requires one or more hunt groups.

⁴ May require additional hardware.

⁵ Each of the rate elements shown provide only the basic line termination equipment and facilities located at the central office where the basic service is provided and is in addition to other rates and charges applicable for the associated services (Private Line Service and Channels, WATS⁹, FX, etc.). Tie Lines are not furnished to connect a flat rate system with a message rate system.

(C)

⁶ One Nonrecurring Charge applies when any number of miscellaneous lines of the same type is installed at the same time, per occasion, per same group.

⁷ Requires Line Feature Package – CCLASS features.

⁸ ISDN PRI Access and Tie Channel Service or Tie Channel to an Intermediary Customer Service is provided per Section 10. The initial installation must use the NRC for a block of 100 DIDs, after initial installation then the NRC for the block of 100 DIDs or each additional number NRC may be used.

⁹ Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

(N)
(N)

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 69

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.9 Rates and Charges (Cont'd)

c. Recurring Rates (Cont'd)

(7.) Main Station Line Terminated as a PBX Trunk

Monthly Rate

(a.) Each

\$42.04

(8.) Centrex Service Exchange Access Charge

(a.) Additional Directory Listings apply as specified in Section 6.

(b.) Service Charges apply as specified in Section 4 to service establishment, move, and change of Centrex Service.

Monthly Rate

Toll Terminals, each

See Note ²

.10 Subsidiary System Arrangement

a. General

(1.) A Subsidiary System of a Centrex Service system is a customer-provided equipment system which is furnished PBX trunks from the central office serving the subscriber's Centrex Service system and which is connected by tie lines to that Centrex Service system.

(2.) A Subsidiary System Arrangement provides station numbers which are in sequence with the main station line numbers of the subscriber's Centrex Service system to the stations of one or more Subsidiary Systems.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

² Monthly rates as contained in Section 3 for individual business main line for the serving exchange rate group are applicable for toll terminals. Installation charges for toll terminals are those contained in Section 4 for individual business main line service. Only one network access charge applies when more than one service of the same type is ordered for termination at the same premises at the same time.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 70

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.10 Subsidiary System Arrangement (Cont'd)

b. Terms and Conditions

- (1.) Subsidiary System Arrangement (SSA) station numbers are provided by the same central office equipment and facilities which furnish Direct-Inward-Dialing (DID) service and will only be furnished where adequate DID facilities are available in the central office serving the subscriber's system and where the Subsidiary System is properly equipped for DID service.
- (2.) The PBX trunks of the Subsidiary System are provided at the same rates and charges as specified for such trunks furnished from the central office serving the subscriber's Centrex Service system. In addition, foreign central office or foreign exchange mileage charges are applicable to those trunks when the Subsidiary System is located outside the area of that serving central office.
- (3.) The same rates and charges as specified for DID service apply for SSA station numbers. Where more than one Subsidiary System is involved, each Subsidiary System is considered a separate service and the count of station numbers furnished will commence anew at each such system for the purpose of determining the applicable rates and charges.
- (4.) Tie lines connecting the Centrex Service and Subsidiary Systems are provided at the same rates and charges as specified for Centrex Service tie line terminals, tie lines, and tie line terminals in a customer-provided equipment system.
- (5.) SSA station numbers are furnished subject to the condition that all inward and outward local and toll network calling by Subsidiary System stations be via the central office serving the subscriber's Centrex Service system.
 - (.a) Where the Subsidiary System station's outward local and toll network calls are placed via tie lines and the network access registers of the Centrex Service system, the charges for such calls are identified and billed as primary directory listing calls of the Centrex Service system.
 - (.b) Where the Subsidiary System station's outward local and toll network calls are placed via PBX trunks, the charges for such calls are identified as primary directory listing calls of the Centrex Service system.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.2 Centrex Service/Digital (ISDN) Centrex Service¹ (Cont'd)

.10 Subsidiary System Arrangement (Cont'd)

b. Terms and Conditions (Cont'd)

- (6.) At the option of the subscriber, identification of outgoing toll network calls by SSA station number will be provided at the same rates and charges as specified for Identified-Outward-Dialing (IOD) service subject to the following conditions:
 - (.a) The identification of outgoing toll calls by SSA station number will only be provided on calls routed via PBX trunks.
 - (.b) Where more than one Subsidiary System is arranged for the identification of outgoing toll calls by SSA station number, each system shall be considered a separate service and the count of connecting channels which serve as IOD trunks will commence anew at each system for the purpose of determining the applicable rates and charges.
- (7.) The Centrex Service Subsidiary System Arrangement is provided solely for the furnishing of SSA station numbers to Subsidiary Systems for local and toll network and intercommunication calling and does not provide any of the basic optional service features of Centrex Service to stations of the Subsidiary Systems.

c. Rates and Charges

(1.) Each Subsidiary System Arrangement

- (.a) Direct-Inward-Dialing²
- (.b) Identified-Outward-Dialing³
- (.c) Exchange Access, per trunk⁴
- (.d) Tie Line Service⁵

.11 Assigned Centrex Service Telephone Numbers

a. General

Customers are required to keep 50% or more of their assigned telephone numbers working, in order to retain them. Frontier 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.

¹ Service is not available from the Wesley Chapel Wire Center service area for originating and/or terminating Digital (ISDN) Centrex Service.
² Apply rates and charges as specified in Section 12 for DID service.
³ Apply rates and charges as specified in Section 12 for IOD service.
⁴ Apply rates and charges as specified in Section 3 for PBX trunks.
⁵ Apply rates and charges as specified in other sections of this Product Guide for tie line terminations, tie line mileage, etc., as appropriate.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.3 Multi-Account Centrex Service

.1 General

- a. Multi-Account Centrex Service is a fully partitioned Centrex Service for use in an environment serving multiple tenants located in a building or buildings on the same continuous or contiguous properties. The property area for each Multi-Account Centrex Service must be specifically identified and under the control of a single owner or management unit. Areas so designated may be intersected or transversed by public or semi-public thoroughfares, provided that the adjacent property segments created by such intersecting or transversing thoroughfares would be continuous or contiguous in the absence of the thorough-fare. The designated service area must be wholly within the confines of the serving wire center boundary. In any instance, Multi-Account Centrex Service shall be offered at the sole discretion of Frontier.
- b. Rates and conditions for Multi-Account Centrex Service as specified following and where applicable are in addition to the rates and conditions specified for Centrex Service in other sections of this Product Guide.

.2 Terms and Conditions

- a. The provision of Multi-Account Centrex Service is dependent upon the establishment of a Primary Account. All other subscribers to Multi-Account Centrex Service are considered Secondary Accounts. All Secondary Account agreements for Multi-Account Centrex Service must terminate either on or before the expiration date of the Primary Account's subscription agreement for Multi-Account Centrex Service.
- b. The Primary Account accepts responsibility for assisting in the training of Secondary Accounts and will provide assistance in the coordination of Centrex Service for Secondary Accounts. The Primary Account is also responsible for insuring that the minimum system size established for Multi-Account Centrex Service is maintained throughout the life of the agreement.
- c. Multi-Account Centrex Service will provide partitioned Centrex Service for each account subscribing to Multi-Account Centrex Service. Each Multi-Account Centrex Service subscriber is required to have separate Network Access Registers (NARs) to provide network access.
- d. Station-to-Station calling is limited to Centrex Service main stations within each Multi-Account Centrex Service. Intercom calling between unaffiliated accounts is not permitted under Multi-Account Centrex Service.
- e. Each subscriber to Multi-Account Centrex Service is subject to all rates, rules and terms and conditions of Centrex Service as specified and where applicable in this Product Guide.
- f. Each account will be directly responsible to Frontier for all charges associated with its service. Frontier will bill each account directly for its service.
- g. System size will be determined by the total number of main stations in a Multi-Account System. The minimum number of main stations per Multi-Account System will be ten (10).
- h. Each account must designate its preferred carrier for long-distance service.
- i. Centrex Service features are provided individually to each account.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.3 Multi-Account Centrex Service (Cont'd)

.3 Definitions

Account - A subscriber of Multi-Account Centrex Service may be either a Primary Account or a Secondary Account.

Multi-Account System - Consists of a Primary Account with or without Secondary Account(s).

Primary Account - The subscriber who accepts responsibility for the coordinating role for Multi-Account system as specified in this Section.

Secondary Account - Any Multi-Account Centrex Service subscriber of a system other than the Primary Account.

.4 Conversion

a. Conversion from Centrex Service to Multi-Account Centrex Service.

(1.) When a subscriber with Centrex Service elects to convert to a Multi-Account Centrex Service, the following conditions apply:

(a.) When a Centrex Service account with a minimum of 10 stations wants to become the Primary Account, conversion must be for at least the remaining term commitment, if any.

(b.) When a Centrex Service account wants to become a Secondary Account, conversion to the new rates must be for at least the remaining term commitment, if any.

b. Conversion from Multi-Account Centrex Service to Centrex Service.

(1.) When a subscriber with Multi-Account Centrex Service elects to convert to Centrex Service, the following conditions apply:

(a.) The Primary Account will not be allowed to convert unless there are no remaining Secondary Accounts. Such conversion will be for at least the remaining term commitment, if any.

(b.) When a Secondary Account wants to become a Centrex Service Account, conversion to the new rates must be for at least the remaining commitment term, if any.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 74

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.3 Multi-Account Centrex Service (Cont'd)

c. Rates and Charges

(1.) Common Equipment - The following rates and charges are for the Multi-Account Centrex Service feature only and are in addition to the appropriate and applicable service charges, monthly rates and nonrecurring charges for Centrex Service, Network Access Registers, and other services to which Multi-Account Centrex Service subscribers may subscribe. Rates and charges for Multi-Account Centrex Service apply only to each Secondary Account.

(2.)

Term Payment Plan
Monthly Rate

1	12	36	60	84
<u>Mos.</u>	<u>Mos.</u>	<u>Mos.</u>	<u>Mos.</u>	<u>Mos.</u>

Per Secondary Account

Apply appropriate rates and charges as specified in Section 11.2.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.4 Centrex Service Management System

1. General

- a. Centrex Service Management System (CMS) is provided in connection with Centrex Service as an optional service arrangement. CMS enables subscribers to initiate changes in the line and feature configurations of their Centrex Service, subject to subscribed limits. Subscribers may:
 - (1.) Change engineering options, such as number of rings prior to call forwarding;
 - (2.) Move, change, add, and delete features within predetermined ranges; and
 - (3.) Change toll restrictions.
- b. Changes are initiated through a customer-provided and maintained personal computer unit which interfaces with a corresponding master control unit located on Frontier's premises.

2. Terms and Conditions

- a. Centrex Service Management System (CMS) is furnished subject to the availability of facilities and the compatibility of serving central office technology.
- b. The subscriber must obtain and maintain, at his expense, a video display terminal and a 1200 bps modem on his premises. The subscriber will transmit changes and verification requests limited to subscribed line size category and feature package level(s) via a dial-up arrangement
- c. Change requests will be accumulated, by the subscriber, throughout the day for processing during off-peak hours. These requests will normally be processed overnight.
- d. Nonrecurring charges will not apply for subscriber-initiated changes within the subscribed limit.
- e. All normal or emergency functions of the central office switch processor will have priority over execution of subscriber change requests. Frontier assumes no responsibility for change requests delayed by priority central office switch processor functions.
- f. Although the CMS charge per line applies to all lines in a Centrex Service system, some lines cannot or should not be rearranged. Frontier will specify technically unchangeable lines. The subscriber may have Frontier designate other lines as unchangeable.
- g. Frontier may impose limits on the number of lines that can be equipped with a feature. Information will be provided through DMS when these limits are being approached. Additions above the limits will not be processed by the system.
- h. Change requests are prepared by the subscriber in batches. Each batch is defined by a name and a date by the subscriber. The batch of changes will normally be made active on the batch effective date.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 76

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.4 Centrex Service Management System (Cont'd)

2. Terms and Conditions (Cont'd)

- i. A nonrecurring charge will apply for downloading Frontier's master control database to restore the subscriber's database memory at the subscriber's request.
- j. A manual poll will be allowed, subject to prevailing conditions, when a subscriber requires the processing of a change to be completed the same day, as opposed to waiting for the normal overnight batch processing.

.3 Rates and Charges

- a. The following rates are applicable for Centrex Service Management System (CMS):

	<u>Nonrecurring Charge Per Customer¹</u>	<u>Monthly Rate Per Line</u>
Centrex Service Management System (CMS)	\$1,500.00	\$1.00

Note 1: Service Charges as specified in Section 4 may also apply.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.5 Centrex Service Customer Moves and Changes (CMAC)

.1 General

- a. Centrex Service Customer Moves and Changes (CMAC) provides customers with the ability to prepare, schedule, and implement, all under their control, certain feature changes and certain configurations of their Centrex Service from the customer's computer terminal.
- b. The management capabilities of CMAC include, but are not limited to, the following:
 - (1.) Service Option Information Changes:
 - (a.) Service Level Assignment
 - (b.) Call Pick-Up Group
 - (c.) Call Forwarding Number
 - (d.) Authorization Code Assignment
 - (e.) Button Features
 - (2.) Activation/Deactivation of Features
 - (3.) Telephone Number Swaps

.2 Definitions

- a. Service Option Information Changes:
 - (1.) Service Level Assignment - The customer can change the permission level assigned to define calling privileges associated with both facilities and station users.
 - (2.) Call-Pickup Group - The customer can establish a call-pickup group and add or delete members from an existing call-pickup group.
 - (3.) Call Forwarding Number - The customer can change the number that a station user forwards calls to.
 - (4.) 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.
 - (5.) 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).
- b. Activation/Deactivation 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.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.5 Centrex Service Customer Moves and Changes (CMAC) (Cont'd)

.2 Definitions (Cont'd)

- c. Telephone Number Swaps - The customer can swap telephone number assignments among like lines within a Centrex ServiceService system.

.3 Terms and Conditions

- a. CMAC is available to either existing or new Centrex Service customers.
- b. Centrex Service CMAC will be furnished only from offices that are technically capable of and equipped for providing the service.
- c. Customers will have 24-hour access to the CMAC system except when restricted during maintenance windows. Customers are permitted unlimited sessions on the system; however, after a period of inactivity, the system will terminate the session.
- d. Some of the lines in a customer's Centrex Service system cannot or should not be rearranged. Frontier will specify the unchangeable lines. The customer may have Frontier designate other lines as unchangeable. Changes to these lines will be made through Frontier's existing service order procedure.
- e. CMAC service is provided per customer Centrex Service system.
- f. All normal or emergency functions of the central office switch processor will have priority over execution of CMAC requests. Frontier assumes no responsibility for change requests delayed by priority central office switch processor functions.
- g. Frontier reserves the right to inhibit CMAC service in the event of a service-affecting condition to the central office or affiliated operating support system.
- h. Frontier reserves the right to bill appropriate charges should the customer-initiated changes require corrective action by Frontier.
- i. Customers requesting CMAC service for 201 or more lines will be priced under an Individual Case Basis (ICB) arrangement.

.4 Rates and Charges

- a. The following rates are applicable for Centrex Service Customer Moves and Changes (CMAC). These rates and charges apply per Centrex ServiceService system.

<u>Line Size</u>	<u>Nonrecurring Charge</u> ¹	<u>Monthly Rate</u>
(1.) 2 – 200 Lines	\$800.00	\$95.00
(2.) 201 + Lines	ICB	ICB

¹ Applies in addition to appropriate service order charges as set forth in Section 4.

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.6 Centrex Service Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS)¹

.1 General

- a. Centrex Service Automatic Call Distribution (ACD) is a central office-based service which allows incoming calls to be efficiently managed among agents in a call center. With Automatic Call Distribution, incoming calls are allocated and equally distributed to available agents, based on call parameters defined by the customer. Automatic Call Distribution also allows customers to efficiently manage fluctuations in calling patterns, trunk loading, and answering time frames.
- b. Centrex Service Automatic Call Distribution (ACD) can be enhanced with the extensive call handling and management capability of the Automatic Call Distribution-Management Information System (ACD/MIS). The Management Information System Data Link contains real-time call information that is forwarded to a Management Information System (MIS) located in Frontier's central office. The MIS, in turn, provides the customer with detailed call management information. With ACD/MIS, call center supervisors have the ability to monitor agents, control the origination and destination of incoming calls, and rearrange groups in response to incoming customer call demand.

.2 Terms and Conditions

- a. Centrex Service ACD/MIS is available to either existing or new Centrex Service customers.
- b. Centrex Service ACD and/or ACD/MIS will be furnished only from offices that are technically capable of and equipped for providing the service.
- c. Customers must have the Basic ACD Feature Package before they can subscribe to the Advanced ACD/MIS Features.
- d. Customers will be required to provide compatible customer premises equipment (CPE).
- e. Centrex Service Advanced ACD/MIS customers will need one MIS Data Link for each supervisor workstation access.
- f. Frontier Florida makes no guarantee and assumes no liability associated with the customer's receipt of data if the customer-provided customer premises equipment (CPE) does not meet Frontier Florida's compatibility requirements.
- g. Appropriate private line service charges as specified in Sections 17 and 18 will apply to the private line facilities that are required for the Advanced Centrex Service ACD/MIS Data Link Feature.

¹ ACD/MIS is only available where facilities permit. Some switches no longer support ACD/MIS. For Product Guide information regarding existing ACD/MIS service from switches no longer supporting ACD/MIS, see Section 105 Obsolete Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.6 Centrex Service Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS)¹ (Cont'd)

.3 Features

a. All features may not be available on all switches. Features provided in the Basic Centrex Service ACD Feature Package include:

- Access to Automatic Route Selection
- Access to Switched Network
- Activate/Deactivate Position
- Agent Alerting and Call Origination Identification
- Agent Event Codes
- Agent Monitoring with Interrupt
- Agent/Supervisor Assignment
- Automatic Call Distribution
- Call Hold Incoming/Outgoing
- Call Queuing
- Call Waiting Indication
- Conference and Transfer on Outbound Calls
- Queue Slots (equal to number of agent positions)
- Cancel Previous Entry
- Emergency Alert
- Enhanced Incoming Call Alerting
- Interposition Conference
- Intraflow
- Music on Hold
- Position Release with Disconnect
- Service Assistant Capabilities
- Speed Call
- Standard Announcements
- Call Transfer Internal/External

b. All features may not be available on all switches. Advanced Centrex Service ACD/MIS Features include:

- Additional Queue Slots
- Call Prompts
- Call Vectoring, which includes:
 - (1.) Answer Supervision Control
 - (2.) Music on Queue
- Direct Agent Access
- Management Information System (MIS) Data Link, which includes:
 - (1.) Delay Treatment
 - (2.) Fold Down
 - (3.) Interflow Control
 - (4.) Intraflow Control
 - (5.) Overload Control
 - (6.) Queue Control

¹ ACD/MIS is only available where facilities permit. Some switches no longer support ACD/MIS. For Product Guide information regarding existing ACD/MIS service from switches no longer supporting ACD/MIS, see Section 105 Obsolete Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.6 Centrex Service Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS)¹ (Cont'd)

.4 Definition of Features

a. Basic Centrex Service ACD Features:

Access to Automatic Route Selection - Outbound calls made from an agent's position can utilize the customer's Automatic Route Selection.

Access to Switched Network - Each agent can be given outbound dialing permission that ranges from an inability to make outbound calls to unrestricted access to the network.

a. Basic Centrex Service ACD Features (Cont'd):

Activate/Deactivate Position - Agents can indicate that either their position is available for call processing (activate or log on) or that no new incoming calls should be routed to their position (deactivate, log off, or make busy). A sequence of key strokes that includes the agent's identity is used for activation. Deactivation occurs when the agent unplugs the headset. With this feature, no incoming calls are delivered to unattended or unavailable positions.

Agent Alerting and Call Origination Identification - This feature provides an audible tone and 10-character display of dialed digits and/or incoming trunk groups to the agent when a call is delivered to the position.

Agent Event Codes - While on a call, agents can enter a code on the terminal that designates a specific "event". Event codes can be set up to indicate various types of advertising or different types of billing problems. The frequency of these events are tabulated and reported on at the Management Information System (MIS).

Agent Monitoring with Interrupt - This feature gives a supervisor position the ability to monitor agent positions and to interrupt a monitored conversation.

Agent/Supervisor Assignment - This feature allows the assignment of a log-in identification and password to each agent and supervisor, independent of their terminals.

Automatic Call Distribution - This feature automatically distributes calls to agents who have been available for the longest period of time.

Call Hold Incoming/Outgoing - Call Hold Incoming allows an agent to place an incoming call on hold. While a call is on hold, the agent has full use of the position to consult with another agent or supervisor, or to make an outside call. Call Hold Outgoing allows an agent to place an outgoing call on hold. If an incoming call is already at the position, the agent can go back and forth between the calls with either party on hold. Both parties can be placed on hold or removed for a conference call.

¹ ACD/MIS is only available where facilities permit. Some switches no longer support ACD/MIS. For Product Guide information regarding existing ACD/MIS service from switches no longer supporting ACD/MIS, see Section 100 Obsolete Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.6 Centrex Service Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS)¹ (Cont'd)

.4 Definition of Features (Cont'd)

a. Basic Centrex Service ACD Features (Cont'd):

Call Queuing - This feature ensures that incoming calls are entered into queues if an agent is not immediately available. Calls are distributed to agents in order of arrival (first-in, first-out).

Call Transfer Internal/External - Call Transfer Internal allows an agent to transfer a call to another agent or supervisor. Call Transfer External allows an agent to transfer a call outside of the call center.

Call Waiting Indication - An indication appears on all agent terminals when the expected waiting time of any call in a queue exceeds a specified threshold.

Cancel Previous Entry - This feature allows an agent to delete previously entered digits.

Conference and Transfer on Outbound Calls - This feature allows an agent to conference an outbound call with another party and to transfer an outbound call to another party.

Emergency Alert - This feature allows an agent to identify calls of special interest (a very important customer or a bomb threat) with a single keystroke.

Enhanced Incoming Call Alerting - Provides an enhanced audible alert when a call comes in that can be heard even when the agent is not wearing a headset. Along with the tone is a visual alert.

Interposition Conference - This feature allows an agent to conference with another agent or supervisor.

Intraflow - This feature allows the designation of one principal serving team and up to eight supporting serving teams for each call queue.

Multipoint ACD - Multipoint ACD allows two agent stations to be placed on one ACD line. Each station will use one B channel and share the D channel. This service allows customers who do not want to use the second B channel for other services (i.e., Data, Voice, etc.) a cost savings by limiting the number of actual lines needed. Multipoint ACD will have a nonrecurring charge per group and a monthly recurring charge per multipoint line.

Music on Hold - When an incoming call is placed on hold by an agent, the caller hears music.

Position Release with Disconnect - This feature allows an agent to release the position from a call with one keystroke.

¹ ACD/MIS is only available where facilities permit. Some switches no longer support ACD/MIS. For Product Guide information regarding existing ACD/MIS service from switches no longer supporting ACD/MIS, see Section 100 Obsolete Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.6 Centrex Service Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS)¹ (Cont'd)

.4 Definition of Features (Cont'd)

a. Basic Centrex Service ACD Features (Cont'd):

Queue Slots (equal to number of agents) - These are dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. A queue slot is required for each call to be held in queue.

Service Assistant Capabilities - Agents have single keystroke access to a service assistant who can provide help with difficult calls.

Speed Call - Agents have the ability to program 13 speed calling numbers on their terminals.

Standard Announcements - An announcement to callers in queue that advises them of answering delays. The announcement is Frontier-provided and located in the central office.

b. Advanced Centrex Service ACD/MIS Features

Additional Queue Slots - These are dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. A queue slot is required for each call to be held in queue.

Call Prompts - This feature is an enhancement of Call Vectoring that allows an announcement to be played for incoming callers. The announcement asks callers to enter Touch-Tone digits that correspond to a specific destination where the call is then routed. The Call Vectoring feature is required.

Call Vectoring - This feature provides the power to program a series of call handling steps that an incoming call will follow before it is routed to an agent. The series of steps is referred to as a call vector. Call Vectoring includes the following features:

Answer Supervision Control - This feature provides the ability to control the point at which answer supervision is returned for calls.

Music on Queue - This feature provides additional flexibility for the specification of music and/or other audio treatment that calls will receive while in queue.

Direct Agent Access - An agent can be reached directly by an external caller when a directory number is assigned to the individual agent.

¹ ACD/MIS is only available where facilities permit. Some switches no longer support ACD/MIS. For Product Guide information regarding existing ACD/MIS service from switches no longer supporting ACD/MIS, see Section 100 Obsolete Centrex Service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.6 Centrex Service Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) ¹ (Cont'd)

b. Advanced Centrex Service ACD/MIS Features (Cont'd)

Management Information System Data Link - The Data Link passes call event information to the Management Information System (MIS) located in the central office. Management Information System Data Link includes the following features:

Delay Treatment - Delay Treatment provides various types of alerting to the calling party when their call cannot be routed immediately to an agent and must be queued for service.

Fold Down - This feature provides for an orderly restriction of traffic to a smaller number of agent positions during periods of low traffic.

Interflow Control - This feature provides the ability to reroute incoming calls to destinations outside the switch.

Intraflow Control - This feature provides a way of increasing the number of agents able to handle calls by establishing specialized serving teams for call queues.

Overload Control - This feature promptly detects and properly controls an overload condition.

Queue Control - This feature alerts customers about queuing delays that exceed their predetermined control levels. The customer can modify the ACD parameters and assignments, and control the treatment received by delayed callers.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 85

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.6 Centrex Service Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS)¹ (Cont'd)

.5 Rates and Charges

a. Moves and Changes

- (1.) The charge to the customer for system adds, moves, changes, rearrangements, and removals will be the Minor Software Change Charge as specified in Section 11.2 .9b. (2.).

b. Basic Centrex Service ACD Feature Package

- (1.) The Basic Centrex Service ACD Feature Package rate structure consists of a nonrecurring charge that will apply per ACD group and a monthly recurring charge that will be applied on a per ACD line basis.

(2.) Basic Centrex Service ACD Feature Package,	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
per ACD Group	\$50.00	-
per ACD Line ²	-	\$26.50
per Multipoint Line	-	\$38.75

c. Advanced Centrex Service ACD/MIS Features

- (1.) Customers must have the Basic Centrex Service ACD Feature Package before they can subscribe to the Advanced Centrex Service ACD/MIS Features.

(2.) <u>Advanced Centrex Service ACD/MIS Features:</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Additional Queue Slots	\$25.00	\$2.50
	(per system)	(per slot)
Call Prompts ³ , per Step ⁴	\$100.00	\$150.00
Call Vectoring, per ACD Group	\$100.00	-
Call Vectoring, per ACD Line	-	\$10.00
Direct Agent Access, per access number	-	\$3.00
Management Information System Data Link, per Link ⁵	\$150.00	\$200.00

¹ ACD/MIS is only available where facilities permit. Some switches no longer support ACD/MIS. For Product Guide information regarding existing ACD/MIS service from switches no longer supporting ACD/MIS, see Section 100 Obsolete Centrex Service.

² Monthly rate includes the ACD line rate.

³ Customer must subscribe to Call Vectoring.

⁴ The nonrecurring charge for Call Prompts will apply per step. Each announcement level is a "step", for example: the first step would ask the customer to press "1" for the Accounting Department or press "2" for Engineering. Once the customer pressed "1" or "2", the second step would then ask the customer to press "1" for Cost Accounting, "2" for Disbursement Accounting, and so on.

⁵ One MIS Data Link is required for each supervisor's workstation.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.7 Multilocation Centrex Service

.1 General

- a. Multilocation Centrex Service allows customers to have Centrex Service at multiple locations and/or terminate in multiple Telecommunications System to interact as though they were all within the same business group. The multiple locations may be on different premises served by different end offices within the same exchange or served by different end offices in different exchanges. All end offices must be capable of providing Centrex Service.
- b. Multilocation Centrex Service uses the public switched network to provide capabilities and features typically offered by a private network. End user access via one of the service's Dialing Plans will operate across the network as if the customer were being served by a single switch. Multilocation Centrex Service includes the following features:
 - (1.) Dialing Plan
 - (2.) Interlocation Intercom Calling
 - (3.) Access to Private Facilities
 - (4.) Work-at-Home

.2 Definitions

Access to Private Facilities - Access to Private Facilities allows Multilocation Centrex Service equipped lines to reach private facilities (tie-lines, WATS lines, etc.) by dialing an abbreviated code of one or more digits. Access is provided to facilities terminated in remote Centrex Service central offices of the same customer. Example: A Centrex Service customer located in the Tampa Main central office may dial an access code and be connected to a T1 facility terminating in his Clearwater Main central office Centrex Service system.

Customer of Record - The Centrex Service customer subscribing to Multilocation Centrex Service.

Dialing Plan - The dialing plan applies to internal, station-to-station dialing only. Incoming, DID calls are completed independent of the dialing plan selected. Two different dialing plans are available: (1) Local Code/Extension Dialing Plan, and (2) Portable Extension Dialing plan. All intercom numbers for an individual customer must utilize the same dialing plan and must be the same length (2 to 7 digits).

- Location Code/Extension Dialing Plan - Utilizes a unique location code for each site along with an extension number. Individual intercom numbers have two components: (1) a one to three-digit location code, which must begin with the numbers two through six; and, (2) one to six digits corresponding to a portion of the customer's local North American Number Plan (NANP) number. This dialing plan allows extension numbers to be reused at several locations.

Extension Dialing utilizes intercom numbers consisting of a portion of the NANP number associated with the individual line. This dialing plan allows for a single intercom number based on part of the assigned NANP number.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.7 Multilocation Centrex Service (Cont'd)

.2 Definitions (Cont'd)

Dialing Plan (Cont'd)

- Portable Extension Dialing Plan - Allows the customer to select any intercom number scheme, with individual intercom numbers transferable between customer locations. The intercom numbers do not relate to any portion of the NANP number. This dialing plan allows customers to keep the same intercom number when relocating to another customer site, while being assigned a new NANP number for DID calls. Internal customer telephone directories do not have to be reprinted to keep up with employee job and location changes.

Both Dialing Plans can be used with public switched network calling or private line networks.

Dialing Plan Numbers - Centrex Service lines having access to a Location Code or Portable Extension Dialing Plan.

Interlocation Intercom¹ - Interlocation intercom uses the public switched network instead of a dedicated private line network to complete calls between Centrex Service locations (inter-central office calls). If these calls cross intraLATA toll boundaries, customers will be assessed toll rates within their service locations.

Work-at-Home - Work-at-Home allows a residential telephone of the customer's employee to be converted to a Multilocation Centrex Service station on a call-by-call basis. The user dials an access code which enables the residential line to operate with Multilocation Centrex Service features including Intercom and Access to Private Facilities. All business calls will be billed to the employee's Multilocation Centrex Service line or billing number.

.3 Terms and Conditions

- a. Multilocation Centrex Service applies to Digital (ISDN) Centrex Service for voice only. At this writing, the customer must be served by a 5ESS switch to have multilocation capability. The DMS100 is planned to support Digital (ISDN) Centrex Service multilocation capability with Software Version Release NA006B. Multilocation Centrex Service is not an option for customers using Digital (ISDN) Centrex Service for data.
- b. All Multilocation Centrex Service equipped lines must terminate at an authorized location of the Customer of Record. Authorized locations may include branches, factories, plants, etc., of the Customer of Record or a subsidiary of the Customer of Record.
- c. The Multilocation Centrex Service customer must subscribe to both Interlocation Intercom and one Dialing Plan (Location Code/Extension or Portable Extension).
- d. Location Code/Extension and Portable Extension Dialing Plans may not be mixed.

¹ A customer is not required to provide all Centrex Service lines in his system with multilocation access capabilities (stations may be limited to intralocation or intra-central office calling).

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.7 Multilocation Centrex Service (Cont'd)

.3 Terms and Conditions (Cont'd)

- e. Location Code/Extension can be one to three digits in length. The first digit of the location code must be numbered two through six.
- f. Portable Extension numbers may be one through seven digits in length. The first digit of the Portable Extension number must be numbered two through six.
- g. Portable Extension numbers do not need to be the same as the North American Numbering Plan number.
- h. Interlocation Intercom calls will only be connected to Multilocation Service equipped lines at authorized locations.
- i. All Multilocation Centrex Service lines must be located at authorized locations of the same Customer of Record. However, not every Centrex Service line in a customer's business group must be provisioned with Multilocation Service.
- j. The following Basic Centrex Service features will function as described below when a customer has subscribed to Multilocation Service:

Automatic Call Back Calling

Activated only when calling other stations within the same business group that are served by the same end office. By using this CCLASS feature, Multilocation Centrex Service customers may camp on stations in other Centrex Service systems.

Multilocation Centrex Service stations receiving calls from other Multilocation equipped stations in a different business group will receive the distinctive ring and call waiting tone of an outside call.

System Speed Calling

One System Speed Calling list per end office is provided for each business group. A Centrex Service station can only access the System Speed Calling list of its business group within its home central office.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 89

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.7 Multilocation Centrex Service (Cont'd)

.4 Rate Regulations

- a. Monthly Rates for Multilocation Centrex Service are in addition to rates and charges for the Centrex Service.
- b. Intercom calls outside the local calling scope of the originating Centrex Service line will be billed applicable toll and/or Extended Calling Service charges.
- c. The term commitment lengths for Multilocation Centrex Service must be the same in all locations and coincide with the customer's regular Centrex Service term commitment.
- d. The Location Code/Extension Dialing Plan, Portable Extension Dialing Plan and the Interlocation Intercom are available on a month-to-month basis or for term commitment periods of 12, 60, or 84 months. The Access to Private Facilities feature is available on a month-to-month basis or for term commitment periods of 12, 36, 60, or 84 months. The Work-at-Home feature is available on a month-to-month basis only. When a contract period is elected, the customer is liable for termination charges for each and/or any of the features.
- e. The termination liability charges will be calculated as set forth in Section 2.

.5 Rates and Charges

a. Location Code/Extension Dialing Plan

	<u>Nonrecurring Charge</u> ¹	<u>Monthly Rate</u> ² <u>Per Customer</u>
(1) Service Establishment, per Customer		
2- 25 Stations	\$120.00	-
26- 50 Stations	\$147.00	-
51-100 Stations	\$175.00	-
101-200 Stations	\$220.00	-
201-500 Stations	\$275.00	-
501-750 Stations	\$342.00	-
751+ Stations	\$420.00	-
(2) Month-to-Month Term Commitment		
2-25 Stations	-	\$25.00
26-50 Stations	-	\$35.00

¹ In addition to appropriate Service Charges as specified in Section 4.

² In addition to the monthly rates for the Centrex Service in this Product Guide.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

1st Revised Page 90

EFFECTIVE: January 15, 2024

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.7 Multilocation Centrex Service (Cont'd)

.5 Rates and Charges

a. Location Code/Extension Dialing Plan

	<u>Nonrecurring Charge</u> ¹	<u>Monthly Rate</u> ² <u>Per Customer</u>	
(3) 12 Months Term Commitment			
2- 25 Stations	-	\$20.00	
26- 50 Stations	-	\$30.00	
51-100 Stations	-	\$50.00	
101-200 Stations	-	\$75.00	
201-500 Stations	-	\$ 90.00	
501-750 Stations	-	\$105.00	
751+ Stations	-	\$120.00	
(4) 36 Months Term Commitment			
2- 25 Stations	-	\$20.00	(I)
26- 50 Stations	-	\$25.00	
51-100 Stations	-	\$45.00	
101-200 Stations	-	\$70.00	
201-500 Stations	-	\$85.00	
501-750 Stations	-	\$100.00	
751+ Stations	-	\$115.00	
(5) 60 Months Term Commitment			
51-100 Stations	-	\$40.00	
101-200 Stations	-	\$65.00	
201-500 Stations	-	\$80.00	
501-750 Stations	-	\$95.00	
751+ Stations	-	\$110.00	
(6) 84 Months Term Commitment			
51-100 Stations	-	\$35.00	
101-200 Stations	-	\$60.00	
201-500 Stations	-	\$75.00	
501-750 Stations	-	\$90.00	
751+ Stations	-	\$105.00	
(7) Additions or Changes			
- per location	\$57.50		
- per Change to Dialing Plan			
First 25 Numbers	\$48.00		
each Additional Number	\$0.80		

¹ In addition to appropriate Service Charges as specified in Section 4.

² In addition to the monthly rates for the Centrex Service in this Product Guide.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 91

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.7 Multilocation Centrex Service (Cont'd)

.5 Rates and Charges (Cont'd)

b. Portable Extension Dialing Plan

	<u>Nonrecurring Charge</u> ¹	<u>Monthly Rate</u> ² <u>Per Customer</u>
(1) Service Establishment (Per Customer)		
2- 25 Stations	\$120.00	-
26- 50 Stations	\$147.00	-
51-100 Stations	\$175.00	-
101-200 Stations	\$220.00	-
201-500 Stations	\$275.00	-
501-750 Stations	\$342.00	-
751+ Stations	\$420.00	-
(2) Month-to-Month Term Commitment		
2-25 Stations	-	\$25.00
26-50 Stations	-	\$35.00
(3) 12 Months Term Commitment		
2- 25 Stations	-	\$20.00
26- 50 Stations	-	\$30.00
51-100 Stations	-	\$50.00
101-200 Stations	-	\$75.00
201-500 Stations	-	\$90.00
501-750 Stations	-	\$105.00
751+ Stations	-	\$120.00
(4) 36 Months Term Commitment		
2- 25 Stations	-	\$15.00
26- 50 Stations	-	\$25.00
51-100 Stations	-	\$45.00
101-200 Stations	-	\$70.00
201-500 Stations	-	\$85.00
501-750 Stations	-	\$100.00
751+ Stations	-	\$115.00

¹ In addition to appropriate Service Charges as specified in Section 4.

² In addition to the monthly rates for the Centrex Service in this Product Guide.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 92

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.7 Multilocation Centrex Service (Cont'd)

.5 Rates and Charges (Cont'd)

b. Portable Extension Dialing Plan (Cont'd)

	<u>Nonrecurring Charge</u> ¹	<u>Monthly Rate</u> ² <u>Per Customer</u>
(5) 60 Months Term Commitment		
51-100 Stations	-	\$40.00
101-200 Stations	-	\$65.00
201-500 Stations	-	\$80.00
501-750 Stations	-	\$95.00
751+ Stations	-	\$110.00
(6) 84 Months Term Commitment		
51-100 Stations	-	\$35.00
101-200 Stations	-	\$60.00
201-500 Stations	-	\$75.00
501-750 Stations	-	\$90.00
751+ Stations	-	\$105.00
(7) Additions or Changes		
- per location	\$57.50	
- per Change to Dialing Plan		
First 25 Numbers	\$48.00	
each Additional Number	\$0.80	

¹ In addition to appropriate Service Charges as specified in Section 4.

² In addition to the monthly rates for the Centrex Service in this Product Guide.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 93

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.7 Multilocation Centrex Service (Cont'd)

.5 Rates and Charges (Cont'd)

c. Intercom Calling
(Per Dialing Plan Number)

	<u>Monthly Rate</u> <u>Per Line</u> ¹
(1) Month-to-Month Term Commitment	
2-25 Stations	\$2.75
26-50 Stations	\$2.50
(2) 12 Months Term Commitment	
2- 25 Stations	\$2.50
26- 50 Stations	\$2.25
51-100 Stations	\$2.00
101-200 Stations	\$1.75
201-500 Stations	\$1.60
501-750 Stations	\$1.45
751+ Stations	\$1.30
(3) 36 Months Term Commitment	
2- 25 Stations	\$2.25
26- 50 Stations	\$2.00
51-100 Stations	\$1.75
101-200 Stations	\$1.50
201-500 Stations	\$1.40
501-750 Stations	\$1.29
751+ Stations	\$1.19
(4) 60 Months Term Commitment	
51-100 Stations	\$1.50
101-200 Stations	\$1.25
201-500 Stations	\$1.18
501-750 Stations	\$1.13
751+ Stations	\$1.08
(5) 84 Months Term Commitment	
51-100 Stations	\$1.30
101-200 Stations	\$1.15
201-500 Stations	\$1.09
501-750 Stations	\$1.03
751+ Stations	\$0.97

¹ In addition to monthly rates for the Centrex Service.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 94

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.7 Multilocation Centrex Service (Cont'd)

.5 Rates and Charges (Cont'd)

d. Access to Private Facilities
(Per Access Code)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u> ¹
(1) Month-to-Month	\$320.00	\$65.00
(2) 12 Months Term Commitment	\$160.00	\$60.00
(3) 36 Months Term Commitment	\$55.00	\$55.00
(4) 60 Months Term Commitment	\$35.00	\$50.00
(5) 84 Months Term Commitment	\$25.00	\$45.00
(6) Additions or Changes: Subsequent additions or changes of access codes, per access code	\$90.00	-

e. Work-at-Home

Per Employee Telephone Line Equipped	\$50.00	\$5.00
--------------------------------------	---------	--------

Note 1: In addition to monthly rates for the Centrex Service.

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.8 Centrex

.1 General

- a. Centrex is a non-engineered Centrex Servicebase service, which once the switch is pre-positioned, 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. Centrex is classified as a business service and is offered as a complete service package only. The exchange access, intercommunication and services are not offered separately. Centrex is a customized package for business and may not exceed a maximum of 30 lines. Centrex provides an enhanced dial tone from the Central office to the customer's premises along with a menu of basic services
- b. Centrex is furnished from compatible digital type switching equipment located on Frontier premises and includes the facilities necessary for intercommunication between Centrex Servicelines within the customer's system.
- c. Centrex services provides local exchange service (no dial "9" required), direct inward-dialing to Centrex Servicelines, identification and billing of outgoing long-distance messages by line number where such billing is done by Frontier, touch calling service, and intercept to the main listed number.
- d. No Network Access Register (NARs) required for local access.
- e. No other Centrex Service Classes of Service and features can be mixed with Centrex Service. The customer has the flexibility of adding any combination of standard individual lines and hunt groups that meet the communications needs of the business as well as choosing services from within the offered Centrex package for each line or hunt group.
- f. Centrex is available only where technically feasible.

.2 Conditions

a. Centrex Service System

Centrex service lines sharing a common intercom arrangement and a primary Directory listing will be considered a Centrex Service. A system must have a minimum of two lines and may not exceed a maximum of thirty Centrex Service lines. If the Centrex falls below two lines, it will no longer be considered a Centrex. The remaining line will be converted to an individual business line with no features. All existing Product Guide terms and conditions, rates and charges associated with the conversion will apply.

Centrex 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.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.8 Centrex (Cont'd)

.2 Conditions (Cont'd)

b. Service Options

Basic Service – Services included with a Centrex service line.

- Assume Dial "9"
- Call Hold
- Call Transfer (All Calls)
- Consultation Hold
- Direct Inward Dial (DID)
- Direct Outward Dial (DOD)
- Distinctive Ringing (Inside/Outside Ringing)
- Intercom Dialing (Using Speed Call)
- 3 Way Calling
- Touch Call

Selectable Features – Services listed in this section are available for each Centrex line at no additional charge. (Some of these features are not available for certain switch types.) A customer may customize his service by selecting as many of the following services as desired for each individual Centrex line:

- Automatic Callback (within system only)
- Call Forwarding Busy Line – Fixed
- Call Forwarding No Answer – Fixed
- Call Forwarding - Variable
- Call Pick-up Directed
- Call Pick-up Group
- Call Restrictions (7 Options): ¹
 - 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
- Dial Call Waiting-Originating
- Hunting-Series
- Hunting-Multiline
- Speed Calling

¹ No Call Restrictions are required with Centrex service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.8 Centrex (Cont'd)

.2 Conditions (Cont'd)

b. Service Options (Cont'd)

Optional Features - Services listed in this section are also available for each Centrex line at an additional monthly recurring charge per feature: (Some of these features are not available in some area for certain switch types.)

- Automatic *66 Busy Number Redial (*66)
- Automatic Call Return (*69)
- Call Block (*60)
- Call Park
- Call Park Directed
- Call Trace
- Caller ID-Name & Number
- Caller ID-Number
- Enhanced Call Forwarding – Existing Number
- Enhanced Call Forwarding with Call Manager – Existing Number
- Executive Busy Override
- Last Number Redial ¹
- Special Call Forwarding
- Unlimited Extended Calling Service (ECS) and Toll Usage for Business Feature Packages Two
- Unlimited Extended Calling Service (ECS) and Toll Usage for Business Feature Packages Three
- VIP Alert

c. Term Options

Centrex customers may select either a month-to-month, 24-month or a 36-month term option. The term agreement becomes effective upon the installation date of the service.

Centrex lines on a 24-month term plan may not be combined with other voice services or features under a term plan. Other voice services and features may only be combined with Centrex lines on 24-month term plan when these other voice services and/or features are purchased on a month-to-month basis.

Centrex payment options may be selected by billing account number within a customer's system.

¹ This feature is specific to Centrex services.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.8 Centrex (Cont'd)

.2 Conditions (Cont'd)

d. Adding Lines Under Term Option

Additional Centrex lines may be added to an existing system, up to a maximum of 30, during the term period. For customers subscribing to the 24-month or 36-month term option plan, the term obligation, with respect to any additional lines, will be coterminous with such 24-month or 36-month term option, respectively.

e. Termination Liability

There is no termination liability for customers who have elected the Centrex month-to-month payment option.

In the event the customer terminates the service prior to the completion of the 36-month term commitment, the Termination Liability in Section 2, Plan 2 will apply. For 24-month term commitment, Termination Liability in Section 2, Plan 3 will apply

f. Transfer of Term Option

With the written permission of Frontier, the obligation to pay the Centrex 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.

g. Subscriber Line Charge

An applicable interstate Subscriber Line Charge will be applied to all Centrex lines. Refer to the Frontier Telephone Companies Tariff, FCC # 14, for rates.

h. Incoming Toll-Free Service Access Arrangement

Incoming calls on Toll Free Service access lines can be terminated on a Centrex Service System. Incoming calls terminated in this manner may be transferred to other lines of the same Centrex Service System.

i. Off-Premises Lines

Centrex Service lines can be provided at a separate customer premise. No mileage charges apply to lines of the same Centrex Service system that are located at different premises but situated within the same wire center serving area.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.8 Centrex (Cont'd)

.2 Conditions (Cont'd)

j. Optional Centrex Services

Optional services may be available where Frontier facilities permit at the rates specified in Section 11.8.4. These feature descriptions are specified in Section 11.6 .3. Only the Centrex Serviceservices specified in this section will be available under Centrex Service. Other Centrex Service are not available under the Centrex Service. The Custom Calling and CLASS services that are not identified in this Product Guide are not offered.

k. Feature Restriction

Call Transfer, 3 Way Calling, Call Forwarding Busy Line-Fixed, Call Forwarding No Answer-Fixed and Call Forwarding-Variable may generate local, regional toll or long-distance usage charges. If generated, these charges are the responsibility of the Centrex customer.

l. Customer Satisfaction Guarantee

When a customer subscribes to the month-to-month option or to the 36-month term option of Centrex Service the customer must request that Frontier 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 Centrex service may have their previous Frontier service reinstalled, at no cost, in accordance with the following terms and conditions:

- Customers who had no previous service and subsequently elect to have their Centrex Service disconnected will be converted by Frontier to Frontier's business lines or trunks at no additional non-recurring charge. However, the lines cannot exceed the total number of lines in the Centrex 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.
- 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.
- 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 features 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 facility connection charges incurred.
- The Customer Satisfaction Guarantee does not apply to the installation of temporary service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.8 Centrex (Cont'd)

.3 Description of Features

a. Centrex Basic Service

The services listed here are automatically included on every Centrex line, and are the backbone of the Centrex offering:

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

Call Hold (*01) - 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.

Call Transfer – (All Calls) - The ability for a Centrex 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 Centrex customer.

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.

Direct Inward Dial (DID) - The ability of each member of the Centrex group to receive calls from outside the group directly to their station.

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

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

Intercom Dialing (Using Speed Call) - Provides the customer with the ability to communicate between lines within your own Centrex group by dialing a two-digit code instead of having to dial the full 7 or 10 digit telephone number

3 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 Centrex customer.

Touch Call - Provides push button tone signaling for dialing calls and accessing services. Rotary dial telephones are not compatible with Centrex.

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.8 Centrex (Cont'd)

.3. Description of Features (Cont'd)

b. Centrex Selectable Features

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

Automatic Call Back (within system only) (*52, #52) - When a Centrex user reaches a busy line within the Centrex 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 Centrex 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.

Call Forwarding Busy Line – Fixed - A fixed feature, provisioned by Frontier 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 Centrex group are subject to local and/or long-distance charges billed to the Centrex customer.

Call Forwarding No Answer – Fixed - A fixed feature, provisioned by Frontier 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 Centrex group are subject to local and/or long-distance charges billed to the Centrex customer.

Call Forwarding - Variable - Allows the customer to have all incoming calls routed to another number (either inside or outside the group). The user chooses and provisions the forwarded to number and may change the forwarded to number as often as they wish. The user also has the ability to turn the feature off and on as needed to better serve the user's needs. Calls forwarded outside the Centrex group are subject to local and/or long-distance charges billed to the Centrex customer.

Call Pick-Up Directed (*18) - This feature enables a user to answer (pick-up) calls directed to any other line within the Centrex 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.

Call Pick-Up Group (*17) - 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).

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.8 Centrex (Cont'd)

.3 Description of Features (Cont'd)

b. Centrex Selectable Features (Cont'd)

Call Restrictions (7 options) - The customer has the option of choosing the type of 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: ¹

Call Restriction One - This option blocks 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 blocks 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 - The user is not permitted to make any outgoing calls to numbers outside the Centrex group (toll or local, including 911). This option allows all incoming calls with no restrictions.

Call Restriction Four - The user cannot make or receive calls to or from outside the Centrex group (including 911). Only inside the group (intercom) calling is allowed.

Call Restriction Five - This option blocks 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 Six - This option blocks all casual dialing (101XXXX) 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 blocks all international type calls. This type of call restriction may be added to the No Call Restriction class of service as required.

Call Waiting/ Cancel Call Waiting (*70) - When a busy Centrex 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.

¹ No Call Restrictions are required with Centrex service.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.8 Centrex (Cont'd)

.3 Description of Features (Cont'd)

b. Centrex Selectable Features (Cont'd)

Dial Call Waiting-Originating (*54) - When a user calls another member of the Centrex group, and reaches a busy signal, this feature will automatically send a call waiting tone to the line when the user dial the code (*54). This feature can be activated or deactivated by the user. 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.

Hunting (Series and/or Multiline only) - Hunting allows the customer to eliminate busy signals and increase Frontier'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 Centrex Customers will be provided in a Series or Multiline arrangement only and must be programmed by Frontier from data provided by the customer.

Note: Circular or any other type hunting sequence is not available to Centrex customers.

Speed Calling (8-number) - 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.

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.8 Centrex (Cont'd)

.3 Description of Features (Cont'd)

c. Centrex Optional Features

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 *66 Busy Number Redial (*66) - 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-minute 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 Call Return (*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.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.8 Centrex (Cont'd)

.3 Description of Features (Cont'd)

c. Centrex Optional Features (Cont'd)

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 (*60) - This feature provides the user the ability to block up to twelve external telephone numbers, of their choosing, from terminating a call to the user's line. The numbers the user chooses to block must be from the user's defined calling area. Calls from outside the user's 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.

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 Centrex 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.

Call Trace - Allows the user to trace the number of the last call received, and have the number automatically reported to Frontier.

Caller ID-Name and Number - 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.

Caller ID-Number - 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.

Enhanced Call Forwarding – Existing Number – This feature enables the user to forward their existing number from any touch call phone via a toll-free number to any dialable pager, cellular phone, work phone, or home phone.

Enhanced Call Forwarding with Call Manager – Existing Number - This feature enables the user to forward their existing number from any touch call phone via a toll-free number to any dialable pager, cellular phone, work phone, or home phone.

Executive Busy Override (*40) - 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 Centrex group, and will receive a warning tone prior to the establishment of the three-way conference call.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.8 Centrex (Cont'd)

.3 Description of Features (Cont'd)

c. Centrex Optional Features (Cont'd)

Last Number Redial (*77) - 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.

Special Call Forwarding - This feature allows the user the ability to program a list of up to twelve numbers, of their choosing, that they want to be forwarded. When one of the pre-programmed numbers calls the user, 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 for all calls is activated, it will override this feature.

Unlimited Extended Calling Service (ECS) and Toll Usage for Business Feature Package Two - Allows the Centrex customer who subscribes to Unlimited ECS and Toll Usage for Business to also subscribe, on the same line(s), to either or both Caller ID and/or Voice Messaging ¹ offered in Feature Package Two.

Unlimited Extended Calling Service (ECS) and Toll Usage for Business Feature Package Three - Allows the Centrex customer who subscribes to Unlimited ECS and Toll Usage for Business to also subscribe, on the same line(s), to either or both Caller ID and/or One Point Voice Messaging ² offered in Feature Package Three.

VIP Alert - This feature provides the user the ability to receive a special notification when a call is received from (one to twelve) previously identified 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.

¹ Voice Messaging is a non-regulated service.

² One Point Voice Messaging is a non-regulated service.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

3rd Revised Page 107

EFFECTIVE: April 22, 2024

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.8 Centrex (Cont'd)

.4 Rates and Charges

a. Centrex Basic Service

Includes:

- Assume Dial "9"
- Call Hold
- Call Transfer (All Calls)
- Consultation Hold
- Direct Inward Dialing (DID)
- Direct Outward Dialing (DOD)
- Distinctive Ringing (Inside/Outside Ringing)
- Intercom Dialing (Using Speed Call)
- 3 Way Calling
- Touch Call

	<u>Monthly Rate</u>	<u>36-Month Term Rate</u> ^{1, 2, 3, 4}
Basic Service, each line (Flat and Measured)	\$63.15 (I)	\$55.00 (I)
Basic Service with Extended Calling Service (ECS), each line	\$58.15	\$45.00
		<u>24-Month Term Rate</u> ⁴
Basic Service, each line (Flat and Measured)	\$55.00 (I)	
Basic Service with Extended Calling Service (ECS), each line	\$45.00	

¹ Effective June 19, 2010 through February 3, 2012, 3-Year Centrex term service will be available at \$36.00 and \$41.00 per line, per month, respectively.

² Effective February 4, 2012 through March 15, 2013, 3-Year Centrex term service will be available under I at \$37.00 and \$42.00 per line, per month, respectively.

³ Effective March 16, 2013, 3-Year Centrex (Flat and Measured) term service will be available at \$40.00 and 3-Year Centrex (ECS) term service \$45.00 per line, per month.

⁴ Grandfathered as of May 28, 2019.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 108

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.8 Centrex (Cont'd)

.4 Rates and Charges (Cont'd)

b. Centrex Selectable Features

	<u>Monthly Rate</u>
Automatic Callback (within system only)	-
Call Forwarding Busy Line – Fixed	-
Call Forwarding No Answer – Fixed	-
Call Forwarding – Variable	-
Call Pick-Up Directed	-
Call Pick-Up Group	-
<u>Call Restrictions: (7 options)</u>	
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	-
Dial Call Waiting-Originating	-
Hunting-Series	-
Hunting-Multiline	-
Speed Calling	-

c. Centrex Optional Features

	<u>Additional Monthly Rate</u>
Automatic *66 Busy Number Redial (*66)	\$4.00
Automatic Call Return (*69)	\$4.00
Call Block (*60)	\$3.00
Call Park	\$3.00
Call Park Directed	\$4.00
Call Trace (per activation) (Refer to Section 12 for rate)	
Caller ID - Name & Number	\$10.50
Caller ID - Number	\$9.00
Call Forward – Existing Number (Refer to Section 12 for rate)	
Call Forward w/ Call Manager– Existing Number (Refer to Section 12 for rate)	
Executive Busy Override	\$4.00
Last Number Redial	\$4.00
Special Call Forwarding	\$4.00
VIP Alert	\$3.00
Unlimited ECS and Toll Usage for Business Feature Package Two	
Unlimited ECS and Toll Usage for Business Feature Package Three	

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.8 Centrex (Cont'd)

.4 Rates and Charges (Cont'd)

d. Foreign Central Office

When the Centrex station line is located in a different central office area of the serving exchange, the Foreign Central Office Service Charge, as specified in Section 9.2, will apply.

e. Service Ordering Charges

Service Order Charges (Section 4) and the Minor Software Change charge, Section 11.2 are applicable.

If a customer elects to change from a Business Line or another Centrex Service to the Centrex Service or from the Centrex Service to another Centrex Service, then a Network Access Change Charge, as specified in Section 4, will apply.

No service charges will apply for Centrex Custom Calling and CLASS Services, if installed initially with the Centrex. When services are added or rearranged on an existing line subsequent to the installation of the Centrex, the appropriate service charges, as specified in Section 4, will apply.

The Network Access Change Charge, and Central Office Line Connection Charge as listed in Section 4 will not apply to the initial installation of Centrex lines when installed under a term commitment.

f. Foreign Exchange Service

Rates and charges for Foreign Exchange Service, as specified in Section 9.1, will apply.

g. Calling Plans

Centrex customers are eligible for local calling plans, as specified in Section 3.11. Refer to this Product Guide for rates.

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.9 Centrex Service Station Message Detail Recording (SMDR)

.1 General

- a. Station Message Detail Recording (SMDR) is an optional feature of Centrex Service that provides a record of calls originating from Centrex Service station lines to locations outside of the same Centrex Service system. Facility groups may also be designated as requiring originating and terminating records. The SMDR record includes the following information:
 - (1) The Centrex Service line number of incoming facility group which originated the call or originating station number
 - (2) The called telephone number
 - (3) The date, time and duration of the call
 - (4) The facility type used for routing the call
- b. Authorization codes, if ordered by the customer, can be included in the record at the discretion of the station user.
- c. SMDR records are provided to the customer via one of the following three methods:
 - (1) 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 terms and conditions for the dedicated access line under the appropriate Tariff and/or Product Guide shall apply in addition to the rates, charges and terms and conditions for SMDR.
 - (2) 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.
 - (3) Internet access where the call records are sent to the customer via the internet.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 111

EFFECTIVE: April 1, 2016

SECTION 11 - CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

11.9 Centrex Service Station Message Detail Recording (SMDR) (Cont'd)

.2 Terms and Conditions

- a. SMDR is available only where facilities permit and from capable Central Office switches only.
- b. SMDR is not represented to be a provision of billing detail.
- c. Local call records are provided only where available.
- d. Customer must designate all station lines in a customer group and/or facility groups on which SMDR is to be provided.
- e. Modems, collection devices, computer equipment and software are not provided as part of this service and are the responsibility of the customer.
- f. SMDR customers requesting dedicated access will be priced under an Individual Case Basis (ICB) arrangement. SMDR customers requesting dial-up or internet access for more than 200 lines will be also priced under an ICB arrangement.

.3 Rates and Charges

	Nonrecurring <u>Charge</u> ¹	Monthly <u>Rate</u>
Dedicated Access ²	ICB	ICB
Dial-up Access		
2 – 200 Lines	\$300.00	\$200.00
200 + Lines	ICB	ICB
Internet Access ³		
2 – 200 Lines	300.00	200.00
200 + Lines	ICB	ICB
Additions and Changes		
Per system change	4	

¹ Applies in addition to appropriate service order charges as set forth in Section 4.

² In addition, the associated rates, charges, and terms and conditions for the dedicated access line under the appropriate Tariff and/or Product Guide shall apply.

³ Customer is responsible for obtaining connection to the internet.

⁴ Minor Software Change charge, as set forth in Section 11.2, will apply.

SECTION 12 - MISCELLANEOUS SERVICES

12.1 Extension Service

.1 General

- a. Extension service provides the user with the capability for originating calls from or receiving calls at instruments provided at locations in addition to the location of the main station where such instruments are connected to the same exchange access line as the main station.
- b. Extension service provides for an extension station line component. An extension station line consists of wiring on a customer's premises to the jack or outlet of the extension station location, other than the inside wiring associated with the telephone jack or outlet of a main station location.
- c. An extension station line is provided without a monthly recurring rate unless specifically identified in this or other sections of this Product Guide.
- d. Extension station lines are subject to the nonrecurring charges specified in Section 4.
- e. Extension service will be provided in connection with all classes of basic exchange service, excluding public telephone service.
- f. Extension service is restricted to the use of the customer, his representatives and associates or the members of the customer's immediate family or domestic establishment; except that in the case of individual line customer's service, extension service may be located on other premises under the following conditions, provided facilities are available and technical equipment limitations in each specific case permit and provided that residence extension service is not located on business premises.
 - (1) Where two or more "premises" of the same customer are used in the conduct of one establishment or business; or
 - (2) Where extension service is located on other than the customer's premises for the purpose of answering calls at such time as the customer is not available at the main station, provided that separate exchange service is also provided on these other premises.
- g. The provision of circuits required to connect main and extension station lines is subject to additional terms and conditions and charges as shown in Section 12.2 following.

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.2 Extension Line Channels

.1 General

- a. Where extension stations are provided at different premises, extension channel charges are applicable as set forth following, in addition to the basic rates as specified in Section 3.
- b. The channel charges specified in this section apply where both terminals of a circuit are located in the same exchange area of Frontier.

.2 Rates

- a. Extension line channels associated with individual line residence and business service.

- (1) Where the channel terminations are located on different premises, for use with Customer-provided station equipment:

Monthly Rate

(a) Local channel, per premises \$14.00

(b) Interoffice Channel

Interoffice Channel Charges shall apply to extension stations of individual line residence and business service served from a different wire center than the main station.

(.1) Between contiguous central office areas

\$4.70

(.2) Between noncontiguous central office areas

- Per one-quarter airline mile or fraction thereof,
not to exceed the maximum charge \$1.40
Maximum charge \$29.12

(c) For a two-point channel not routed via the central Office (limited to channels not more than one airline mile in length), per one-quarter airline mile \$1.40

- b. Where Frontier changes its office boundaries, and a customer's channel charge would be increased, the original channel charge will remain in effect for a period not to exceed one year, unless the service is discontinued, changed, or moved to another location, or unless otherwise required by law.

PRODUCT GUIDE

SECTION 12 - MISCELLANEOUS SERVICES

12.3 Duplicate Bill Charge

.1 General

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

.2 Rates and Charges

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

12.3.1 Digital Billing

.1 General

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

.2 Rates and Charges

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

(N)

(N)

SECTION 12 - MISCELLANEOUS SERVICES

12.4 Reservation Service

.1 General

- a. Reservation Service is service furnished at airports and other public places for the use of the public in calling hotels, motels, restaurants, car rental agencies, etc., in the local calling area regarding room reservations and other arrangements. It contemplates the use of an automatic dialer which will include the telephone numbers of those firms arranging for the service.
- b. The subscriber for reservation service may be the subscriber whose telephone numbers are included in the automatic dialer, agencies representing such subscribers, or governmental authorities at airport terminals. The reservation service subscriber shall be responsible for the payment of all charges for telephone facilities furnished by Frontier for use with the reservation service.
- c. The subscriber is responsible for providing, at its expense, suitable space, automatic dialers, any special mounting arrangements, and housings that may be required, subject to approval of Frontier.
- d. It shall be the responsibility of the subscriber to provide suitable instructions for the proper operation of the Reservation Service by the public; to provide and contract for adequate service, equipment, and facilities to meet the requirements of the public.
- e. All ordinary expense of maintenance and repairs of the Reservation Service are borne by Frontier. The subscriber is held responsible for the safety of the equipment at the terminal and will be billed the actual costs due to injury or destruction of the equipment caused by the subscriber or by the transient public otherwise than by unavoidable accident.

.2 Rates and Charges

- a. Reservation Service lines, each
 - (1) The monthly rate for Reservation Service is one hundred percent (100%) of the monthly rate for business individual line rate service. In addition to the appropriate Network Access Charge and Central Office Line Connection Charge as specified in Section 4, a nonrecurring charge of \$110.00 for each telephone installed, moved, or changed shall also apply. The Premises Visit Charge specified in Section 4 is not applicable.
 - (2) Where Reservation Service is terminated in PBX or key equipment, regular rates for commercial PBX or key service will apply as set forth in other sections of this Product Guide. Where these lines are terminated in PBX equipment, calls placed from stations located in public locations must be completed over the Reservation Service lines. Modifications of PBX equipment to handle both Reservation Service and other service will be made at rates and charges based on cost.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 5

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.5 Special Billing Services

.1 Special Billing Numbering Plan

a. General

- (1) A special billing numbering plan may be furnished subscribers in order to associate originating toll cards with specific stations, departments, projects, etc.

b. Rates

Monthly Rate

- (1) Each group of 20 PBX stations or special billing numbering codes (whichever is greater), or fraction thereof \$ 2.60
- (2) Minimum charge per customer 26.00

SECTION 12 - MISCELLANEOUS SERVICES

12.6 Arrangements for Night, Sunday, and Holiday Service

.1 General

a. A subscriber to a manual-type private branch exchange service who desires to receive incoming calls after the usual business hours, without services of an attendant at the switchboard, may arrange for such service as follows¹:

- (1) Each trunk line which is to be connected through to a private branch exchange station at night, on Sundays, and on holidays, is bridged to a central office multiple jack bearing a different (nonconsecutive) number. The regular consecutive or rotary numbers may then be used for day service, and the nonconsecutive numbers used for night, Sunday, and holiday calls when no connection will be made to another trunk in case the called number is busy.
- (2) Stations connected to trunks equipped for night service will also be equipped with dials so that out-calls may be made.
- (3) Example of directory listing:

Patterson Transfer Company, 24 N. 2nd St	222-7701
From 5 PM to 8 AM on week days, from noon Saturday until 8 AM on Monday, and on Holidays, call as follows	
Office	222-5930
Watchman	222-4876
Garage	222-5324
Storage Warehouse	222-7176

Note 1: For dial-type PBX service see Night Answering and Transfer Service, see Section 100.

.2 Rates

- a. Directory Listings Monthly Rate
 - (1) Rates are as specified in this Product Guide.
- b. Each trunk multiplied to non-rotary number on dial exchange \$ 4.00

SECTION 12 - MISCELLANEOUS SERVICES

12.7 Reserve Telephone Numbers

.1 General

- a. Reserve Telephone Numbers are telephone numbers reserved by a Business customer for future use.
- b. Reserve Telephone Numbers are offered subject to availability for a period not to exceed 180 days and are not guaranteed until activated in the network.
- c. Appropriate Service Charges, as stated in Section 4, apply.

12.8 Long-distance Trunk Service (Toll Terminals)

.1 General

- a. Long-distance trunks are facilities which are arranged for access to toll switchboard positions or the direct distance dialing network. All customers subscribing to Long-distance Trunk Service (Toll Terminals) will be billed the appropriate individual business main line rate for their service as well as the appropriate nonrecurring charge as outlined under the 12.10.2 provisions.
- b. Long-distance trunk service is furnished only from central offices which have been arranged to provide this service and is provided subject to the availability to the facilities. Further, access to the IDDD network as provided in 12.8 .2.a following is furnished only from central offices which provide IDDD with basic exchange service.
- c. Long-distance trunk service is available to hotel, motel, and hospital customers who have a requirement for placing a large amount of outgoing long-distance toll messages.
- d. This service is prohibited for the completion of incoming toll messages, local exchange messages, or messages of any nature other than long-distance.
- e. Long-distance trunk service telephone numbers will not be listed in the telephone directory.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 8

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.8 Long-distance Trunk Service (Toll Terminals) (Cont'd)

.2 Rates

a. Long-distance Trunks

(1) Long-distance trunks arranged for connection to toll switchboard positions.

	<u>Installation Charge</u>	<u>Monthly Rate</u>
a. Each ¹	-	-
(2) Long-distance trunks arranged for connection to either toll switchboard positions or the DDD network.		
a. Each ¹	-	-
(3) Long-distance trunks arranged for connection to either toll switchboard positions, the DDD network or the IDDD network		
a. Each ¹	-	-

¹ Monthly rates as contained in Section 3 for individual business main line for the serving exchange Rate Group are applicable for Long-distance Trunks. Installation charges for Long-distance Trunks are those contained in Section 4 for individual business main line service. Only one Network Access Charge applies when more than one service of the same type is ordered for termination at the same premises at the same time.

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.9 Community Fire Reporting Service

1. General

- a. Facilities will be provided, when available and in the interest of public safety, by Frontier for community fire reporting service.
- b. In view of the fact that failures, delays, or interruptions in transmission may occur without the fault of Frontier, and the fact that such service is being furnished as an aid in fire protection, the liability of Frontier to the subscriber or to any user for any damage caused by such failures, delays, or interruptions, or for any other damages arising out of the use of such service, shall be limited to the allowance for interruption of service as specified in Section 2.4.4. The subscriber agrees to indemnify Frontier against all loss or injury to persons or property arising out of the use or attempted use of facilities provided.
- c. The fire reporting service described herein is provided in conjunction with regular exchange service and does not require special lines. This system is restricted for use in a single central office area.

.2 Operation

- a. By dialing the listed fire department number, all telephones connected to the fire reporting system, except those which are busy, will ring continuously. The calling party holds the connection until the alarm is answered by one or more firemen. Fire calls may also be originated from telephones connected to the fire alarm system.
- b. In the event a fireman's line is busy, an audible warning tone is placed on the line to indicate that an alarm is in progress. Upon hearing the warning tone, all parties should hang up immediately in order to free the line for the fire call.
- c. When desired, facilities may be provided which will automatically start a fire alarm siren when the fire department number is dialed.

.3 Terms and Conditions

- a. All numbers of a community fire department that are to receive fire alarm calls must have regular telephone service.
- b. For technical reasons, not more than one (1) fire alarm answering telephone may be connected to a party line.
- d. Contracts for community fire reporting service are taken for an initial period of 5 years and are reducible by 1/60 for each month of service.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 10

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.9 Community Fire Reporting Service (Cont'd)

.4 Rates and Charges

	<u>Installation Charge</u>	<u>Monthly Rate</u>	<u>5-Year Termination Charge</u>
a. Fire Alarm Common Equipment			
(1) Unit for 1 to 10 fire answering telephones	\$11.00	\$28.00	\$75.00
(2) Unit for each additional 10 fire answering telephones (30 maximum)	\$11.00	\$28.00	\$75.00
b. Supplemental Equipment			
(1) Automatic connection of fire alarm siren	\$27.50	\$17.50	\$75.00

Note: Mileage charges are applicable for the circuit(s) between the central office and the fire alarm siren.

c. The following charges are in addition to charges made for regular telephone service:

- | | |
|--|--|
| (1) Service charges, each station connected to fire alarm system | as specified in Section 4 for the network access charge, business or residence, as applicable. |
| (2) Moves and changes, each station connected to fire alarm system | as specified in Section 4 for the network access charge, business or residence, as applicable. |

d. In cases where special equipment is required, additional charges shall be applied based on cost or as specified in other sections of this Product Guide.

12.10 Automatic Time and Charge Reporting Service

.1 General

- a. This service is available to subscribers who require billing information on paid toll messages routed through Traffic Sensitive Position System (TSPS) facilities equipped to provide the service.
- b. Frontier reserves the right to deny a subscriber this service where the average volume of quoted messages is less than 250 message per month over a 6-month period.
- c. The customer must subscribe to basic business individual line local exchange service as specified in Section 3. Basic Local Exchange Service of this Product Guide and must provide data and teletypewriter terminal equipment which meets Frontier technical specifications for the service.

SECTION 12 - MISCELLANEOUS SERVICES

12.11 Custom Calling Services

.1 Feature Description

Descriptions of the Custom Calling Services are as follows:

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

(T)
|
(T)

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

(N)

Call Forward Busy/No Answer - A permanently activated service which automatically redirects calls placed to a customer's telephone number to another predetermined telephone number if the caller encounters either a no-answer condition after a specified number of rings or a normal busy-line condition.

Call Forward No Answer - This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer pre-selected interval, to another telephone number.

(N)

Call Waiting/Cancel Call Waiting - Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternative conversation between parties.

Cancel Call Waiting allows a Call Waiting subscriber to disable the Call Waiting feature of their telephone for the duration of a telephone call. The subscriber dials a code prior to placing a call to temporarily disable the Call Waiting feature.

3 Way Calling - Permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Normal transmission performance quality cannot be guaranteed on all calls.

(T)

The pay per use charge is activated irrespective of whether the call is completed or not.

Speed Call 8² - This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in an eight-number capacity.

Speed Call 30 - This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in a thirty-number capacity.

(T)

Multipath¹ - This feature allows a Call Forwarding customer the capability to specify the number of calling paths to be made available to forward calls simultaneously to the destination directory number. This allows customers who are forwarding calls intended for a group of lines arranged in a hunt group to control the number of simultaneous calls that can be forwarded to a target number. In order to use the Multipath feature, the "call forward to" number must be in a hunt group. Multipath is available only as an enhancement to Call Forwarding.

¹ Residence Multipath Service is withdrawn as of November 16, 2013.

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

PRODUCT GUIDE

FRONTIER FLORIDA LLC

5th Revised Page 12

EFFECTIVE: May 1, 2024

SECTION 12 - MISCELLANEOUS SERVICES

12.11 Custom Calling Services (Cont'd)

.2 Rates and Charges

The following rates and charges are for Frontier calling services features and packages only and are in addition to the applicable service charges, monthly rates, and nonrecurring charges for the exchange access line and other services with which it is associated.

	Monthly Rates		Per Activation Rates	
	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	<u>Business</u>
Each service, per line equipped				
Basic Call Forward	\$11.49	\$10.99		
Call Forward Busy	\$11.49	\$9.50		
Call Forward Busy/No Answer	\$11.49	\$9.50		
Call Forward No Answer	\$11.49	\$9.50		
Call Waiting/Cancel Call Waiting	\$11.49	\$17.00 (I)		
3 Way Calling, per line ¹	\$11.49	\$10.99	\$3.50 ¹	\$3.00 ¹
Speed Call 8 ³	\$10.99	\$5.00		
Speed Call 30	\$10.99	\$5.50		
Multipath ²	N/A	\$6.25		

¹ Max per-activation monthly rate of \$15.00.

² Multipath is available only as an enhancement to Call Forwarding.

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

SECTION 12 - MISCELLANEOUS SERVICES

12.12 Custom Calling Local Area Signaling Service (CLASS)

.1 Conditions

Descriptions of the Custom Calling Local Area Signaling Service (CLASS) are as follows:

- (1.) Custom Calling Local Area Signaling Service is a group of Frontier calling services offered to single line residential and single line business customers subscribing to one party local exchange service.
- (2.) Custom Calling Local Area Signaling Services are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.
- (3.) Operator assisted calls are designed to override the screening list features for emergency purposes.
- (4.) Coin phones will not be enabled with Custom Calling Local Area Signaling Service services, just as they are not enabled with other Frontier calling services. They will operate with the Custom Calling Local Area Signaling Service system, however, and interaction with all the features will be permitted.
- (5.) When a CCLASS service or package is ordered subsequent to the installation of its associated exchange line, the Network Access Change Charge shall be waived for up to sixty (60) days from the initial request for service.
- (6.) Satisfaction Guarantee

If at any time the customer notifies Frontier Florida LLC he is not satisfied with the service(s) and wishes to discontinue the service(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service. Frontier will remove the service from the customer's account.

The Satisfaction Guarantee will apply to all Frontier calling services/features listed in Section 12.12.

SECTION 12 - MISCELLANEOUS SERVICES

12.12 Custom Calling Local Area Signaling Service (CLASS) (Cont'd)

.2 Feature Description

Descriptions of the Custom Calling Local Area Signaling Service (CLASS) are as follows:

*69 Call Return - This feature enables a customer to place a call to the telephone number associated with the most recent call received whether or not the call was answered or the number is known. The customer can dial a code to request that the network place the call. If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is *69. The user can press *89 to deactivate this feature.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

*66 Busy Number Redial - When activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is *66. The user can press *86 to deactivate.

Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

Distinctive Ring - Provides two or more different phone numbers and rings for a single telephone line. Used to distinguish incoming calls. The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns.

Selective Call Forward - Allows a customer to program up to 15 telephone numbers to be forwarded automatically to another telephone number. Incoming calls that are on the Selective Call Forward list will be forwarded to the predetermined telephone number. Selective Call Forward is accessed by dialing "*63" or "1163" from a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement. Entries on the Selective Call Forward list, as well as the forward-to telephone number, can be changed at any time.

(T)

(T)

SECTION 12 - MISCELLANEOUS SERVICES

12.12 Custom Calling Local Area Signaling Service (CLASS) (Cont'd)

.2 Feature Description (Cont'd)

Descriptions of the Custom Calling Local Area Signaling Service (CLASS) are as follows:
(Cont'd)

Call Trace - Allows a customer to automatically activate (*57 or 1157 from a rotary phone) a trace record of the last incoming call tracing feature. The customer automatically authorizes and requests the Company to release the results of any and all traces initiated by the customer directly to the customer's servicing law enforcement agency. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.

Call Trace is available on a monthly subscription basis, or on a pay per use basis. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

Anonymous Call Block/Rejection (ACR) - Customers who do not wish to receive calls from callers that withhold their telephone number and name or other identifying information through per line or per call blocking can reject anonymous calls. Upon dialing a specific code, Caller ID with Name subscriber can automatically reject calls from customers who have chosen to block the passage of their telephone numbers and names on outgoing calls. The caller will receive an announcement that the customer is not accepting calls from callers who are blocking their telephone numbers and names. This feature can be activated by dialing "*77" ("1177" on rotary phones) and can be deactivated by dialing "*87" ("1187" on rotary phones). ACR is included with Caller ID with Name. A call can be completed to a Caller ID with Name subscriber who has activated ACR by (1) placing the call through an operator, (2) placing the call with a telephone credit card, or (3) placing the call after unblocking the telephone number and name.

Caller ID with Name - Permits a customer to receive the calling name and telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, provided the calling party has not activated the per call restrict options and where technologically feasible. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their name and telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

(T)
|
(T)

Complete Blocking (Per Line) allows a single-line customer to mark their number or name and number "private" on all calls without dialing an activation code. To unblock and pass the number or name and number, the customer must dial *82 before each call. When the calling party hangs up, the line reverts back to Complete Blocking.

This service is available only to established shelters of domestic violence intervention agencies and law enforcement agency offices (including lines located at the residences of law enforcement employees with written authorization from the law enforcement agency) and must be established/removed via a service order.

SECTION 12 - MISCELLANEOUS SERVICES

12.12 Custom Calling Local Area Signaling Service (CLASS) (Cont'd)

.2 Feature Description (Cont'd)

Descriptions of the Custom Calling Local Area Signaling Service (CLASS) are as follows:
(Cont'd)

Call Waiting ID alerts the customer that there is another call by providing a call waiting tone and the display unit or screen phone will display the number of the calling party for non-blocked calls subject to technical and other limitations, including the availability of the number for forwarding. At that time, the customer can decide whether to answer the call or not.

Call Waiting ID Deluxe¹ allows customers the following options for handling new incoming calls while engaged on an existing call:

- Put the current call on hold and answer the waiting call.
- Connect the waiting call to a "I'm busy – call back later" announcement.
- Forward the waiting call to voice mail (or some other location).³
- Connect the waiting call to a "please hold" announcement, then place the waiting call on hold.
- Join the waiting call to the current call in progress.

Multiple Simultaneous Call Forwarding - 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 Forward 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.

Remote Call Forward Service (RCF) - Is a service whereby a call placed from a station (the originating station) to a customer's (the RCF customer) telephone number (the call forwarding location) is automatically forwarded by Company Central Office equipment to another station designated by the RCF customer (the Terminating station). The RCF customer does not have any premises service associated with the RCF number. Terminating stations must have incoming call capability.

(T)

- 1) Remote Call Forward service is offered subject to availability of suitable facilities and provided no unusual expense is involved.
- 2) Remote Call Forward service is not offered where the terminating station is a coin telephone.
- 3) The Company will not provide identification of the originating telephone number to the Remote Call Forward customer.

¹ Effective November 16, 2013 these services are no longer available for purchase. Existing customers of record may retain this service at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

SECTION 12 - MISCELLANEOUS SERVICES

12.12 Custom Calling Local Area Signaling Service (CLASS) (Cont'd)

.2 Feature Description (Cont'd)

Descriptions of the Custom Calling Local Area Signaling Service (CLASS) are as follows:
(Cont'd)

Remote Call Forward Service (RCF) (Cont'd)

- 4) Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.
- 5) Remote Call Forward is not represented as suitable for satisfactory transmission of data.
- 6) Remote Call Forward is available between the call forwarding location and another station within the same exchange or in another exchange and may be used in conjunction with EAS, Long Distance Telecommunications Service and Interstate or Intrastate Inward WATS lines. The RCF customer is responsible for payment of any charges for calls forwarded from his RCF telephone number. Remote Call Forward is programmed in the Company's central office. The calls will be forwarded to any number the customer specifies.
- 7) Remote Call Forward is provided on the condition that the customer subscribe to sufficient RCF services and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company.
- 8) One listing without charge, covering the exchange in which the call forwarding Central Office is located, is provided. Additional directory listings may be obtained in this Catalog.
- 9) The message charges applicable to remotely forwarded calls shall be comprised of two separate charges; (1) a charge for that portion of the call from the originating station to the call forwarding location and (2) a charge for that portion of the call from the call forwarding location to the terminating station. The respective charge for each portion shall be as follows:

Between the originating station and call forwarding location. The charge for this portion of a remotely forwarded call shall be the charge specified in this catalog, or any other applicable Tariff/Product Guide, for the type of call involved.

Between the call forwarding location and the Terminating station. The Remote Call Forward customer is responsible for the applicable customer-dialed station-to-station charges or WATS ¹ charges specified in interstate, intrastate/intralata, or intrastate/interlata Long Distance Message Telecommunications Service Tariffs and Wide Area Telecommunications Service ¹ Tariff and/or Product Guide. The aforementioned charges apply to all calls answered at the terminating station, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

(C)

(C)

¹ Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

(N)

(N)

PRODUCT GUIDE

FRONTIER FLORIDA LLC

5th Revised Page 18

EFFECTIVE: May 1, 2024

SECTION 12 - MISCELLANEOUS SERVICES

12.12 Custom Calling Local Area Signaling Service (CLASS) (Cont'd)

.3 Rates and Charges

Each Service, per line equipped (Cont'd)

	Monthly Rates		Per Activation Rates	
	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	<u>Business</u>
*69 Call Return	\$10.99	\$7.75	\$3.50 ¹	\$3.00 ¹
*66 Busy Number Redial	\$10.99	\$6.75	\$3.50 ¹	\$3.00 ¹
Distinctive Ring	\$10.99	\$13.00		
Selective Call Forward	\$6.25	\$6.00		
Call Trace	\$6.00 ²	\$7.00 ²		
Selective Blocking (per call)	-	-		
Anonymous Call Block/Rejection (ACR)	\$6.00	\$6.50		
Caller ID with Name	\$13.75	\$22.35 (I)		
Complete Blocking (per line)	-	\$0.50		
Call Waiting ID	-	\$0.50		
Call Waiting ID Deluxe ^{3,4}	N/A	\$4.50		
Multiple Simultaneous Call Forwarding		\$11.00		
Remote Call Forward (RCF)	\$30.00	\$34.00		

¹ Max per-activation monthly rate of \$32.50

² Max per-activation monthly rate of \$15.00

³ Effective November 16, 2013 these services are no longer available for purchase. Existing customers of record may retain this service at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

⁴ Residence Call Waiting ID Deluxe Service is withdrawn as of November 16, 2013.

SECTION 12 - MISCELLANEOUS SERVICES

12.13 DID AND IOD SERVICE

.1 Direct-In-Dialing (DID) to Customer-Premises Located Switching Systems

a. General

- (1) Frontier shall not be responsible to the subscriber or authorized user if changes in protection criteria or in any of the facilities, operations, or procedures of Frontier render any of the facilities provided by a subscriber or authorized user obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
- (2) Customer-Provided Switching Systems must handle calls to assigned numbers, including those that are not currently used with specific stations. Calls to numbers not currently used with specific stations must be routed by the customer to a recorded announcement referring the caller to another number.
- (3) The operational characteristics of interface signals between any connecting arrangements which may be required, and the customer-provided switching equipment must conform to the rules and terms and conditions Frontier considers necessary to maintain proper standards of service.
- (4) Directory listings will be provided in accordance with the terms and conditions found in Section 6 for PBX trunks. DID numbers furnished herein are not entitled to free directory listings.
- (5) In addition to the rates and charges specified in Section 12.13 .1 b., appropriate service connection, move, change, and installation charges are applicable to the establishment or rearrangement of trunks and stations in connection with providing DID Service.
- (6) Installation charges for DID central office switching equipment are not applicable if the customer presently subscribes to DID Service and changes the type of customer premises switching equipment. However, the following provisions apply:
 1. The customer must maintain at least the same DID Service requirements.
 2. The replacing of customer premises equipment must be served by the same central office as the existing customer premises equipment.
 3. Central office switching equipment additions or modifications must not be required in order to provide DID Service to the replacing customer premises switching equipment.

SECTION 12 - MISCELLANEOUS SERVICES

12.13 DID AND IOD SERVICE (Cont'd)

.1 Direct-In-Dialing (DID) to Customer-Premises Located Switching Systems (Cont'd)

a. General (Cont'd)

- (7) All charges are applicable to DID Service requirements which exceed the customer's existing DID arrangements.
- (8) DID Block of One Number is also available. This service will accommodate customer requests for vanity numbers to be added to their DID number groups.
- (9) Blocks of 20 DID numbers are offered on a month-by-month basis or on a commitment term basis for 1 year (12 months) or 3 years (36 months).

Blocks of 100 DID numbers are offered on a month-by-month basis or on a commitment term basis for 1 year (12 months), 3 years (36 months), or 5 years (60 months).

(10) Termination Liability

In the event DID Service is terminated by the customer prior to completion of the initial term commitment period, the customer shall be liable for termination charges: The Termination Liability in Section 2 will apply.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 21

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.13 DID AND IOD SERVICE (Cont'd)

.1 Direct-In-Dialing (DID) to Customer-Premises Located Switching Systems (Cont'd)

.b Rates and Charges

(1) Direct-In-Dialing Station Numbers ¹

	<u>Installation Charge</u>	<u>Monthly Rate</u>
(a.) DID Service, 80 Numbers or Less		
Establish First Trunk Group and Provide First 20 DID Numbers ²	\$550.00	\$100.00
Each Additional Group of 20 DID Numbers ^{2,3}	\$20.00	\$100.00
(b.) DID Service, 200 Numbers or Less		
First 100 DID Station Numbers	\$550.00	\$440.00
Second 100 DID Station Numbers		
a) Establish Entire Second 100 DID Number Group	\$440.00	\$357.50
Establish Multiples of 20 DID Numbers		
a) For the first 20 DID Numbers ²	\$440.00	\$80.00
b) Each additional group of 20 DID Numbers ^{2,3}	\$20.00	\$80.00
(c.) DID Service, Each Additional 100 DID Station Numbers Over 200	\$55.00	\$44.00
(d.) DID Service Term Commitments		
Per Block of 20 DID Numbers ²		
a) 1-Year Term Commitment	-	\$20.00
b) 3-Year Term Commitment	-	\$8.00
Per Block of 100 DID Numbers		
a) 1-Year Term Commitment	-	\$40.00
b) 3-Year Term Commitment	-	\$20.00
c) 5-Year Term Commitment	-	\$15.00
(e.) DID Block of One Number	\$20.00	\$5.00

¹ The above rates and charges are in addition to the rates and charges for other services or facilities with which this service is associated.

² Service is furnished subject to the availability of appropriately equipped central offices.

³ Installation charge applicable only on subsequent installation.

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.13 DID AND IOD SERVICE (Cont'd)

.2 Identified-Outward-Dialing (IOD) from Customer-Premises Located Switching System

a. General

- (1) Identified-Outward-Dialing Service is furnished subject to the availability of facilities within the subscriber's normal central office area.
- (2) The service includes the service arrangements and/or the central office equipment necessary for identification of outgoing toll messages and billing of toll messages by station number.
- (3) The service must be provided on all trunks or lines in a group.
- (4) Where Identified-Outward-Dialing is requested on more than one group of trunks or lines, each such group shall be considered as a separate service.
- (5) The rates shown below are based on the use of standard Frontier equipment and serving arrangements. When equipment or service arrangement of a special type is requested and provided, rates and charges are based on the costs incurred to meet the individual requirements of each case.
- (6) Frontier shall not be responsible to the subscriber or authorized user if changes in protection criteria or in any of the facilities, operations, or procedures of Frontier render any of the facilities provided by a subscriber or authorized user obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
- (7) The operational characteristics of interface signals between any connecting arrangements which may be required and the customer-provided switching equipment must conform to the rules and terms and conditions Frontier considers necessary to maintain proper standards of service.
- (8) The minimum term commitment period for the service is three years. In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section 2 will apply.

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.13 DID AND IOD SERVICE (Cont'd)

.2 Identified-Outward-Dialing (IOD) from Customer-Premises Located Switching Systems (Cont'd)

.b Rates

(1) Identified-Outward-Dialing Service	<u>Installation Charge</u>	<u>Monthly Rate</u>
(a) First 10 trunks in a group with a minimum charge of 10 trunks, including a data link	\$550.00	\$308.00
(b) Eleventh trunk and each subsequent trunk in a group, per trunk	\$55.00	\$30.80

NOTE: The above rates and charges are in addition to the rates and charges for other service or facilities with which this service is associated.

.3 Direct Inward/Outward Dialing (DIOD) Service

a. General

- (1) Direct Inward/Outward Dialing (DIOD) Service is a central office-based service that permits incoming calls to reach customer-provided equipment, without the assistance of an attendant, and allows the trunk to be used to place outgoing calls. Rotary hunt does not apply.

b. Conditions

- (1) The assignment of telephone numbers and the sequence of numbers to a customer are made at the discretion of Frontier. All terms and conditions pertaining to DID service are applicable to DIOD service.
- (2) This service is subject to the availability of existing equipment and facilities.
- (3) Centrex Service s are exempt from this offering.
- (4) Trunks arranged for DIOD service may not be combined with trunk groups arranged to provide DID service. Overflow of calls between the two arrangements is not permitted.

SECTION 12 - MISCELLANEOUS SERVICES

12.13 DID AND IOD SERVICE (Cont'd)

.3 Direct Inward/Outward Dialing (DIOD) Service (Cont'd)

b. Conditions (Cont'd)

- (5) Where the DIOD service is provided from a different central office area of the serving exchange, interoffice channel charges as specified in Section 12.13 will apply.
- (6) Where the DIOD service is provided from a different exchange area, the interoffice channel and usage charges as specified in Section 12.13 apply for each interexchange channel.
- (7) Customers are required to subscribe/use current trunks as the basic access piece of DIOD trunks using the existing applicable rate. The DIOD functionality rate element is an adder to the existing trunk rate(s).
- (8) The customer is responsible for providing intercept on assigned unused telephone numbers associated with DIOD service.

c. Rates

	<u>Monthly Rate</u>	<u>Nonrecurring</u> ¹ <u>Charge</u>
(1) DIOD Rates		
Per Trunk - Month-to-Month	\$8.00	\$95.00
Per Trunk - One-Year Term ²	\$5.00	\$95.00
Per Trunk - Three-Year Term ²	\$4.00	\$95.00

¹ The nonrecurring charge is applicable on the initial service request. The DID Installation Charges as specified in Section 12.13 .1. b. are not applicable in addition to this charge; however, the Service Charges as specified in Section 4 are applicable. On subsequent service requests, applicable service charges shall apply.

² In the even the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section 2 will apply.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 25

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.14 Mobile Telephone Service Radio Link Usage Detail

.1 General

Copies of Frontier records used in determining a subscriber's radio link usage billing may be provided upon customer request.

.2 Rates

a. Radio Link Usage Detail

(1) Per Copy of Month's Detail \$6.00

12.15 Break in Rotary Group

.1 General

a. Break in rotary number group is an arrangement whereby certain central office lines or PBX trunks may be temporarily removed from the rotary number group and operated independently by means of a key and associated equipment at the subscriber's premises which, through the use of a signaling channel, operates control equipment in the central office. Such service is only offered where facilities permit its use.

.2 Rates and Charges

Monthly Rate

a. Common equipment at the subscriber's premises and in the central office, to remove 1 to 10 lines or trunks

\$12.95

b. For each additional 10 lines or trunks removed

9.90

c. Signaling Channel

As specified in the Private Line Services Product Guide

Nonrecurring Charge

d. Change in break in rotary number group

\$15.00

SECTION 12 - MISCELLANEOUS SERVICES

12.16 Restricted Sent Paid Service (RSPS)

1. General

- a. Restricted Sent Paid Service (RSPS) enables a customer to restrict outgoing toll calls on his access line or trunk to calls that are operator assisted and charged to the called number, a third number, or a credit card.
- b. Local calls and calls to Frontier numbers such as repair service, directory assistance and emergency service numbers such as 911 will be permitted.
- c. This service is available to customers served by digital central offices where facilities permit.
- d. Customers subscribing to RSPS are responsible for toll charges associated with incoming calls.

2. Rates and Charges

- a. The following rates and charges are Restricted Sent Paid Service only and are in addition to the applicable service charges, monthly rates, and nonrecurring charges for exchange access lines and other services or equipment, with which they are associated.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(1) Per access line equipped	\$14.95	\$2.50

SECTION 12 - MISCELLANEOUS SERVICES

12.17 Custom Code Restrictions (CCR)

.1 General

- a. Custom Code Restrictions (CCR) will provide a choice of code restriction options for selected outgoing calls. Each option will permit local calls, non-chargeable calls to Frontier numbers such as repair service, emergency numbers (911), and "800/877/888" calling.
- b. CCR will be available to basic exchange customers with Individual Line Residence Service, Business Service, or PBX Trunks in either Flat-Rate or Message-Rate environment.
- c. Subscribers dialing restricted codes in the CCR Dialing Plan will be sent to an appropriate recorded announcement.
- d. Custom Code Restrictions are furnished only from central offices which have been arranged to provide these services. The services are provided subject to the availability of facilities.

It shall be the responsibility of the subscriber to notify all authorized users of this service that it is impossible to reach the operator using the restricted telephone.

- e. Frontier shall not be liable to any person for damages of any nature or kind arising out of, resulting from, or in connection with the provision of CCR offered herein, including without limitation the inability of the station user to access the operator for any purpose and any of the other restricted codes specified in the dialing plan options listed hereunder. The subscriber agrees to indemnify and hold Frontier harmless from any claim, action, or proceeding (without limiting the generality of the foregoing), arising out of or related to a person's use of instruments having Custom Code restriction.
- f. Custom Code Restrictions may be furnished at no charge in connection with the Toll Block Credit (TBC) process.

.2 Custom Code Restriction Options ¹

a. Option 1--CCR Dialing Plan

(1) Restricted Codes

- (a) Operator 0-
- (b) Operator 0+
- (c) 1+900
- (d) DDD 1+
- (e) 1+555-1212 and 1+NPA+555-1212
- (f) 1411
- (g) 1+976
- (h) 1DDD 01
- (i) 1DDD 011+
- (j) 101XXXX

¹ The codes shown for CCR options are not to be considered all inclusive. Codes may be changed, and new or different codes may be added as deemed appropriate by Frontier.

SECTION 12 - MISCELLANEOUS SERVICES

12.17 Custom Code Restrictions (CCR) (Cont'd)

.2 Custom Code Restriction Options ¹ (Cont'd)

b. Option 2--CCR Dialing Plan

(1) Restricted Codes

- (a) 1+900
- (b) DDD 1+
- (c) (Deleted)
- (d) IDDD 011+
- (e) 1+976
- (f) 1411
- (g) 101XXXX 1+
- (h) 101XXXX 011+

c. Option 3--CCR Dialing Plan

(1) Restricted Codes

- (a) 1+900
- (b) 1+976

d. Option 4--CCR Dialing Plan

(1) Restricted Codes

- (a) 101XXXX+1+
- (b) 101XXXX+011+

e. Option 5--CCR Dialing Plan

(1) Restricted Codes

- (a) #NXX
- (b) 1+900
- (c) 1+976

f. Option 6--CCR Dialing Plan

(1) Restricted Codes

- (a) Outgoing calls to the NXX codes that comprise Extended Calling Service (ECS) calling areas.

¹ The codes shown for CCR options are not to be considered all inclusive. Codes may be changed, and new or different codes may be added as deemed appropriate by Frontier.

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.17 Custom Code Restrictions (CCR) (Cont'd)

.3 Rates and Charges

- a. The following rates and charges are for Custom Code Restrictions only and are in addition to the applicable service charges, monthly rates, and nonrecurring charges for exchange access lines and other services or equipment with which they are associated.

	<u>Nonrecurring Charge</u> ²	<u>Monthly Rate</u>
(1) Option 1		
(a) Residence Line, each	\$10.00	\$2.50
(b) Business Line, each	\$10.00	\$6.50
(c) PBX Trunk, each	\$10.00	\$6.50
(2) Option 2		
(a) Residence Line, each	\$10.00	\$2.50
(b) Business Line, each	\$10.00	\$6.50
(c) PBX Trunk, each	\$10.00	\$6.50
(3) Option 3 ²		
(a) Residence Line, each	-	-
(b) Business Line, each	-	-
(c) PBX Trunk, each	-	-
(4) Option 4		
(a) Residence Line, each	\$10.00	\$2.50
(b) Business Line, each	\$10.00	\$6.50
(c) PBX Trunk, each	\$10.00	\$6.50
(5) Option 5 ¹		
(a) Residence Line, each	-	-
(b) Business Line, each	-	-
(c) PBX Trunk, each	-	-
(6) Option 6		
(a) Residence Line, each	\$10.00	\$2.50
(b) Business Line, each	\$10.00	\$6.50
(c) PBX Trunk, each ³	\$10.00	\$6.50

¹ Service charges are not applicable.

² When a customer subscribes to two or more options on the same order, only one Nonrecurring Charge shall apply.

³ Option 6--CCR Dialing Plan is withdrawn for PBX Trunk as of July 21, 2014. Effective October 18, 2014, this service is also withdrawn at the resale level and no longer available for purchase by resale customers.

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.18 Info Contact 976

.1 General

- a. Info Contact 976 consists of a special arrangement for subscriber use to provide announcement, interactive programs and recorded program services on a local calling basis within the Tampa Metropolitan Exchange or exchanges with Extended Calling Service to Tampa Central. Callers outside the Tampa Metropolitan Exchange or callers without Extended Calling Service to Tampa Central, but within Frontier's service area, can access this service on an intra-LATA toll calling basis. The subscriber may apply a charge to the caller for each call to a Info Contact 976 number. Frontier will bill these charges and apply a charge to the subscriber for transport and billing of the call. An interactive program is a program whereby a caller through the use of a touch call pad or similar device can communicate with the Info Contact 976 subscriber equipment for the purpose of sending or receiving information.
- b. A "subscriber" to Info Contact 976 provides Pay-Per-Call Services to the calling public by means of recorded announcements or interactive programs and may apply a charge to the caller for each call completed to the subscriber's program from flat rate, measured rate, or message rate telephones and for whom Frontier agrees to provide billing on their behalf. Each caller to an Info Contact 976 is a "client" of the subscriber. The subscriber is responsible for provision of service as described following.
 - (1) "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.

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.18 Info Contact 976 (Cont'd)

.2 Terms and Conditions

a. Because the capacity of central office equipment and network facilities to furnish Info Contact 976 is limited:

- (1) Service will only be furnished where facilities and operating conditions permit.
- (2) If Frontier has reason to believe that permitting the commencement or continuation of the 976 Program under this Product Guide schedule is adversely affecting or would adversely affect Frontier's ability to provide complete or maintain the level of or quality of its other services to its other subscribers, Frontier may refuse to provide Info Contact 976 or may discontinue providing such service. Unless, in the judgment of Frontier, an emergency condition exists or is threatened, Frontier shall give 24 hours notice of discontinuance. Where such emergency condition exists or is threatened, Frontier shall give notice of discontinuance as promptly as reasonably possible.
- (3) Blocking, as specified in Section 13, enables a business or residence client to prevent the completion of intrastate calls for a charge where the client is served by a technically capable central office.

Info Contact 976 access lines are provided as inward only service.

- b. Vacation Service as specified in Section 2.4 is not offered with Info Contact 976.
- c. Late Payment Charges as specified in Section 2.5 shall apply to Info Contact 976.
- d. Info Contact 976 subscriber sponsorship of any particular recorded announcement or interactive program shall not preclude Frontier from providing service to another Info Contact 976 sponsoring the same or similar announcement or program.
- e. The Info Contact 976 subscriber shall indemnify and defend Frontier against and hold Frontier 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 subscriber or client while using or attempting to use Info Contact 976 said service and facilities.
- f. One directory listing per announcement or program will be furnished without charge in each directory within an Info Contact 976 calling area. Directory listings for Info Contact 976 must specify that additional charges apply to calls placed to a listed number.

SECTION 12 - MISCELLANEOUS SERVICES

12.18 Info Contact 976 (Cont'd)

.2 Terms and Conditions (Cont'd)

- g. Each directly dialed sent paid call (toll or local), will be at a predetermined amount established by the Info Contact 976 subscriber. Measured rate, message rate, or Extended Calling Service (ECS) usage rates to the Tampa Central exchange will not be applicable to calls billed the Info Contact 976 charge, but toll charges will apply, if applicable, as specified in Section 14. Any request by the Info Contact 976 subscriber for a change in the amount Frontier is to bill per call must be received by Frontier in writing, at least 30 days prior to the proposed effective date.
- h. Third party calls and collect calls billed to Info Contact 976 telephone numbers will not be permitted. All calls to a Info Contact 976 from coin telephones and all calls requiring Frontier operator assistance or handling are not permitted.

Remittance to the subscriber is based upon the total number of Info Contact 976 completed calls which are qualifying. A qualifying call is any call which is billed by Frontier with the subscriber's designated information charge.

The following are non-qualifying types of calls and Frontier will attempt to restrict such calls from connecting to Info Contact 976 telephone numbers:

- Third party calls billed third party to telephone numbers
- Collect calls
- Operator Assisted calls
- Calls originating from Inmate Telephone Service
- Calls originating from Frontier operator handled and direct dialed Mobile Class of Service
- Calls originating from Frontier WATS ¹ Class of Service
- Calls billed to Commercial Credit Cards
- InterLATA calls
- Customer-owned and Frontier-owned Pay Telephone calls
- Cellular and other Exchange and interexchange Carriers with whom Frontier has no billing arrangement
- Third Party billed and Credit card calls charged to an account outside of Frontier's territory
- Calls made through Florida Relay Service.

(C)

Calls in these categories which are connected, and for which Frontier can bill the client, will be remitted to the subscriber.

- i. 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 420 seconds. If the agreed upon message length is more than 78 seconds, the Info Contact 976 subscriber will pay the additional time rate. The subscriber must notify Frontier whenever the message length is to be increased or decreased. In order to avoid excessive utilization of commonly used network facilities, Frontier reserves the right to reduce the length of holding time if deemed necessary.

If the message length is longer than that agreed upon, Frontier may terminate the service.

¹ Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

(N)
(N)

SECTION 12 - MISCELLANEOUS SERVICES

12.18 Info Contact 976 (Cont'd)

.2 Terms and Conditions (Cont'd)

- j. Within the first 15 seconds of a call and prior to the connection to an Info Contact 976 program, the subscriber will notify the caller of the following:
 - (1) Specific information stating:
 - (a) The name of the program.
 - (b) The information charge for the call.
 - (c) The date the information was recorded, if the information is a recorded message.
 - (d) If the caller disconnects the call within the delayed timing period, the caller will not be charged for the call.
 - (e) That minors must have parental permission (if the program is directed to minors).
 - (f) 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).
 - (g) That minors should hang up if the program is adult in nature.
 - (h) Any additional charges that the caller must incur to obtain the full information or service.
 - (i) The dollar amount (or percent of the total price of the call) that will go to which charity, if a subscriber is fund raising.
 - (2) 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 subscriber from the time of initial connection.
- k. If the service is disconnected, all remittance money due to the Info Contact 976 subscriber may be credited or applied to the final bill issued for the recurring charges associated with the standard rate schedule, or for the facilities provided to connect the customer-premises equipment to the serving central office.
- l. Upon termination of an Info Contact 976, the Info Contact 976 telephone number will not be reassigned for at least six (6) months.
- m. The Info Contact 976 subscriber is responsible for provision of the recorded announcement or interactive program and all necessary customer-premises equipment.
- n. The Info Contact 976 subscriber provided automatic announcement equipment will be of a design which automatically disconnects after playing out one full cycle of the message.
- o. The Info Contact 976 subscriber's customer-premises equipment will be furnished in accordance with the conditions as specified in this Product Guide.
- p. The name, address and telephone number for inquiries of subscribers which have billing and transport arrangements with Frontier may be released to clients upon request. Frontier may, at its discretion and if the information is available, release the same information for subscribers with whom it does not have billing and transport arrangements.

SECTION 12 - MISCELLANEOUS SERVICES

12.18 Info Contact 976 (Cont'd)

.2 Terms and Conditions (Cont'd)

- q. Frontier will immediately terminate service to any Info Contact 976 subscriber for fraud or unlawful business practices.
- r. Frontier will provide, where conditions permit, Billing and Collecting Service containing neither fewer nor more than the following elements:
 - (1) Call Recording - The recording of completed calls to a specific 976 number.
 - (2) Message Processing - The transformation of recorded call detail into rated calls in preparation for billing of those calls.
 - (3) Bill Processing and Collection (with inquiry) - The preparation of bills and subsequent collection of payment by clients to subscribers. Frontier will be responsible for all matters concerning billing, collection, adjustment, and call investigation.
- s. Subscriber Obligations
 - (1) The subscriber will provide continuous uninterrupted automatic recorded announcement or interactive program service.
 - (2) The subscriber 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.
 - (3) The subscriber understands and agrees that all announcements must comply with the Federal, State and Local laws, rules and terms and conditions.
 - (4) Each subscriber advertisement, publication or other communication containing the Info Contact 976 telephone number to be called shall clearly and conspicuously display the Info Contact 976 Calling Area, what the per call rate is for directly dialed calls from within that area and that calls from outside the area will be at normal toll rates plus the Info Contact 976 call rate.
 - (5) 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.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 35

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.18 Info Contact 976 (Cont'd)

.2 Terms and Conditions (Cont'd)

s. Subscriber Obligations (Cont'd)

- (6) All Info Contact 976 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 Info Contact 976 programs containing a cross-promotion to another recording shall include an announcement of the price of the cross-promoted Info Contact 976 call.
- (7) The subscriber assumes all financial responsibility for all costs involved in providing announcements or interactive program services including but not limited to, the customer-premises equipment, producing the announcement or interactive program development, advertising and promotional expense.
- (8) For exchange toll network sizing and protection, each subscriber must provide Frontier 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.
- (9) The subscriber is required to subscribe to access facilities capable of supporting a minimum of two simultaneous connections for each program. The subscriber is required to subscribe to as many additional access facilities as, in the judgment of Frontier, are required to adequately handle calls without impairing service to others. If the subscriber violates this requirement, Frontier shall disconnect the subscriber's program.
- (10) The subscriber assumes, according to other specific rates and charges as specified in this Product Guide, all financial responsibility for all facilities required to connect the equipment located on the subscriber's premises to the central office which serves the particular prefix code used for Info Contact 976.
- (11) The subscriber shall submit to Frontier all advertising, sales promotion and other publicity relating to the subject matter of their program wherein Frontier's name is mentioned or language, signs, markings or symbols are used from which the connection of Frontier's name therewith may be in Frontier's judgment, reasonably inferred or implied, and further, the subscriber shall not publish or use such advertising, sales promotion or publicity matter without the prior written approval of Frontier.
- (12) A written request from the subscriber to change the charges and/or rate period changes being billed by Frontier must be received at least 30 calendar days prior to the proposed effective date. A subscriber will be allowed only one price change within any 30-day period. The subscriber will also be required to place a message on the service/recording informing callers of the new price and/or rate period and the effective date of such, commencing 5 days prior to the rate and/or rate period change and continuing 15 days after the rate and/or rate period change. The subscriber must also discontinue use of any features that allow a caller to override the price disclosure message during this 20-day time period.

SECTION 12 - MISCELLANEOUS SERVICES

12.18 Info Contact 976 (Cont'd)

.2 Terms and Conditions (Cont'd)

t. Frontier Obligations

- (1) On behalf of the Info Contact 976 subscriber, Frontier will bill the subscriber's clients (Callers) for all directly dialed sent paid calls completed to the announcement or program from flat and measured rate access lines.
- (2) A one-time adjustment per client 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 client. The client must request an adjustment within 60 days of the bill date on the bill in question.
 - (a) If a client requests a second adjustment for 976 charges, Frontier may, at its option, place 976 blocking on the client's line.
- (3) The subscriber must establish a specific complaint procedure and an adjustment policy. Frontier will adopt the established procedure when Frontier provides Billing and Collection services for the subscriber.
- (4) Frontier will issue a remittance check monthly to the Info Contact 976 subscriber based on the total number of directly dialed sent paid calls, completed to the Info Contact 976 subscriber's announcement or program minus any calls adjusted by Frontier.

The amount of remittance will be the difference between the Info Contact 976 subscriber's established rate per call and Frontier's Transport and Billing rate per call times (x) the number of qualifying calls less any nonrecurring or recurring charges owed Frontier by the Info Contact 976 subscriber.

- (5) Included with the Info Contact 976 subscriber's monthly bill will be a summary of the number of calls on which the amount of remittance is based.

u. Notification of Clients of Subscribers

- (1) Frontier will notify clients of Florida 976 information charges under the following condition:
 - (a) If Frontier determines a caller is generating high 976 usage, Frontier may contact the caller of such charges for early notification.
- (2) When contact is made, Frontier shall inform the client of the charges and of blocking options.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 37

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.18 Info Contact 976 (Cont'd)

.3 Rates and Charges

a. Charges Applicable to the Subscriber:

(1) Info Contact 976

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(a) Initial establishment of Info Contact 976 on the same service order, per announcement or inter active program	\$325.00	-
(b) Any change in established call rate per announcement, interactive program, or telephone number	\$100.00	-
(c) Info Contact 976 Access Lines		
(.1) Service Ordering, Initial Order	1	-
(.2) Line Connection, each	1	-
(.3) Access Line, each	-	\$40.00
(d) Transport and Billing of calls		
(.1) Transport		Each Additional 30 Seconds or Fraction Thereof
<u>Subscriber Established Call Rate</u>	<u>First Minute</u>	
Per call	\$.07	\$.035
(.2) Billing and Collection Service		
Billing and Collection charge billed to the Info Contact 976 Subscriber.		
Subscriber Charge Per Total Individual Call	<u>\$0.20 - \$0.50</u>	<u>\$0.51 - \$2.00</u>
		<u>\$2.01+</u>
Billing and Collection Rate Per Message	\$.08	\$.15
		\$.25
(e) Each month Frontier will assess a 5% cost allocation surcharge to Info Contact 976 subscribers based on the amount due them. This surcharge allows Frontier to recover client uncollectibles. Once actual uncollectible data by the subscriber is available, the 5.0% cost allocation surcharge will be deleted and all actual uncollectibles will be subtracted from the amount remitted to the subscriber.		

¹ The applicable Service Charges as specified in Section 4 shall apply.

SECTION 12 - MISCELLANEOUS SERVICES

12.19 Call Trace

.1 General

Call Trace is the service of attempting to trace and identify, at the request of a subscriber or authorized representative, the source or origin of obscene, harassing, and/or other nuisance type telephone calls.

.2 Terms and Conditions

- a. Subscriber requests for call tracing will be directed to Frontier's Nuisance Call Center, who will instruct the subscriber to contact the appropriate law enforcement agency and make a report on the nature of the nuisance calls.
- b. Based on the frequency and/or regularity of the offending calls, Frontier will determine whether there is a reasonable basis for instituting trap and trace arrangements.
- c. Frontier will obtain a release from the subscriber which authorizes Frontier to provide trace information to law enforcement agencies and expresses a commitment to pursue criminal prosecution, if appropriate.
- d. Where provisions a, b, and c above are met, Frontier will provide call tracing service at no charge for a ten-day period based upon the availability of central office technicians and/or line identification equipment.
- e. Any trap and trace conducted under this Product Guide beyond a ten-day period shall be at the discretion of Frontier. Requests for trap and trace longer than ten days are subject to the availability of facilities and technicians and will be charged for on a time-and-materials basis.
- f. Frontier does not guarantee successful call trace results when line identification equipment is placed. When call trace results are successful, the identify of the offending line subscriber will be furnished only to the appropriate law enforcement agency.
- g. In the event a customer requested call trace is unsuccessful, the subscriber will be given the option of changing telephone numbers one time at no additional charge.
- h. Frontier will not be liable for any damages or injuries of whatever kind to property to any individuals, which may, in any manner, result from the provision of this service, or from any mistakes, delays, or errors by Frontier in connection with Call Trace service which were not caused by Frontier's failure to maintain proper standards of maintenance and operation or by Frontier's failure to exercise reasonable supervision (i.e., willful neglect).
- i. This Product Guide does not apply to trap and trace ordered by the state or federal courts, or to emergency situations, such as kidnapping, threatening of jurors, witnesses, or judicial officers, or similar emergencies, declared by law enforcement agency within its legal powers. Frontier may charge for the above on a case-by-case basis.
- j. Terms and Conditions in 12.19 .2.a., b., c., d., e., and i. above do not apply in exchanges or central offices where Call Trace facilities are available under the Custom Calling Local Area Signaling Service (CLASS) arrangement shown in Section 12.12.

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.20 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. Frontier 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 Terms and Conditions

- a. Business Traffic Study Service is available only to business customers.
- b. Calls must be carried by Frontier and billed by or on behalf of Frontier to the customer requesting the study.
- c. 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.
- d. Traffic Studies are performed at customer's request, per report request by study number.
- e. 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.
- f. 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 12.20 .4, following.
- g. Traffic study report features may vary by Central Office switching system type.

.3 Application of Rates and Charges

- a. For the setup of each additional Traffic Study Report, per report request by study number, the Service Establishment Charge applies in addition to the Monthly Rate.
- b. The Service Charge, Network Access Charge, as found in Section 4, is applicable.

.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

PRODUCT GUIDE

SECTION 12 - MISCELLANEOUS SERVICES

12.21 Intercept Message Traveling Service

.1 General

- a. Intercept Message Traveling Service is an operator-intercept service available to residence and business subscribers. This service provides a subscriber who has relocated and/or taken a number change the medium to inform callers of their new telephone number and address. The intercept message may be read by an operator or may be recorded by Frontier employees and played at the time the disconnected or changed telephone number is called. All applicable charges for Message on the Move, including the recording set-up fee and total months requested, will be billed in advance as a total one-time charge on the next billing statement.
- b. The residence or business subscriber may request that the basic message consist of the new telephone number and complete or partial address. Business subscribers may include the days and hours of operation as part of the basic message. The basic message is provided at rates as specified in 12.21 .2, following.
- c. For an additional charge as specified in 12.21.2, following, business subscribers may request an optional advertising tag line.
- d. All lines are limited to no more than sixty characters per line. The basic message plus any advertising tag lines is limited to no more than a total of four lines.
- e. The subscriber shall exclude from the advertising tag line any matter the dissemination of which is prohibited by law, contains matter which implicitly or explicitly invites, describes, simulates, excites, arouses, or otherwise refers to sexual conduct, or which contains sexual innuendo which arouses or attempts to arouse sexual desire.
- f. The minimum service period will be one month per residence or business line. The maximum service period will be twelve months per residence line or business line.
- g. This service is provided subject to the availability of facilities.

.2 Rates

	<u>Nonrecurring Rate</u>	<u>Monthly Rate</u>
a. Basic Message		
Residence		\$10.00
Business		\$10.00
b. Advertising Tag Line		
Business, per line		\$3.00
c. Custom Recording set-up fee	\$10.00	

SECTION 12 - MISCELLANEOUS SERVICES

12.22 Dormitory Communications Service

.1 General

- a. Dormitory Communications Service (DCS) is available to accredited public and private educational institutions for residential use by students, faculty members, or employees who reside in dormitories or other residential quarters owned, leased, or under control of the educational institution.
- b. DCS is furnished from central office equipment located on Frontier premises and associated facilities arranged to provide the equivalent of residence individual line rotary dial local exchange service. Except for the optional provision of Touch Calling Service as specified in Section 2.j following all DCS lines furnished to an educational institution must be of the same class of residence individual line service and a mix of different services is not permitted.
- c. The local calling area for DCS is the same as the residence individual line service in the exchange in which the DCS central office equipment is located. DCS local calls, including calls between DCS lines served by the same DCS central office equipment are subject to the same local exchange service usage charges, as applicable, to residence individual line service.
- d. DCS is offered subject to the availability of facilities and where, in the judgment of Frontier, that service may be provided by the use of service arrangements, equipment, and facilities in quantities and types regularly furnished by Frontier.

.2 Terms and Conditions

- a. DCS is furnished to an educational institution upon the condition that use of the service shall not be made subject to any charge by the educational institution in excess of the actual Frontier charges for the service.
- b. The educational institution is responsible for payment of all charges except those set forth in c., following, which are billed by Frontier directly to DCS lines.
- c. Frontier will bill and collect DCS sent-paid or collect long-distance messages, telegrams, cablegrams, and radiograms. In addition, Frontier will bill and collect local exchange service usage and Directory Assistance service charges where the serving equipment is arranged to automatically identify and bill such charges direct to DCS lines.
- d. The terms and conditions set forth for deposits and payment of service in Section 2. shall be applicable to users of DCS lines.
- e. The educational institution shall agree to render assistance to Frontier in the prompt collection of charges billed to DCS lines.
- f. In the event of nonpayment of any charges billed, Frontier may suspend or terminate a DCS line until all charges due have been paid. Service which is so suspended or terminated is subject to the charges specified in Section 4. for restoral or reestablishment of service.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 42

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.22 Dormitory Communications Service (Cont'd)

.2 Terms and Conditions (Cont'd)

- g. The service charges specified in Section 4 for residence service apply for DCS service. Charges apply to all customer-requested installations, moves, changes, removals, and rearrangements performed by Frontier on the customer's premises, except as excluded or otherwise provided for in Section 4.
- h. DCS lines may be temporarily suspended, at the educational institution's request, subject to the terms and conditions specified for the temporary suspension of individual line residence service in Section 2.
- i. The rates and charges specified for DCS lines in a, following, do not include directory listings in the alphabetical section of the directory of Frontier. With the consent of the educational institution, directory listings for DCS are furnished at the same rates and charges specified for residence additional directory listings in Section 6.
- j. Subject to the availability and type of DCS central office equipment provided, and with the consent of the educational institution, DCS lines may be equipped for Touch Calling Service and/or Custom Calling Service at the same rates and charges as specified for such services on residence individual lines in Section 12.
- k. Where the DCS central office equipment has Digital ABCN Service capabilities, and at the request of the educational institution, tie lines will be furnished at additional charges between the switching system of the educational institution and the DCS central office equipment subject to the conditions specified in l., following.
- l. Where tie lines are provided, the educational institution's stations are not permitted access to exchange and toll connections via the DCS central office equipped. At the option of the educational institution, DCS lines may be permitted access to exchange and toll connections via the educational institution's switching system.
- m. DCS calls to Directory Assistance Service are subject to the terms and conditions specified for such service furnished to residence individual lines in Section 3.
- n. The initial contract period for each DCS line is the same as the initial contract period specified for residence individual line service in Section 2.
- o. Presubscription of a carrier of preference is required as specified in the Facilities for Intrastate Access Tariff and the Frontier Telephone Companies Tariff FCC No. 14.

SECTION 12 - MISCELLANEOUS SERVICES

12.22 Dormitory Communications Service (Cont'd)

.3 Rates and Charges

- a. Apply same rates and charges for each DCS line as specified in Section 3 for residence individual line service in the exchange in which the DCS central office is located.
 - (1.) End user charges as specified for residential service in the End User Access Service Section of the Intrastate and Interstate Access Service Tariffs apply, as appropriate.
- b. Tie Lines and Tie Line Terminals
 - (1.) Apply same rates and charges for each tie line as specified in Section 12 for tie lines between the educational institution's switching system and the DCS central Office.
 - (2.) Tie Line Terminals
 - (a.) At the educational institution's switching system, apply appropriate rates and charges for each tie line terminal depending on type of switching system utilized.
 - (b.) At the DCS central office, apply same rates and charges for each tie line terminal as specified for Centrex Service tie line terminal in Section 12.

SECTION 12 - MISCELLANEOUS SERVICES

12.23 Billed Number Screening

.1 General

- a. Billed Number Screening (BNS) is a service offering providing for the automatic blocking of third number billing, collect billing, or both. The BNS feature is established for a particular billing number via service order.
- b. BNS is available for residential and business customers on one or more lines, whether or not the lines are billed together or separately.
- c. Subscribers who have requested BNS prior to April 22, 1986, will not be subject to rates and charges as specified in 12.23 .3 following until such time as the screened number or numbers are changed for subscriber reasons.

.2 Limitations

- a. Special equipment serving the originating caller's location is required to make this feature operable.

(1.) Where such equipment is installed:

Call attempts which have been screened will not complete. The operator will advise the calling party that alternate billing arrangements will have to be made before the call can be completed.

(2.) Where such equipment is not installed:

Call attempts on a third-number basis will complete and will bill. It is the originating point of the call that determines the editing equipment used for verification. Third-number or collect calls may appear on the bill when placed from areas not equipped with editing facilities. Call attempts on a collect basis and accepted will be billed. Payment for these calls will be expected.

.3 Rates and Charges

- a. The following monthly rates are applicable for Billed Number Screening:

	<u>Monthly Rate</u>
(1.) Option A--No Collect or Third-Number Billing Per billing line screened	\$2.25
(2.) Option B--No Third-Number Billing Per billing line screened	\$2.25
(3.) Option C--No Collect Billing Per billing line screened	\$2.25

SECTION 12 - MISCELLANEOUS SERVICES

12.24 Services for Enhanced Service Providers (ESPs)

.1 General

- a. This Product Guide section contains terms and conditions, rates and charges applicable to the provision of certain functional network capabilities. These capabilities expand the ability of Enhanced Service Providers (ESPs) to provide services to their clients through the use of the public switched telephone network.
- b. Services in this Product Guide are furnished only in central office areas where facilities and equipment, as determined by Frontier, permit.
- c. Services in this Product Guide, designed primarily for Enhanced Service Providers (ESPs), are also available to others.

.2 Enhanced Service Provider (ESP) Services

- a. ESP Services are offered by Frontier in conjunction with exchange access line service as outlined in Section 12.24 .5.b(8). Customers may order and utilize these services to connect to Frontier's local exchange network to provide enhanced services to the customer's clients. These services are as follows:

(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 information is waiting for them.

(2) Forwarded Call Information - Intraoffice. This service provides the information on the calling number (the customer's client line which was busy or did not answer and is equipped with call forwarding), the called 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.

(3) Data Link. This service, which must be established between the customer's location and Frontier's central office, provides the capability of delivering to the customer the called number, the calling number, and the type of forwarding from each central office serving area in which the customer wishes to offer enhanced services.

(a) Inter-Switch Voice Messaging (ISVM). This service is available to both Centrex 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 Frontier to serve any customer within a Local Access Transport Area (LATA).

SECTION 12 - MISCELLANEOUS SERVICES

12.24 Services for Enhanced Service Providers (ESPs) (Cont'd)

.2 Enhanced Service Provider (ESP) Services (Cont'd)

a. (Cont'd)

- (4) Queuing. This service provides customers subscribing to PBX Trunk Lines or Centrex 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.
- (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.
- (6) Message Waiting Indication - Audible Ring Burst. In addition to the stutter dial tone that a client receives to signal 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.
- (7) Enhanced Call Transfer

Enhanced Call Transfer allows the user of a 2-way trunk with DID to transfer any incoming call to another line or trunk outside of the system and then to leave the connection without disconnecting the call. Enhanced Call Transfer is available where facilities and conditions permit.
- (8) Message Waiting Indication-Visual (MWI-V) is a feature that provides the Enhanced Service Provider (or customer) with the ability to send an alerting signal in the form of a light to its end-user's line. This alerting signal can then be used by the Enhanced Service Provider (or customer) to inform its end-user that a message(s) is waiting.

.3 ESP Client Services

- a. ESP Client services are offered by Frontier. Customers may order and utilize these client services in conjunction with their clients' exchange access lines to provide enhanced services to their clients. These client services are as follows:
 - (1) Call Forwarding Busy Line - Fixed. This service, permanently activated, provides clients the ability to redirect incoming calls to their home or business to the customer's preselected PBX Trunk Line number, Centrex Service line number, or other line number of the customer at another location on a different premises when such incoming calls encounter a normal busy line condition.

SECTION 12 - MISCELLANEOUS SERVICES

12.24 Services for Enhanced Service Providers (ESPs) (Cont'd)

.3 ESP Client Services (Cont'd)

a. (Cont'd)

- (2) Call Forwarding No Answer – Fixed. This service, permanently activated, provides clients the ability to redirect incoming calls to their home or business to the customer's preselected PBX Trunk Line number, Centrex Serviceline number or other line number of the customer at another location on a different premises when such incoming calls encounter a no answer condition after a specific number of rings; such number of rings to be specified when this service is ordered.
- (3) Call Forwarding Busy Line Don't Answer. This service, permanently activated, provides clients the ability to redirect incoming calls to their home or business to the customer's preselected PBX Trunk Line number, Centrex Serviceline number or other line number of the customer at another location on a different premises when such incoming calls encounter either a normal busy line condition or a no answer condition.
- (4) 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.

.4 Definitions

- a. ESP Bill Option. This is an ordering and billing option that allows a customer to order and pay for the provisioning and monthly recurring charges of only those services provided under this section of the Product Guide. An agency agreement between the customer and the customer's client is necessary before the customer may exercise this option. Customers will be held liable for orders involving clients for whom no agency agreement exists.
- b. Client. The term "client" denotes any individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered by the customer utilizing those services provided under this section of the Product Guide.

For ISVM, the client is a Residential or Business end-user of local Exchange Access Line service or Centrex Service service.

SECTION 12 - MISCELLANEOUS SERVICES

12.24 Services for Enhanced Service Providers (ESPs) (Cont'd)

.4 Definitions (Cont'd)

c. 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 of the Product Guide.

(1) For ISVM, the customer is a business entity providing services such as call coverage and messaging to telephone subscribers who elect to become clients of the customer.

d. Enhanced Service Provider. An Enhanced Service Provider (ESP) is a customer who, in accordance with applicable regulatory requirements, claims the status of an ESP and who provides an enhanced service under Section 64.702 of the FCC's Rules.

e. Switching Unit. The central office switch.

.5 Terms and Conditions

a. Undertaking of Frontier

(1) The limitation of Frontier's liability is set forth in Section 2.6.

(2) Frontier may disconnect the customer's service for failure to comply with any provision(s) of this Product Guide or any applicable tariff of Frontier.

(3) ESP Client Services billed to ESP orders can only be accepted if the client line is specified and available for provisioning.

(4) If Frontier finds the provision of ESP Services and ESP Client Services, as outlined herein, is adversely affecting or would adversely affect Frontier's ability to provide, complete or maintain the level of or quality of its other services to its exchange telephone customers, Frontier may refuse to provide or may discontinue providing such services.

(5) Late payment charges as defined in Section 2, will apply to all services contained in this Product Guide.

(6) ESP and ESP Client Services will not be provided in connection with Public Coin Telephone Service, Semipublic Coin Telephone Service or Public Telephone Access Service.

(7) Charges for calls between the originating location and the call forwarded equipped line are applicable in accordance with the applicable charges for local message units, dial station, operator station or person toll.

SECTION 12 - MISCELLANEOUS SERVICES

12.24 Services for Enhanced Service Providers (ESPs) (Cont'd)

.5 Terms and Conditions (Cont'd)

b. Enhanced Service Provider's Obligations

- (1) Customer services as outlined herein and the promotion and provision thereof must comply with all applicable federal, state and local laws, rules and terms and conditions.
- (2) The customer shall indemnify, defend, protect and save harmless Frontier against any and all losses, claims, demands, suits, causes of action, damages, costs or liability in law or in equity of every kind and nature whatsoever, including attorney's fees, arising directly or indirectly from the service or in connection therewith, including but not limited to any loss, damage, expense, or liability resulting from any infringement or claim or infringement of any patents, trademarks, or copyright, or resulting from any claim of libel or slander.
- (3) The customer is responsible for all provisioning and monthly recurring charges for billed-to-ESP services including those situations in which the customer's client and/or Frontier has temporarily suspended or disconnected that client's service.
- (4) The customer has exclusive responsibility and control over the content, quality, and characteristics of services or conversations conducted over the customer's equipment. Frontier 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, terms and conditions or order of any governmental agency.
- (5) The Customer shall not publish or use any advertising, sales promotion material, or other publicity relating to the subject matter of ESP and ESP Client Services wherein Frontier's name or language, signs, markings or symbols are used, from which the connection of Frontier's name therewith may be, in Frontier's judgment, reasonably inferred or implied without the prior written approval of Frontier.
- (6) The customer is financially responsible for any and all costs and expenses involved in providing its services, including, but not limited to, the customer's premises equipment, program development, advertising, and promotional expenses. The customer is financially responsible for all facilities required to connect the customer's equipment to Frontier's serving wire center, in accordance with all applicable rates and charges under this Product Guide or applicable tariffs.

SECTION 12 - MISCELLANEOUS SERVICES

12.24 Services for Enhanced Service Providers (ESPs) (Cont'd)

.5 Terms and Conditions (Cont'd)

b. (Continue)

- (7) The customer's premises equipment shall be interconnected in accordance with the General Conditions and applicable rates as set forth in Section 13, Connections of Customer-Provided Terminal Equipment and Communications Systems. If the customer violates this requirement, Frontier may disconnect the customer's services.
- (8) Customers subscribing to the services outlined in Section 12.24 .2.a.(1),(2),(3),(4), (5), (6), (7), and (8), are required to subscribe to PBX Trunk lines or Centrex Service lines capable of supporting the enhanced service(s) being offered. Also, they may be required to subscribe to as many additional PBX Trunk Lines or Centrex Service lines as, in the judgment of Frontier, are required to adequately handle calls without impairing service to others.
- (9) The customer is responsible for disconnecting ESP Client Services ordered for its client(s), including those situations where the customer's client(s) no longer have service with Frontier.
- (10) The customer is responsible for the payment of applicable charges for each forwarded call completed in conjunction with User Transfer Service.

c. Client Obligations

- (1) The client whose line is equipped with Call Forwarding Busy Line and/or No Answer - Fixed and Customer Controllable Ringing is responsible for the payment of applicable charges for each completed call between their call forwarding equipped line and the customer's number to which the call is forwarded.

d. Billing and Remittance

- (1) Adjustments requested due to poor transmission quality caused by the customer's equipment may be made at the discretion of Frontier.
- (2) The customer's services may be discontinued pursuant to the procedures set forth in Section 2, for failure to make full payment for Frontier's services provided under this Product Guide.

SECTION 12 - MISCELLANEOUS SERVICES

12.24 Services for Enhanced Service Providers (ESPs) (Cont'd)

.5 Terms and Conditions (Cont'd)

e. Inter-Switch Voice Messaging (ISVM) Terms and Conditions

- (1) ISVM is offered subject to the availability of both Data Link and ISVM facilities.
- (2) ISVM is offered as an optional enhancement to Data Link service and, as such, all of the applicable terms and conditions pertaining to Data Link service apply.
- (3) Frontier will determine which central office and transmission facilities are used to provide service.
- (4) Customers are entirely responsible for the compatibility of their terminating equipment to handle calls and call-related data.
- (5) Customers must agree to purchase adequate facilities as determined by Frontier.
- (6) Signaling, control and data communication protocols are defined by Frontier and Frontier retains the right to change these protocols.
- (7) Customers subscribing to ISVM must also subscribe to Data Link service.
- (8) ISVM is available to compatible and suitably-equipped Centrex Service customers.
- (9) Frontier assumes no liability for the loss of stored messages or other information attributed to a failure of its facilities and equipment.
- (10) The integrity of the customer's database information is solely the responsibility of the customer. Frontier assumes no liability for any errors, misdirected calls or misdirected message waiting indications resulting from problems with the customer's database.
- (11) Customers are not authorized to sell, offer for telemarketing purposes or other unauthorized purposes a list of telephone numbers acquired or compiled by using this service.

.6 Changes

- a. Any change to the customer's preselected telephone number to which client's telephone calls are redirected, as described in Section 12.24 .3.a.(1),(2), and (3), will incur applicable service charges.
- b. The ESP Bill Option as defined in Section 12.24 .4.a. of this section of the Product Guide may only be exercised by a customer who is planning to utilize the services found in this section of the Product Guide to offer an enhanced service.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 52

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.24 Services for Enhanced Service Providers (ESPs) (Cont'd)

.7 Rates and Charges

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u> ¹
a. Call Forwarding, Busy Line-Fixed, Per Line Arranged	\$1.25	-
b. Call Forwarding, No Answer-Fixed, Per Line Arranged	\$1.25	-
c. Call Forwarding, Busy/No Answer-Fixed, Per Line Arranged	\$1.50	-
d. Message Waiting Indication-Audible, Per Line Arranged	\$.50	-
e. Forwarded Call Information-Intraoffice, Per Line Arranged	\$1.00	-
f. Data Link Termination, per Data Link Arranged	\$250.00	\$500.00
g. Queuing, Per Line or Trunk Arranged	\$1.50	-
h. User Transfer, Per Line Arranged	\$1.50	-
i. Customer Controllable Ringing, Per Line Arranged	\$.50	-
j. Message Waiting Indication - Audible Ring Burst, Per Line Arranged	\$1.00	-
k. Enhanced Call Transfer Per trunk	\$19.00	\$25.00 ²
l. Message Waiting Indication-Visual per line arranged	\$.50	-
m. PBX Trunk Line, Line Rate	(Refer to Section 3. for applicable rate)	

¹ Nonrecurring charges as found in Section 4.

² Nonrecurring charge is applied per customer. Nonrecurring charges from Section 4 are applicable in addition to this charge.

SECTION 12 - MISCELLANEOUS SERVICES

12.25 Telecommunications Service Priority (TSP) System

.1 Description of the Service

- a. The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The TSP System applies only to NSEP services including local exchange service, Foreign Central Office Service, Private Line Service, Wide Area Telecommunications Service (WATS) ¹, and cellular and provides Frontier with a guide to the sequence in which services are to be provisioned and/or restored.
- b. All facilities that can be identified by a unique circuit identifier can be provisioned for NSEP service by Frontier.
- c. The rates and charges associated with a subscriber subscribing to the TSP System are as specified in Section 12.25.

(C)

.2 Obtaining TSP System Service

- a. The Executive Office of the President through the TSP Program Office, is empowered with the authority to receive, evaluate and process requests for NSEP services. The TSP Program Office makes the priority level assignments and issues the TSP authorization code reflecting the priority assignment associated with a request. The subscriber provides the TSP authorization code, in addition to all the other details necessary to complete the order to Frontier to obtain TSP System service.
- b. The TSP authorization code, assigned on a per order basis, consists of a 12-character field consisting of a nine-character control ID followed by a dash and a two-character field specifying the priority level assignment. Its structure is as follows:

TSPxxxxn-yy

The "x"s represent a sequence of numbers unique to each TSP authorization code and the "n" is a one character alphanumeric check digit. The first "y" contains the provisioning priority level assignment and the second "y" contains the restoration priority level assignment.

¹ Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

(N)
(N)

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.25 Telecommunications Service Priority (TSP) System (Cont'd)

.3 Provisioning Priority

- a. If the subscriber requires service within a shorter time interval than Frontier can provide, and the requested service qualifies for NSEP, the subscriber may elect to invoke NSEP Treatment and obtain the appropriate provisioning priority assignment from the TSP Program Office. Acceptable assignment code values are: E, 1, 2, 3, 4, 5 or 0.
- b. The assignment of the value "E" denotes Emergency Provisioning and implies the service has the most critical provisioning requirements and Frontier will respond accordingly. Frontier will take immediate action to provide the requested service at the earliest possible date. Rates and charges associated with "" provisioning are as specified in Section 12.25 .7.
- c. The assignment values of 1, 2, 3, 4 and 5 are treated as essential service priorities and Frontier will adjust its available resources to meet the subscriber's requested due date. The value "0" implies no provisioning priority.

.4 Restoration Priority

- a. A TSP authorization code for restoration priority classifies the service as being among the nation's most important NSEP telecommunications service. Frontier will restore these services before services without restoration priority assignments in the order of priority assignments. Acceptable values are: 1, 2, 3, 4, 5 or 0 with the value of "1" being the highest priority.
- b. When Frontier recognizes a TSP as being out of service, unusable or receives a trouble report, available resources will be dispatched to restore the service as quickly as practicable. A priority value of 1, 2, or 3 requires dispatch outside normal business hours if necessary to restore the service. A priority value of 4 or 5 only requires dispatch outside of normal business hours if the next business day is more than 24 hours away. If the value "0" has been assigned, then no restoration priority is applicable to this service.
- c. The minimum period for service is one month.

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.25 Telecommunications Service Priority (TSP) System (Cont'd)

.5 Obligations of the Subscriber

- a. In all instances, the subscriber is responsible for obtaining the appropriate TSP authorization code and providing that code to Frontier.
- b. The TSP System service subscriber must also be the subscriber for the facilities with which TSP service is associated. Only the subscriber or its authorized agent as indicated in a letter of agency on file with Frontier is allowed to order TSP System service.
- c. All points of a multipoint service configuration must have the same restoration priority assignment and must satisfy the requirements of that assignment.
- d. In obtaining TSP System service, the subscriber consents to the release of certain information by the Frontier to the federal government in order to maintain and administer the TSP System. Such information includes: the subscriber's name, telephone number and mailing address, the TSP authorization code and the circuit or service ID number associated with the NSEP service.
- e. When a subscriber invokes NSEP treatment, Frontier will attempt to notify the subscriber of expected charges. However, the subscriber when invoking NSEP treatment must recognize that quoting charges beforehand may not be practicable. Therefore, the customer grants Frontier the right to quote and bill charges after provisioning of the service.
- f. During certain emergencies, the subscriber may request TSP assignments verbally and Frontier will accept such verbal notification. The subscriber must submit a written order to Frontier within two working days following the verbal request. If the written order is not received within two working days, all applicable rates and charges accumulated to date to provision TSP System service, become immediately due and payable and the requested TSP priority is revoked.
- g. The subscriber must request and justify revalidation of all priority level assignments at least every three years.
- h. Additionally, the NCS Manual 3-1-1. Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual", dated July 9, 1990 prescribes specific conditions which warrant NSEP Treatment and related procedures.

SECTION 12 - MISCELLANEOUS SERVICES

12.25 Telecommunications Service Priority (TSP) System (Cont'd)

.6 Obligations of Frontier

- a. Frontier will allocate resources to ensure best efforts to provide NSEP services by the time required.
- b. Frontier will work TSP System services in the order of their priority level assignments. The priority sequence is as follows:
 - Restore NSEP services assigned restoration priority 1
 - Provision Emergency (E) NSEP services
 - Restore NSEP services assigned restoration priority 2, 3, 4 or 5 Provision NSEP services assigned provisioning priority 1, 2, 3, 4 or 5.
- c. Frontier will work cooperatively with other providers of NSEP service when only a portion is provided by Frontier to ensure "end-to-end" service
- d. Additionally, TSP System service will be provided in accordance with the guidelines set forth in NCS Handbook 3-1-2, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook" dated July 9, 1990.

.7 Rates and Charges

- a. The following rates and charges are in addition to all other rates and charges that may apply for other services offered under this Product Guide which operate in conjunction with the TSP System.
 - (1.) Establishment of TSP System Service -
The establishment of TSP System service charge is a nonrecurring charge (NRC), per access line and/or circuit, in the amount of \$77.00 which applies when the service is ordered with provisioning and/or restoration priority. If both (provisioning and restoration priority) are ordered at the same time, only one NRC is applicable. The NRC is also applicable for orders changing priority levels.
 - (2.) Provisioning Priority - There are two basic levels of priority provisioning, Emergency (Provisioning priority "E") and Essential (provisioning priority 1, 2, 3, 4 or 5).
 - (a.) Emergency Provisioning - Frontier will take immediate action to provide the requested service at the earliest possible date. The rates and charges will apply as set forth in 5 Charges Applicable Under Special Conditions.
 - (b.) Essential provisioning - Frontier will adjust its available resources to meet the subscriber's requested due date.
 - (3.) Restoration Priority - Restoration Priority is a monthly rate, per access line and/or circuit, for the ongoing administration and maintenance of the TSP System. This monthly rate only applies when a restoration priority code (1, 2, 3, 4 or 5) is specified in position 12 of the authorization code. The monthly rate, per access line and/or circuit, is in the amount of \$3.75.

SECTION 12 - MISCELLANEOUS SERVICES

12.26 Info Contact 900

.1 General

- a. Info Contact 900 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 Info Contact 900 telephone number and receive a Info Contact 900 Provider's recorded announcement or interactive program. As part of this service, Frontier will transport calls from the caller to the Information Provider on behalf of the Info Contact 900 Provider.
- b. A "subscriber" to Info Contact 900 provides Pay-Per-Call Services to the calling public by means of recorded announcements or interactive programs and may apply a charge to the caller for each call completed to the subscriber's program from flat rate, measured rate, or message rate telephones and for whom Frontier agrees to provide billing on their behalf. Each caller to a Info Contact 900 is a "client" of the subscriber. The subscriber is responsible for provision of service as described following.
 - (1) "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.

.2 Terms and Conditions

- a. Info Contact 900 will be offered only where call blocking is available. Info Contact 900 will be provided over facilities within Frontier's serving exchange areas. Transport charges will only be applicable to qualifying calls placed from a LATA of Frontier to a number within the same LATA and transported by Frontier. Blocking is available to Frontier's customers under terms and conditions as specified in Section 12.
- b. Frontier Obligations
 - (1) The limitation of Frontier's liability is set forth in Section 2.

Frontier will disconnect any subscriber's 900 Program for the subscriber's failure to comply with any provision(s) of this Frontier's Product Guide.
 - (2) Frontier will provide a period of 18 seconds for delayed timing of information and transport charges. If a caller hangs up within this 18 second period, no information charge will be billed to the caller. However, the transport charge will be billed to the subscriber for that call from the time of initial connection. Any call to a Info contact 900 subscriber's program which is completed and is over 18 seconds in duration is a "qualifying call".

SECTION 12 - MISCELLANEOUS SERVICES

12.26 Info Contact 900 (Cont'd)

.2 Terms and Conditions (Cont'd)

b. Frontier Obligations (Cont'd)

- (3) A subscriber's offering of any particular information service shall not preclude Frontier from providing Info Contact 900 Transport to another subscriber offering the same or similar services.
- (4) Info Contact 900 calls billed to a Frontier calling card, third party calls billed to Info Contact 900 telephone numbers and collect calls to Info Contact 900 numbers will not be permitted. All calls to an Info Contact 900 number from coin telephones and all calls requiring Frontier operator assistance or handling are not permitted.

Upon termination or discontinuance of a 900 program, the telephone number for such program will not be reassigned for at least six (6) months.

Frontier may monitor all 900 Programs without advance notification to the subscriber.

- (5) Frontier 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 (900) XXX-XXXX 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 clients of subscribers to Info Contact 900s. Frontier will be responsible for all matters concerning billing, collection, adjustment, and call investigation.
- (6) Frontier will bill and collect only for charitable contributions, information, or communication services provided over the telephone. Frontier will not bill or collect for goods and services that are not provided over the telephone.
- (7) After supersedure of service, the 900 subscriber must wait 90 days to make a telephone number change. Additionally, after a telephone number change, the 900 subscriber must wait 90 days before placing an order to supersede their service.

SECTION 12 - MISCELLANEOUS SERVICES

12.26 Info Contact 900 (Cont'd)

.2 Terms and Conditions (Cont'd)

b. Frontier Obligations (Cont'd)

- (8) Because Frontier's capacity in central office equipment and network facilities to furnish Info Contact 900 Transport is limited:
 - (a) Info Contact 900 Transport will only be furnished where Frontier's facilities and operating conditions permit. Info Contact 900 calls will be transmitted to the extent such facilities and operating conditions allow.
 - (b) If Frontier has reason to believe that permitting the commencement or continuation of an Information Program in this Product Guide schedule is adversely affecting or would adversely affect Frontier's ability to provide, complete or maintain the level of or quality of its exchange telephone customers, Frontier may refuse to provide Information Programs or may discontinue providing such service. Unless, in the judgment of Frontier, an emergency condition exists or is threatened, Frontier shall give 24 hours notice to discontinuance. Where such emergency conditions exist or are threatened Frontier may discontinue the Information Program and shall give notice of discontinuance as promptly as reasonably possible.

Info Contact 900 Access lines are provided as inward only service.

- (9) Temporary suspension of service, as covered in Section 2, is not offered with Info Contact 900.
- (10) Late Payment Charges, as specified in Section 2, will apply to all Info Contact 900.
- (11) Frontier does not guarantee the quality of performance of data transmission over facilities used for Info Contact 900.
- (12) Notification of Clients of Subscribers
 - (a) Frontier will notify clients of subscribers of 900 information charges under the following conditions:
 - .1 If Frontier determines a caller is generating high 900 usage, Frontier may contact the caller of such charges for early notification.
 - (b) When contact is made, Frontier shall inform the client of the charges and of blocking options.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 60

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.26 Info Contact 900 (Cont'd)

.2 Terms and Conditions (Cont'd)

c. Subscriber Obligations

- (1) The subscriber's programs and the promotion and provision hereof must comply with all applicable Federal, State and Local laws, rules and terms and conditions.
- (2) The subscriber shall be liable for and shall indemnify, defend, protect and save harmless Frontier 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.
- (3) The subscriber gives permission to Frontier to release the subscriber's name, complete mailing address, and business telephone number to any callers in response to inquiries or complaints. Disputes or questions concerning the nature or quality of the service or system will be referred by Frontier to the subscriber.
- (4) The subscriber is financially responsible for any and all costs and expenses involved in providing the programs, including, but not limited to, the subscriber's premises equipment, program development, advertising, and promotional expenses.
- (5) Prior to installation of Info Contact 900 access lines, for Frontier exchange toll network sizing and protection, each subscriber must furnish Frontier an estimate of the monthly call volumes for each service area, expected average busy hour(s), busy hour call volumes, and holding times. If the subscriber fails to do this, Frontier will not establish the subscriber's program.
- (6) The subscriber's premise equipment shall be interconnected in accordance with the Section 13. If the subscriber violates this requirement, Frontier shall disconnect the subscriber's program. Rates and charges specified elsewhere in this Product Guide or applicable Frontier Tariffs apply for all facilities required to connect the subscriber's premise equipment for each program to the wire center facility.
- (7) The subscriber is required to subscribe to access facilities capable of supporting a minimum of two simultaneous connections for each program. The subscriber is required to subscribe to as many additional access facilities as, in the judgment of Frontier, are required to adequately handle calls without impairing service to others. If the subscriber violates this requirement, Frontier shall disconnect the subscriber's program.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 61

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.26 Info Contact 900 (Cont'd)

.2 Terms and Conditions (Cont'd)

c. Subscriber Obligations (Cont'd)

(8) Information Programs

- (a) The subscriber has exclusive responsibility and control over the content, quality transmission, and characteristics of programs or conversations conducted on the subscriber's equipment. Frontier assumes no liability for the quality, defects in, or content of programs or conversations. The subscriber shall exclude from programs or conversations any matter, the dissemination of which is prohibited by law, or by rules, terms and conditions or order of any governmental agency.
- (b) The subscriber shall submit to Frontier all advertising, sales promotion and other publicity relating to the subject matter of their program wherein Frontier's name is mentioned or language, signs, markings or symbols are used from which the connection of Frontier's name therewith may be in Frontier's judgment, reasonably inferred or implied, and further, the subscriber shall not publish or use such advertising, sales promotion or publicity matter without the prior written approval of Frontier.
- (c) The subscriber must establish the Information Charge for Frontier to bill the client for qualifying calls. The subscriber may establish initial minute charges different from subsequent minute charges. The initial minute charge can range from \$0.00 to \$5.00. The zero rate is only applicable if the program is designed to be longer than one minute in length and subsequent minutes are rated at a minimum of \$.05 per minute. Subsequent minute charges can range from \$0.00 to \$2.00 on Recorded Programs, and \$0.00 to \$2.00 on Live Programs. The maximum charge per call is \$50.00. A flat rate initial Information Charge, with no additional minute charges, less than or equal to the program maximum charge per call may be applied, if agreed between Frontier and the subscriber in compliance with Frontier obligations as specified in 12.26 .2b. The Information Charge for programming directed to persons below the age of 18 is a maximum of \$2.00 per minute and a maximum charge per call of \$5.00. All amounts must be in whole dollar and cents amounts. Frontier will round fractions of minutes to the nearest whole minute prior to rating. The Information Charge established for subsequent minutes will be billed after rounding fractions of those minutes to the next minute.
- (d) A written request from the subscriber to change the charges and/or rate period changes being billed by Frontier must be received at least 30 calendar days prior to the proposed effective date. A subscriber will be allowed only one price change within any 30 day period. The subscriber will also be required to place a message on the service/recording informing callers of the new price and/or rate period and the effective date of such, commencing 5 days prior to the rate and/or rate period change and continuing 15 days after the rate and/or rate period change. The subscriber must also discontinue use of any features that allow a caller to override the price disclosure message during this 20 day time period.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 62

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.26 Info Contact 900 (Cont'd)

.2 Terms and Conditions (Cont'd)

c. Subscriber Obligations (Cont'd)

(8) Information Programs (Cont'd)

- (e) One white page listing will be provided at no charge for each 900 Program per directory subscribed to by the subscriber. Additional listings may be requested at the rates specified in Section 6.

Each listing must include one or more lines to advise that special charges apply; however, the actual Information Charge shall not be specified.

(f) Recorded Programs

- (.1) For each call greater than \$2.00 in total, the subscriber must inform the caller of the following:

- the name of the Program and the Information Charge for the call,
- minors should seek parental approval,
- if the caller hangs up within the delayed timing period, there will be no charge for the call,
- the date the program was recorded,
- minors should be aware that the cost of the call will appear on their parent's bill.

- (.2) For fundraising programs, the amount or percent going to charity must be stated. Programs that cannot be used without a directory or other instructions must disclose this information to the caller. This message must occur at the beginning of every call and may not be longer than 15 seconds, giving the caller at least 3 additional seconds to hang up before the 18 second delayed timing period has expired. The subscriber must provide a tone to indicate the end of the delayed timing period. Audiotex Programs with restricted access via PIN code or special password and videotex programs are exempted from this requirement.

SECTION 12 - MISCELLANEOUS SERVICES

12.26 Info Contact 900 (Cont'd)

.2 Terms and Conditions (Cont'd)

c. Subscriber Obligations (Cont'd)

(8) Information Programs (Cont'd)

(f) Recorded Programs (Cont'd)

(.3) For videotex programs without restricted access via PIN code or special password, the initial screen must state:

- the name of the program
- the information charge for the program

The caller must then actively enter a command to access the program. When a caller logs off, the final screen must give the total time and charges for the session, and then disconnect the caller.

(.4) Interactive programs must automatically disconnect a caller after one minute of inactivity on audiotex or after five minutes of inactivity on videotex.

(g) Live Programs

(.1) The following subscriber obligations apply to all Live Programs greater than \$2.00 in total:

(.a) Within the first 15 seconds of a call and at least 3 seconds prior to the connection to a live conversation, the subscriber will complete caller notification of the following:

- the name of the program;
- the Information Charge for the call;
- that the monitor will be on the line;
- that if they hang up immediately, they will not be charged;
- that minors must have parental permission (if the program is directed to minors);
- 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);
- for fundraising programs, the amount or percent going to charity must be stated.

(.b) Each subscriber shall provide a tone or announcement at intervals of at least 5 minutes.

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.26 Info Contact 900 (Cont'd)

.2 Terms and Conditions (Cont'd)

c. Subscriber Obligations (Cont'd)

(8) Information Programs (Cont'd)

- (h) Every advertisement or other communication which is intended to promote the subscriber's program shall clearly and conspicuously display and/or disclose the maximum information charge per initial and subsequent minute, or per call, whichever is applicable. In addition, all subscriber advertising for a given program must display and/or provide a voice-over with the phrase "Service may not be available in some areas". Advertising for fundraising programs will state the amount of money per call which will go to the charity or fundraising cause.

Each subscriber must provide in all television advertisements a voice-over announcement and visual display of the applicable maximum information charge per initial and subsequent minutes, or per call, whichever is applicable. In all television advertisements directed to minors, an admonition to seek parental permission before calling the Info Contact 900 numbers must also be included in a voice-over announcement.

All Info Contact 900 Programs directed to minors which contain an inducement or "teaser" to call back shall include an admonition to seek parental permission before calling back and all programs encouraging a call back shall quote the maximum information charge per initial and subsequent minute, or per call, whichever is applicable.

For advertising or other communications directed to minors, the subscriber will inform minors that they must have parental permission.

All Info Contact 900 Programs containing a cross-promotion to another Program shall include an announcement of the maximum information charge per initial and subsequent minutes or per call, whichever is applicable of the cross-promoted Info Contact 900 Program, and cross-promotions directed to minors shall include an admonition to seek parental permission before calling.

Cross-promotions or referrals from General Audience programs to harmful matter programs shall not be permitted.

SECTION 12 - MISCELLANEOUS SERVICES

12.26 Info Contact 900 (Cont'd)

.2 Terms and Conditions (Cont'd)

c. Subscriber Obligations (Cont'd)

(8) Information Programs (Cont'd)

- (i) Frontier reserves the right to require a subscriber to furnish Frontier with such information as Frontier deems necessary regarding the content, nature and advertising of 900 program(s), in advance of the initial connection of the service or prior to any change in the general content or nature of the program(s). Any change in the general subject matter or nature of the service without adequate prior notice to Frontier, or any refusal to provide the above-required information will be grounds for disconnection of the 900 Program(s).

Any violation of state, federal, or Frontier's rules can result in immediate disconnection of the 900 Program. Frontier will attempt to provide verbal notification of the violation and disconnection within 24 hours before such disconnection.

.3 Payment of Charges

- a. Frontier will bill the subscriber per month, per program, the total number of qualifying Info Contact 900 usage minutes times (X) the applicable Frontier associated transport charges and, if applicable, the total number of qualifying Info Contact 900 messages times (X) the Billing and Collection charge, plus any applicable late payment charge and any nonrecurring and/or recurring charges, in addition to any applicable state, federal or local taxes and/or surcharges.
- b. Applicable payment procedures, as set forth in Section 2 shall apply.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 66

EFFECTIVE: August 16, 2020

SECTION 12 - MISCELLANEOUS SERVICES

12.26 Info Contact 900 (Cont'd)

.3 Payment of Charges (Cont'd)

- c. Remittance to the subscriber is based upon the total number of Info Contact 900 completed calls which are qualifying. A qualifying call is any call which is billed by Frontier with the subscriber's designated information charge.

The following are non-qualifying types of calls and Frontier will attempt to restrict such calls from connecting to Info Contact 900 telephone numbers:

- Third party calls billed third party to Info Contact 900 telephone numbers
- Collect calls
- Operator Assisted calls
- Calls originating from Inmate Telephone Service
- Calls originating from Frontier operator handled and direct dialed Mobile Class of Service.
- Calls originating from Frontier WATS ¹ Class of Service
- Calls billed to Commercial Credit Cards
- InterLATA calls
- Customer-owned and Frontier-owned Pay Telephone calls
- Cellular and other Exchange and Interexchange Carriers with whom Frontier has no billing arrangement
- Third Party billed and Credit Card calls charged to an account outside of Frontier's territory
- Calls made through Florida Relay Service.

(C)

Calls in these categories which are connected, and for which Frontier can bill the client of the subscriber, will be remitted to the subscriber.

Where technically feasible, all calls that are connected but are not billed to the client will be categorized on the remittance invoice but will not be remitted to the subscriber.

Client adjustments granted by Frontier will be subtracted from the amount remitted to the respective subscriber.

¹ Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

(N)
(N)

SECTION 12 - MISCELLANEOUS SERVICES

12.26 Info Contact 900 (Cont'd)

.3 Payment of Charges (Cont'd)

- d. Each month, Frontier will bill a 5.0% cost allocation surcharge for uncollectibles to subscribers based on the amount calculated by multiplying the qualifying Info Contact 900 usage minutes times (x) the applicable information charges, less Frontier's associated transport and billing charges, times (x) cost allocation surcharge of 5.0%. Frontier may request a change in the surcharge if uncollectibles are significantly different for each prefix. This change would be subject to Commission approval.

Once actual uncollectible data by the subscriber is available, the 5.0% cost allocation surcharge will be deleted and all actual uncollectibles will be subtracted from the amount remitted to the subscriber.

- e. Adjustments

- (1) Client Adjustments

Frontier shall make a one-time adjustment for 900 charges per client account if it is established that either (1) calls were made by the client's minor children without parental consent or (2) the calls were not authorized by the client.

- (2) A client must request an adjustment within 60 days of the bill date on the bill in question. The client will be informed of the availability of Call Blocking Service at the time of the adjustment.

- (a) If a client requests a second 900 adjustment, Frontier may, at its option, place blocking on the client's line.

- (b) Frontier may block access to 900 service for clients who fail or refuse to pay 900 charges.

- (3) The subscriber must establish a specific complaint procedure and an adjustment policy. Frontier will adopt the established procedure when Frontier provides Billing and Collection services for the subscriber.

- (4) Frontier may remove from the client's bill any amount the client disputes or refuses to pay. Clients are eligible for an adjustment if dissatisfied with a subscriber's program for any justified reason.

SECTION 12 - MISCELLANEOUS SERVICES

12.26 Info Contact 900 (Cont'd)

.3 Payment of Charges (Cont'd)

f. Discontinuance of Service for Nonpayment of Bills

Bills shall be considered past due (delinquent) and service to a delinquent subscriber may be discontinued for nonpayment of Frontier's bill for services furnished, provided:

- (1) The bill has not been paid within thirty (30) calendar days after the date of presentation of the monthly bills.
- (2) Frontier first gives notice by first class mail to the subscriber's address relative to delinquency and impending termination. If payment is not received by Frontier within fifteen (15) calendar days of this notification, Frontier may proceed with cessation of Frontier-provided services.
- (3) Frontier will not cause cessation of service on any Saturday, Sunday or legal holiday observed by Frontier.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 69

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.26 Info Contact 900 (Cont'd)

.4 Rates and Charges

a. Charges Applicable to the Subscriber:

(1) Info Contact 900

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(a) Establishment of Info Contact 900, Reconnection or Reassignment of existing facilities to a new service, per program	\$325.00	-
(b) Any change in established call rate or telephone number; per announcement, interactive program	\$100.00	-
(c) Info Contact 900 Access Lines		
(.1) Service Ordering, Initial Order	1	-
(.2) Line Connection, each	1	-
(.3) Access Line, each	-	\$40.00
(d) Transport rates apply to the 900-XXX-XXXX calls. The transport charge is non-distance sensitive. The transport usage charges will be billed to the Subscriber.		

	<u>Charge Additional First Minute</u>	<u>Each 30 Seconds or Fraction Thereof²</u>
(.1) Transport Charge, per call	\$.10	\$.045
(e) Billing and Collecting all (900) XXX-XXXX Telephone Numbers. The Billing and Collection charge will be billed to the Subscriber.		
(.1) Subscriber Charge Per Total Individual Call	<u>\$0.05 - \$0.50</u>	<u>\$0.51 - \$2.00</u>
		<u>\$2.01 - \$50.00</u>
Billing and Collection Rate Per Message	\$.08	\$.15
		\$.25

¹ The applicable Service Charges as specified in Section 4 shall apply.

² After the initial 18 seconds for delayed timing, partial seconds for the first minute will be rated as a full minute. Rating for each additional period will be done in 30 second increments. Partial second charges for each additional period will be rounded off to the next half minute.

SECTION 12 - MISCELLANEOUS SERVICES

12.27 Customized Number Service

.1 General

- a. Customized Number Service (CNS) provides for the search of up to three numbers and, if available, the assignment of a customer requested telephone number (last four digits) other than that number which would normally have been assigned.
- b. Customized Number Service is provided to business or residence customers and is furnished subject to the availability of facilities and requested telephone numbers.
- c. This service is offered to customers who request a unique, easy-to-remember, or otherwise specific (i.e., "customized") line number, providing that the exchange prefix number is not changed.
- d. When a new customer assumes an existing service, which includes Customized Number Service, the new customer may keep the customized number at the existing rate with the consent of the former customer.
- e. A Customized Number directory listing in the white pages will be provided only as a numeric listing. The customer may promote their CNS number as an alpha listing at their discretion.
- f. Existing customers who have a specific number prior to the establishment of this service will not be charged for CNS.
- g. Frontier reserves and retains the right:
 - (1) To discontinue, change or reassign telephone numbers in any exchange area when it is deemed necessary or appropriate in the conduct of its business, or in accordance with the rules and procedures of Frontier. Should this occur, Frontier will attempt to assign another specialized number of the customer's choice without applying service charges.
 - (2) To reject any request for specialized telephone numbers and to refuse requests for specialized numbers for any reasons including, but not limited to, numbers that may in Frontier's judgment, be offensive to good taste, limited central office capacity, or relocation of a central office.
 - (3) Of ownership of all telephone numbers and prohibits the assignment of the use of a telephone number by or from any customer to another, except as otherwise provided in this Product Guide.
 - (4) To assign telephone numbers in any exchange area as it deems necessary or appropriate in the conduct of its business.

SECTION 12 - MISCELLANEOUS SERVICES

12.27 Customized Number Service (Cont'd)

.2 Conditions

- a. The nonrecurring Customized Number Charge applies when a customer:
 - (1) Requests the search of up to three numbers for a customized number other than that number which would normally have been assigned. A customer whose service has been terminated may be reassigned his previous telephone number, if available, without additional service charges applying, if reassignment occurs within twelve months.
 - (2) Requests a number change from his present number to a customized telephone number.
- b. Frontier 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 no case, shall Frontier be liable to any person, firm, or corporation for an amount greater than such person, firm, or corporation has actually paid to Frontier for the Customized Number Service.
- c. The monthly rate applies when a business customer's customized number is assigned.

.3 Rates and Charges

- a. The following charges apply in addition to appropriate Service Charges as found elsewhere in this Product Guide and to all other applicable rates and charges.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(1) Business	\$ 20.00	\$ 5.00
(2) Residence ¹		

¹ Residence Customized Number Service is withdrawn as of November 16, 2013.

SECTION 12 - MISCELLANEOUS SERVICES

12.28 Video Digital Transport Service

.1 General

This Product Guide section contains the description, terms and conditions, and rates applicable to Video Digital Transport Service furnished by Frontier where facilities permit.

.2 Description

- a. Video Digital Transport Service is the movement, management, and control of moving pictures or video frames of information along with associated audio.
- b. Video Digital Transport Service is available in several transmission/quality levels which correspond to varying customer requirements for video services. These are:

- Broadcast Quality
- Commercial Quality
- Business Quality

- c. Broadcast Quality

Video Digital Transport Service Broadcast Quality provides transmission capability which supports a picture quality that meets or exceeds performance requirements for 525 line/60 field monochrome, or National Television Systems Committee (NTSC) color video signals. Video Digital Transport Service Broadcast Quality transmits from one to four associated audio signals along with the video signal. Customers may select channel interface options to meet their specific requirements. Video Digital Transport Service Broadcast Quality may employ two types of network facilities to complete the customer circuit. These two types of facilities are referred to as Type I and Type II in this Product Guide. Type I facilities are analog from the customer designated premises and throughout Frontier's network facilities. Although Type I service uses high quality analog transmit and receive units instead of digital ones, the lack of industry standards still requires that units on each end of the video path be compatible with each other's proprietary signaling algorithms. Type I service includes two audio channels with up to 15 KHz bandwidth. Type II facilities are digital from the customer designated premises throughout Frontier's network of wire centers and digital video hubs. Type II service uses high quality Video Coder Decoders (Codecs) with a digital interface of 44.736 Mbps to support National Television Systems Committee (NTSC) baseband video along with up to four associated audio channels with 15 KHz bandwidth. Because there is no industry standard algorithm for digital encoding Video Digital Transport Service Broadcast Quality Type II television signals, the receive codec must decode the proprietary algorithm used by the transmit codec.

SECTION 12 - MISCELLANEOUS SERVICES

12.28 Video Digital Transport Service (Cont'd)

.2 Description (Cont'd)

d. Commercial Quality

Video Digital Transport Service Commercial Quality provides for transmission facilities which support a picture quality that is near the performance requirements of NTSC video but is not as high a quality as Broadcast Quality video. A Video Digital Transport Service Commercial Quality may employ one of two types of network facilities to complete the customer circuit. Type I service employs analog transmit and receive units along with analog network facilities between customer designated premises throughout Frontier's network facilities to support video signals and two associated audio channels with 12 KHz bandwidth. Type II service employs high quality codecs with a digital interface of 44.736 Mbps and digital network facilities from customer designated premises and throughout Frontier's network of wire centers and digital video hubs to support the video signals and up to four audio channels with 15 KHz bandwidth. Just as in the case of Broadcast Quality service, there are no industry standard algorithms for the transmission of analog or digitally encoded video signals. As a consequence, the codecs on each end of a video circuit must be compatible with each other's proprietary signaling protocol.

e. Business Quality

Video Digital Transport Service Business Quality provides transmission facilities which utilize compressed video transmission techniques capable of transmitting good picture quality. A single audio channel with a frequency response to 7 KHz is provided with each video circuit. Video Digital Transport Service Business Quality video is suitable for teleconferencing between two geographically separate locations. Two types of Video Connect_ Service Business Quality video are offered, Type I and Type II. Both Type I and Type II services utilize digital facilities to provide two-way, two-point service. Type I service uses a transmission bandwidth of 384 Kbps which supports picture quality that is visually comparable to commercial quality video but has less stringent technical parameters. Type I service has a noticeable motion impairment. Type II service uses a transmission bandwidth of 1.544 Mbps to support a picture quality that is visually comparable to commercial quality video but has less stringent technical parameters.

SECTION 12 - MISCELLANEOUS SERVICES

12.28 Video Digital Transport Service (Cont'd)

.2 Description (Cont'd)

f. Customer Provided Equipment - By subscription to a Video Access Line, the customer is provided with circuit equipment and outside plant facilities from the serving wire center to the customer's designated location and a codec at the designated location. The codec is the demarcation point between Frontier's network and customer premises equipment. The customer must provide all customer premises equipment at each end of the network, such as cameras, monitors, audio and graphics equipment.

g. Rate Elements

(1.) The Video Digital Transport Service is composed of the following basic rate elements:

- Video Digital Transport Service Access Line (VCAL)
- Video Digital Transport Service Access Port
- Video Digital Transport Service Transport
- Video Digital Transport Service Utilization
- Video Digital Transport Service Premium Services

(2.) Video Digital Transport Service offers two methods to reach the Video Digital Transport Service resources that provide transport and, in some cases, management and control of a video call. One, the Video Digital Transport Service Access Line (VCAL) includes video-enabling equipment along with circuit and outside plant facilities to access the customer's serving wire center. The other, the Video Digital Transport Service Access Port, does not include the video-enabling equipment as part of the network service.

(3.) Each Video Digital Transport Service interconnection between customer locations requires that at least one of the locations be served by a Video Digital Transport Service Access Line (VCAL), to provide video transmission and/or reception and to allow Frontier to monitor and meet the technical parameters of the service.

(4.) Video Digital Transport Service Transport, as provided for in this section of the Product Guide, includes transport and termination of the interoffice transmission of the customer's Video Digital Transport Service signals. Applications include video transport between a customer's serving wire center and the associated Video Multipoint Control Unit (MCU) and video transport between serving wire centers.

PRODUCT GUIDE

SECTION 12 - MISCELLANEOUS SERVICES

12.28 Video Digital Transport Service (Cont'd)

.2 Description (Cont'd)

g. Rate Elements (Cont'd)

(5.) Video Digital Transport Service Utilization, as provided for in this section of the Product Guide, includes high and low level video switching elements, video network control elements and trunking facilities. High and low level video switching elements refer to the use of Video Multipoint Control Units (MCU), Digital Cross Connect Units (DCC) or Asynchronous Transfer Mode (ATM) ¹ switching facilities. These switching facilities are included in the basic video network as required to meet the service requirements for Type II Broadcast and Commercial Quality Video Digital Transport Services within the LATA. (C)

(6.) Video Digital Transport Service Premium Services are optional services that are not part of a basic video interconnection between customer locations. Video Digital Transport Service Premium Services currently include Quad Split and Still Frame. Quad Split allows one customer location to view the video transmissions from up to three other locations of a multipoint connection on a single monitor over a single Video Digital Transport Service Access Line (VCAL). Still Frame provides for the transmission of a still frame (such as a graphics overhead) and the motion video image over a single VCAL.

h. Ordering Service

(1.) When Video Digital Transport Service is ordered, the customer selects a VCAL or Port with consideration to the customer's specific video communications requirements. These requirements include, but are not limited to, the transmission parameters, the Video Digital Transport Service Premium Services that are available with that type of access and whether or not the desired service is a fixed point-to-point service or a switched service.

(2.) Each form of Video Digital Transport Service is identified in this Product Guide as a type of Video Digital Transport Service. The identification of a type of service as Broadcast, Commercial or Business Quality is not intended to limit a customer's use of that type of VCAL or Port and the associated utilization and/or transport. The type nomenclature is intended to only provide general guidance as to the quality of video transmission and its typical use. As long as the components of Video Digital Transport Service are utilized in the transmission, a customer can transmit any signals that his customer premises equipment (CPE) will support. For example, if the customer's CPE is capable of transmitting voice over a subscribed Video Digital Transport Service, there is no restriction against doing so provided that the components of the Video Digital Transport Service are used in the transmission. Frontier does not warrant such alternative use of the service nor guarantee that changes will not be made in the service that may negate these uses.

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

SECTION 12 - MISCELLANEOUS SERVICES

12.28 Video Digital Transport Service (Cont'd)

.2 Description (Cont'd)

i. Video Digital Transport Service Access Line

The Video Digital Transport Service Access Line (VCAL) rate applies for each customer designated location at which a VCAL is terminated. The charge will apply even if the customer's designated location (CDL) and the serving wire center are co-located in a Frontier building. The applicable VCAL rate is determined by the type of Video Digital Transport Service that the customer orders and receives at his CDL. This VCAL rate provides for the Video Digital Transport Service connection between the network demarcation point at the customer's premises and Frontier's serving wire center. The Video Digital Transport Service connection includes the appropriate video access line interface arrangement, circuit equipment and outside plant facilities. The standard video access line interface arrangement defines the technical characteristics associated with the type of facilities with which the video service will interconnect at its Point of Termination (POT) and the type of signaling capability, if any. The VCAL includes any video encoding and/or decoding device that may be required to provide the service.

j. Video Digital Transport Service Access Port

The Video Digital Transport Service Access Port rate applies for each Video Digital Transport Service Access Port provided by Frontier for the use of the customer. The Video Digital Transport Service Access Port provides the customer with a point of entry to Frontier's switched video network in those instances where a Video Digital Transport Service Access Line cannot be provided. A Video Digital Transport Service Access Port may be located at any video Multipoint Control Unit. For example, a customer whose CDL is located outside the FRONTIER exchange serving area may use a Video Digital Transport Service Access Port as a point of entry to Frontier's switched video network. This would allow that customer to make video connections to other customers who have Video Digital Transport Service through Frontier's switched video network. The customer must obtain the appropriate video and/or private line transport from his CDL to Frontier's Video Digital Transport Service Access Port and must present signals that are compatible with interface requirements of the VCALs to which he wants to connect.

The Video Digital Transport Service Access Port includes a standard video access interface arrangement defining the technical characteristics associated with the type of facilities to which the video service is connected to and the type of signaling capability, if any. The Video Digital Transport Service Access Port does not include any video encoding devices but may include devices to control and monitor the video service.

SECTION 12 - MISCELLANEOUS SERVICES

12.28 Video Digital Transport Service (Cont'd)

.2 Description (Cont'd)

k. Video Digital Transport Service Transport

The Video Digital Transport Service Transport rate applies for video transport that may be required to provision Video Digital Transport Service. The Video Digital Transport Service Transport rate is specific to the type of Video Digital Transport Service to which the customer subscribes.

In the case of an access line providing for point-to-point service, this rate applies for interoffice transport in those instances where the points of the point-to-point service are not served from the same serving wire center. In those instances where a point-to-point Video Digital Transport Service has a customer designated location outside Frontier's serving area this rate applies for transport from Frontier's serving wire center to a point of interconnection with non-Frontier facilities.

The termination and transport rates applicable for point-to-point type video services that are not found in this section of the Product Guide (as in the case of Business Quality Connect) must be ordered from the appropriate Private Line Product Guide. A customer using Business Quality Connect point-to-point services would order Video Digital Transport Service Access Lines from this section of the Product Guide and appropriate Private Line Services for interoffice network transport and termination of his video signals.

In the case of access lines which are interconnected via Frontier's switched video network, this rate will apply to interoffice transport from the serving wire center to the tending Multipoint Control Unit in those instances when there is no Multipoint Control Unit at the customer's serving wire center. Similarly, this rate applies for transport from a point of interconnection with non-Frontier facilities to a Video Digital Transport Service Access Port.

l. Video Digital Transport Service Utilization

The Video Digital Transport Service Utilization rate applies to Type II Broadcast and Commercial Quality Access Lines and Access Ports on a per access line or per port basis for usage of Frontier's intraLATA interoffice switched video network. Video Digital Transport Service Transport charges may apply in addition to these Utilization charges. In those instances where a video Multipoint Control Unit is not located at the customer's serving wire center, the Video Digital Transport Service Transport rate will apply for the interoffice transport required to reach the video Multipoint Control Unit tending that serving wire center.

SECTION 12 - MISCELLANEOUS SERVICES

12.28 Video Digital Transport Service (Cont'd)

.2 Description (Cont'd)

m. Video Digital Transport Service Premium Services

The Video Digital Transport Service Premium Services Quad Split and Still Frame are optional services that are not part of a basic video interconnection between customer locations. The rate for these optional services applies to each access line for which they are ordered. Quad Split allows one customer location to view the video transmissions from up to three other locations of a multipoint connection on a single monitor over a single Video Digital Transport Service Access Line. Still Frame provides for the transmission of a still frame (such as a graphics overhead) and the motion video image over a single Video Digital Transport Service Access Line.

n. Special Construction

Special construction charges as provided for in Section 5 will apply in those instances where the customer orders Video Digital Transport Service and suitable facilities are not available. If the customer orders video services not provided for in this Product Guide, Special Service Arrangement rates and charges will apply.

.3 Terms and Conditions

a. Responsibilities of Frontier

(1.) Frontier's responsibility will be limited to the furnishing of Video Digital Transport Service facilities suitable for the Video Digital Transport Service connection. Frontier is not responsible for the installation, operation or maintenance of any equipment provided by the customer.

(2.) Frontier reserves the right to temporarily interrupt Video Digital Transport Service to maintain the video equipment. Maintenance will be performed during hours that will minimize the impact of disruptions to customers. In addition, negotiated unscheduled or emergency situations may necessitate additional interruption time.

b. Limitations/Availability

(1.) Video Digital Transport Service will only be offered where Frontier facilities/equipment permit. Special construction charges may apply.

(2.) Video Digital Transport Service, as provided for in this Product Guide, is available only between Frontier's customer locations within the same LATA. The customer may obtain appropriate private line or video services from an Interexchange Carrier to interconnect his point-to-point Video Digital Transport Services to video service locations not within the same LATA. Similarly, customers utilizing Type II Broadcast Quality Connect Services (Transceive) or Type II Commercial Quality Connect Services can obtain access to locations outside of Frontier's serving area by interconnecting such locations to Video Digital Transport Service Access Ports. Video Digital Transport Service is utilized between ports and points of interconnection with non-Frontier facilities.

SECTION 12 - MISCELLANEOUS SERVICES

12.28 Video Digital Transport Service (Cont'd)

b. Limitations/Availability (Cont'd)

- (3.) A Video Digital Transport Service Access Port can only be used to interconnect to a customer location that is not located in Frontier's exchange serving area within the LATA.
- (4.) The Video Digital Transport Service Transport (interoffice) for Broadcast Quality Connect Type I and Commercial Quality Connect Type I is limited to a maximum of 25 airline miles.
- (5.) The cable route distance between the customer's designated location and Frontier's serving wire center cannot exceed 12,000 feet when Business Quality Connect Type I is utilized. This distance limitation does not apply to other types of Video Digital Transport Service Access Lines.
- (6.) The minimum service period is one year except as specified elsewhere within this Product Guide.

c. Application of Rates

- (1.) The following rate elements apply to Video Digital Transport Service:

- (a.) Video Digital Transport Service Access Line

- (.1) Broadcast Quality Connect

- Type I
 - Transmit
 - Receive
- Type II
 - Transmit Only
 - Receive Only
 - Transceive

- (.2) Commercial Quality Connect

- Type I
 - Transmit
 - Additional Transmit
 - Receive
 - Additional Receive
- Type II Transceive

- (.3) Business Quality Connect

- Type I Transceive
- Type II Transceive

SECTION 12 - MISCELLANEOUS SERVICES

12.28 Video Digital Transport Service (Cont'd)

.3 Terms and Conditions (Cont'd)

c. Application of Rates (Cont'd)

(1.) The following rate elements apply to Video Digital Transport Service: (Cont'd)

(b.) Video Digital Transport Service Access Port

- (.1) Broadcast Quality Connect
Type II
- (.2) Commercial Quality Connect
Type II

(c.) Video Digital Transport Service Transport

- (.1) Broadcast Quality Connect
Type I (Per Airline Mile)
Type II (Per Airline Mile)
- (.2) Commercial Quality Connect
Type I (Per Airline Mile)
Type II (Per Airline Mile)
- (.3) Business Quality Connect
Type I
Transport (Fractional DS-1 Transport)
Termination (Fractional DS-1 Termination)
Type II
Transport (DS-1 Transport)
Termination (DS-1 Termination)

(d.) Video Digital Transport Service Utilization

- (.1) Broadcast Quality Connect
Type II
- (.2) Commercial Quality Connect
Type II

(e.) Video Digital Transport Service Premium Services

- (.1) Quad Split
- (.2) Still Frame

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 81

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.28 Video Digital Transport Service (Cont'd)

.3 Terms and Conditions (Cont'd)

c. Application of Rates (Cont'd)

(2.) Video Digital Transport Service Access Line

- (a.) Broadcast Quality Connect Type I - The Type I Broadcast Quality Connect Video Digital Transport Service Access Line is a one-way facility. The customer must order a Transmit access line to transmit video signals over Frontier's network facilities. Similarly, the customer must order a Receive access line to receive video signals over Frontier's facilities. If the customer requires both transmit and receive capability at the same premises, then the customer must order both a Transmit access line and a Receive access line.
- (b.) Broadcast Quality Connect Type II - The Type II Broadcast Quality Connect Video Digital Transport Service Access Line may be ordered as a transmit only, receive only or as a bidirectional transceive facility. This type of access line may be ordered as a point-to-point service or, in the case of the transceive facility, it may alternatively be ordered as switched service. When Type II service is ordered as a switched service, the customer is provided with a facility capable of providing simultaneous transmission and reception of video signals to and from a Switched Point of Termination (SPOT). The SPOT will be either another Type II Broadcast Quality Connect Video Digital Transport Service Access Line within the same LATA or a Video Digital Transport Service Access Port within the same LATA.
- (c.) Commercial Quality Connect Type I - The Type I Commercial Quality Connect Video Digital Transport Service Access Line is a unidirectional facility. The customer must order a Transmit access line to transmit video signals over Frontier's network facilities. Similarly, the customer must order a Receive access line to receive video signals over Frontier's facilities. If the customer requires both transmit and receive capability at the same premises, then the customer must order both a Transmit access line and a Receive access line. The first Transmit or the first Receive access line that the customer orders for a customer designated location will be provided at the "First System" rate. Subsequent Transmit or Receive access lines that the customer orders for the same designated location will be provided at the "Additional System" rate unless the total access lines (systems) exceeds sixteen. If the total number of access lines exceeds sixteen, then the seventeenth and every subsequent seventeenth access line will be rated as a "First System" with the others rated as "Additional Systems."

SECTION 12 - MISCELLANEOUS SERVICES

12.28 Video Digital Transport Service (Cont'd)

.3 Terms and Conditions (Cont'd)

c. Application of Rates (Cont'd)

(2.) Video Digital Transport Service Access Line (Cont'd)

(d.) Commercial Quality Connect Type II - The Type II Commercial Quality Connect Video Digital Transport Service Access Line is a bidirectional (transceive) facility. This type of access line may be ordered as a point-to-point service or alternatively as switched service. The customer ordering this type of access line will be provided with a facility capable of providing simultaneous transmission and reception of video signals to and from the switched point of termination (SPOT). The SPOT will be either another Type II Commercial Quality Connect Video Digital Transport Service Access Line or a Video Digital Transport Service Access Port within the same LATA.

(e.) Business Quality Connect Type I - The Type I Business Quality Connect Video Digital Transport Service Access Line is a bidirectional facility. The customer ordering this type of access line will be provided with a facility capable of providing simultaneous transmission and reception of video signals to and from another such access line or similar facility over Fractional T-1 facilities.

(f.) Business Quality Connect Type II - The Type II Business Quality Connect Video Digital Transport Service Access Line is a bidirectional facility. The customer ordering this type of access line will be provided with a facility capable of providing simultaneous transmission and reception of video signals to and from another such access line or similar facility over DS1 facilities.

(3) Video Digital Transport Service Access Port

(a.) Broadcast Quality Connect Type II - The Type II Broadcast Quality Connect Video Digital Transport Service Access Port is a bidirectional facility. A customer may only order this type of access to Frontier's switched video transport facilities to terminate transport of compatible video signals from outside Frontier's exchange serving area. This facility may not be ordered in lieu of a Video Digital Transport Service Access Line (VCAL) under circumstances where Frontier has authority to provide a VCAL.

(b.) Commercial Quality Connect Type II - The Type II Commercial Quality Connect Video Digital Transport Service Access Port is a bidirectional facility. A customer may only order this type of access to Frontier's switched video transport facilities to terminate transport of compatible video signals from outside Frontier's exchange serving area. This facility may not be ordered in lieu of a Video Digital Transport Service Access Line (VCAL) under circumstances where Frontier has tariff authority to provide a VCAL.

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.28 Video Digital Transport Service (Cont'd)

.3 Terms and Conditions (Cont'd)

c. Application of Rates (Cont'd)

(.4) Video Digital Transport Service Transport

- (a.) Broadcast Quality Connect Type I - Type I Broadcast Quality Connect Transport provides for the transport and interoffice termination of signals originating from and/or terminating to Type I Broadcast Quality Connect Video Digital Transport Service Access Lines (VCALS). The monthly charge for the Transport rate element, if applicable, is assessed on a per airline mile basis. Fractional parts of miles are rounded to the next higher mile before making the rate computation. The transport distance is limited to a maximum of 25 airline miles.
- (b.) Broadcast Quality Connect Type II - Type II Broadcast Quality Connect Transport provides for the transport and interoffice termination of signals originating from and/or terminating to Type II Broadcast Quality Connect VCALS or Access Ports. The monthly charge for the Transport rate element, if applicable, is assessed on a per airline mile basis. Fractional parts of miles are rounded to the next higher mile before making the rate computation.
- (c.) Commercial Quality Connect Type I - Type I Commercial Quality Connect Transport provides for the transport and interoffice termination of signals originating from and/or terminating to Type I Commercial Quality Connect VCALS. The monthly charge for the Transport rate element, if applicable, is assessed on a per airline mile basis. Fractional parts of miles are rounded to the next higher mile before making the rate computation. The transport distance is limited to a maximum of 25 airline miles.
- (d.) Commercial Quality Connect Type II - Type II Commercial Quality Connect Transport provides for the transport and interoffice termination of signals originating from and terminating to Type II Commercial Quality Connect Video Digital Transport Service Access Lines (VCALS) or Access Ports. The monthly charge for the Transport rate element, if applicable, is assessed on a per airline mile basis. Fractional parts of miles are rounded to the next higher mile before making the rate computation.
- (e.) Business Quality Connect Type I - Type I Business Quality Connect Transport provides for the transport and interoffice termination of signals originating from and terminating to Type I Business Quality Connect VCALS. Type I Business Quality Connect Transport, if applicable, is provided by Fractional T-1 Service which is ordered from the Facilities for Intrastate Access Tariff.

SECTION 12 - MISCELLANEOUS SERVICES

12.28 Video Digital Transport Service (Cont'd)

.3 Terms and Conditions (Cont'd)

c. Application of Rates (Cont'd)

(.4) Video Digital Transport Service Transport (Cont'd)

- (f.) Business Quality Connect Type II - Type II Business Quality Connect Transport provides for the transport and interoffice termination of signals originating from or terminating to Type II Business Quality Connect VCALs. Type II Business Quality Connect Transport, if applicable, is provided by High Capacity (DS1) Service which is ordered from the Facilities for Intrastate Access Tariff.

(5.) Video Digital Transport Service Utilization

Video Digital Transport Service Utilization may only be ordered in conjunction with a Video Digital Transport Service Access Line or Access Port.

- (a.) Broadcast Quality Connect Type II - Type II Broadcast Quality Connect Utilization provides for the switching and interoffice trunking of signals originating from and terminating to Type II Broadcast Quality Connect VCALs or Access Ports utilizing Frontier's switched video network. The Video Digital Transport Service Utilization monthly recurring charge is applied each month to the gigacells of network utilization that result from the customer's connect time during each monthly billing period. The accumulated usage in gigacells is rounded to the nearest one thousandth of a gigacell (kilocell) prior to the application of the rate.

Until Frontier's network and billing system become capable of measuring and billing gigacell usage, the customer's Utilization will be assessed an assumed usage of 36.91 gigacells per month for each VCAL or Access Port.

- (b.) Commercial Quality Connect Type II - Type II Commercial Quality Connect Utilization provides for the switching and interoffice trunking of signals originating from and terminating to Type II Commercial Quality Connect VCALs or Access Ports utilizing Frontier's switched video network. The Video Digital Transport Service Utilization monthly recurring charge is applied each month to the gigacells of network utilization that result from the customer's connect time during each monthly billing period. The accumulated usage in gigacells is rounded to the nearest one thousandth of a gigacell prior to the application of the rate.

Until Frontier's network and billing system become capable of measuring and billing gigacell usage, the customer's Utilization will be assessed an assumed usage of 36.91 gigacells per month for each VCAL or Access Port.

SECTION 12 - MISCELLANEOUS SERVICES

12.28 Video Digital Transport Service (Cont'd)

.3 Terms and Conditions (Cont'd)

c. Application of Rates (Cont'd)

(6.) Video Digital Transport Service Premium Services

- (a.) Quad Split - Quad Split is an optional enhancement to Type II Commercial Quality Connect service (transceive) when it is provided as a switched service. The Quad Split monthly recurring charge is applied each month to the gigacells of network utilization that result from the customer's connect time with the Quad Split feature during each monthly billing period. The accumulated usage in gigacells is rounded to the nearest one thousandth of a gigacell (kilocell) prior to the application of the rate. This rate applies in addition to the regular VCAL or Port rate, the Utilization rate, and the Transport (if required) rate.

Until Frontier's network and billing system become capable of measuring the billing gigacell usage, the customer will be assessed an assumed usage of 36.91 gigacells per month for each VCAL or Access Port for which Quad Split is subscribed.

- (b.) Still Frame - Still Frame is an optional enhancement to standard Business Quality Connect Type I and Type II Services. The Still Frame rate is applied on a per Video Digital Transport Service Access Line (VCAL) basis. This rate applies in addition to the regular VCAL rate.

(7.) General Rate Terms and Conditions

(a.) Moves

When a customer requests a move or relocation of a VCAL or Access Port and/or a rearrangement of the Transport associated with the VCAL or Access Port, this move, relocation and/or rearrangement will be treated as a termination of the existing VCAL or Access Port service and the establishment of a new service for the application of all charges.

(b.) Cancellation or Change for Application for Service

When an application for service is canceled or changed in whole or in part:

- After the completion of installation, but prior to the establishment of service:

The customer is required to pay all nonrecurring and minimum charges which would apply had service been established.

- Prior to the completion of installation:

The customer may be required to pay the costs incurred by Frontier but not exceeding the amount that would be charged above.

SECTION 12 - MISCELLANEOUS SERVICES

12.28 Video Digital Transport Service (Cont'd)

.3 Terms and Conditions (Cont'd)

c. Application of Rates (Cont'd)

(7.) General Rate Terms and Conditions (Cont'd)

(c.) Custom Payment Plans

At the request of a customer, Frontier may, at its option, offer a Custom Payment Plan that provides a payment schedule that has a net present value equal to the net present value of the nonrecurring charges and monthly recurring charges that would otherwise be payable under the contract period selected. The net present value computations shall be made utilizing Frontier's Authorized Rate of Return. The nonrecurring charges (NRCs) associated with a Custom Payment Plan will not be less than twenty-five percent (25%) of the nonrecurring charges shown in 12.28 .4. Such Custom Payment Plan methodology may be used to provide a Custom Payment Plan with an NRC and a zero monthly recurring charge (MRC). In any instance, the Custom Payment Plan provides only for service during the specified contract period and does not give the customer ownership of or equity in the facilities that Frontier provides in the provision of the service(s).

(d.) Expiration of Contract Period

If the customer's contract period expires and the customer has not canceled his service or established a new contract with Frontier, the customer's service shall be continued under a month-to-month contract at the monthly rate(s) specified in the Product Guide for the contract term that has just expired. This procedure will continue the customer's service with no change in monthly rates except in those instances when the expired contract was under a Custom Payment Plan.

When one contract period ends and a new one begins, the customer begins paying the monthly recurring charge for the new contract period. The nonrecurring charge is not assessed again unless the customer has required Frontier to change the service in some way or unless the service has been discontinued between the expiration of the old contract and the initiation of the new contract.

SECTION 12 - MISCELLANEOUS SERVICES

12.28 Video Digital Transport Service (Cont'd)

.3 Terms and Conditions (Cont'd)

c. Application of Rates (Cont'd)

(7.) General Rate Terms and Conditions (Cont'd)

(e.) Contract Termination Liability

When a customer terminates a contract for Video Digital Transport Services, that customer shall be liable for a Contract Termination Liability (CTL). Contract Termination Liability (CTL) applies to all contract periods associated with Video Digital Transport Services. The initial amount for the CTL for Video Digital Transport Service Access Lines (VCALs) is twelve times the 1-year Monthly Recurring Charge (MRC). For each month a VCAL is in service, the initial CTL is reduced by an amount equal to the initial CTL divided by the number of months in the contract term selected. The Contract Termination Liability so computed is reduced to zero at the successful completion of the full contract term.

An example of Contract Termination Liability computation for a Type II Commercial Quality Connect VCAL under a 5-year contract follows:

$$\begin{aligned} \text{Initial CTL} &= 12 \times \$1,695.00 = \$20,340.00 \\ \text{Monthly Reduction in CTL} &= \$20,340.00 \div 60 = \$339.00 \end{aligned}$$

If after 24 months of service the customer terminates his contract, the Contract Termination Liability would be:

$$\$20,340.00 - (24 \times \$339.00) = \$12,204.00$$

The Contract Termination Liability applicable to Video Digital Transport Service Access Ports, Video Digital Transport Service Transport, Video Digital Transport Service Utilization and Video Digital Transport Service Premium Services is computed in the same manner as for VCALs except that the amount of the monthly reduction in CTL is always computed on a 12-month contract basis. As a consequence, the Contract Termination Liability is reduced to zero after the completion of 12 months of service.

When computing Contract Termination Liability for Video Digital Transport Service Utilization or Quad Split, the 1-year MRC (Per Gigacell) is multiplied times 36.91 Gigacells to determine the dollar amount of the "1-year MRC" to use in the CTL formula. When computing Contract Termination Liability for Video Digital Transport Service Transport, the 1-year MRC (Per Mile) is multiplied times the number of miles of transport to determine the dollar amount of the "1-year MRC" to use in the CTL formula.

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.28 Video Digital Transport Service (Cont'd)

.4 Rates and Charges

a. The following rates and charges apply for Video Digital Transport Service.

	Nonrecurring Charge	Monthly Rate			
		One Year	Three Year	Five Year	Seven Year
(1.) Video Digital Transport Service Access Line					
(a.) Broadcast Quality Connect					
Type I					
Transmit	\$1,200.00	\$1,040.00	\$980.00	\$930.00	\$890.00
Receive	1,200.00	1,040.00	980.00	930.00	890.00
Type II					
Transmit Only	1,100.00	1,500.00	1,450.00	1,400.00	1,340.00
Receive Only	1,100.00	1,500.00	1,450.00	1,400.00	1,340.00
Transceive	2,200.00	2,045.00	1,935.00	1,835.00	1,750.00
(b.) Commercial Quality Connect					
Type I					
Transmit-First System	950.00	940.00	880.00	830.00	790.00
Transmit-Additional System(s)	450.00	490.00	460.00	435.00	410.00
Receive-First System	950.00	940.00	880.00	830.00	790.00
Receive-Additional System(s)	450.00	490.00	460.00	435.00	410.00
Type II					
Transceive	2,200.00	1,695.00	1,595.00	1,495.00	1,410.00
(c.) Business Quality Connect					
Type I					
Transceive	1,500.00	1,460.00	1,370.00	1,290.00	1,220.00
Type II					
Transceive	2,200.00	1,500.00	1,390.00	1,310.00	1,240.00

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 89

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.28 Video Digital Transport Service (Cont'd)

.4 Rates and Charges (Cont'd)

a. The following rates and charges apply for Video Digital Transport Service. (Cont'd)

		<u>Monthly Rate</u>				
		<u>Nonrecurring Charge</u>	<u>One Year</u>	<u>Three Year</u>	<u>Five Year</u>	<u>Seven Year</u>
(2.) Video Digital Transport Service Access Port						
(a.) Broadcast Quality Connect						
Type II	\$125.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00
(b.) Commercial Quality Connect						
Type II	\$125.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00
(3.) Video Digital Transport Service Transport						
(a.) Broadcast Quality Connect						
Type I (Per Mile)	None	\$37.50	\$37.50	\$37.50	\$37.50	\$37.50
Type II (Per Mile)	None	\$56.22	\$56.22	\$56.22	\$56.22	\$56.22
(b.) Commercial Quality Connect						
Type I (Per Mile)	None	\$37.50	\$37.50	\$37.50	\$37.50	\$37.50
Type II (Per Mile)	None	\$56.22	\$56.22	\$56.22	\$56.22	\$56.22
(c.) Business Quality Connect						
Type I	See the Facilities for Intrastate Access Tariff, Fractional T-1 Rates and Charges.					
Type II	See the Facilities for Intrastate Access Tariff, High Capacity (DS1) Rates and Charges.					

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 90

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.28 Video Digital Transport Service (Cont'd)

.4 Rates and Charges (Cont'd)

a. The following rates and charges apply for Video Digital Transport Service. (Cont'd)

		<u>Monthly Rate</u>				
		<u>Nonrecurring Charge</u>	<u>One Year</u>	<u>Three Year</u>	<u>Five Year</u>	<u>Seven Year</u>
(4.) Video Digital Transport Service Utilization						
(a.) Broadcast Quality Connect						
Type II (per Gigacell)	None	\$15.93	\$15.93	\$15.93	\$15.93	\$15.93
(b.) Commercial Quality Connect						
Type II (per Gigacell)	None	\$15.93	\$15.93	\$15.93	\$15.93	\$15.93
(5.) Video Digital Transport Service Premium Services						
(a.) Quad Split (per Gigacell) (Commercial Type II Transceive-Switched Service Only)	None	\$48.70	\$48.70	\$48.70	\$48.70	\$48.70
(b.) Still Frame						
Business Quality						
Type I	\$160.00	\$265.00	\$265.00	\$265.00	\$265.00	\$265.00
Type II	\$160.00	\$265.00	\$265.00	\$265.00	\$265.00	\$265.00

SECTION 12 - MISCELLANEOUS SERVICES

12.29 Custom Abbreviated Dialing (CAD) Service

.1 General

- a. Custom Abbreviated Dialing (CAD) Service is a four-digit (#NXX) local dialing arrangement, available in specified areas, with Frontier recording and rating of the call, for delivery of general information via voice grade facilities. Where the # sign represents a symbol on the telephone keypad, N represents Digits 2 - 9 and X represents 0 - 9. #N11 and #N00 Codes will not be assigned to minimize customer and call processing confusion associated with existing codes. The CAD customer may apply a charge to his end users, within the CAD customer's local calling area, for services delivered in response to calls to a CAD number. Frontier will record and rate these calls on behalf of the CAD customer.
- b. The Local Calling Area of the CAD customer will be the basic Local Calling Area specified in Section 3.5, as facilities permit.

CAD Service will be made available as follows:

Exchanges

Tier 1	Clearwater, Plant City, Sarasota, St. Petersburg, Tampa, Tarpon Springs
Tier 2	Bartow, Bradenton, Lakeland, Winter Haven, Venice
Tier 3	Englewood, Haines City, Hudson, Lake Wales, Mulberry, New Port Richey, North Port, Palmetto, Polk City, Zephyrhills
Tier 4	Frostproof, Indian Lake

- c. CAD Service is limited in each local calling area where facilities are available.
- d. CAD Service is available in Frontier service territory only. To provide access to a CAD number to end users in another company's territory within the local calling area, the CAD customer must make appropriate arrangements with Frontier serving that territory.
- e. Only one CAD number will be assigned to a CAD customer or its affiliates, per local calling area.
- f. An "affiliate" (as used in 12.30 .1e.) of a CAD customer is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the CAD customer. The term "control" (including the terms "controlling", "controlled by", and "under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.
- g. If Frontier provides billing on behalf of the customer, the rules and terms and conditions for Billing and Collection Services as defined in Section 12.18 .3a.(1)(d)(.1) and (.2), as well as the rules and terms and conditions as defined in Section 2 will apply.

SECTION 12 - MISCELLANEOUS SERVICES

12.29 Custom Abbreviated Dialing (CAD) Service (Cont'd)

.1 General (Cont'd)

- h. CAD Service can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.).
- i. This service is furnished subject to the availability of CAD numbers.
- j. Limitations and use of service as stated in Section 2 apply.
- k. Calls to a disconnected CAD number will be routed to intercept over the announcement facilities for a maximum of 60 days. The announcement provided may refer the caller to another telephone number.
- l. Directory Listings may be provided for CAD at rates, terms and conditions as specified in Section 6. The phrase "Charges Will Apply" will be included in the CAD listing at no additional charge.
- m. Local measured or message rate service charges will be collected from end users, subscribing to measured or message rate service, for calls to a CAD number, as facilities permit, in addition to the charge applied on behalf of the CAD customer.
- n. Access to CAD Service is not available to the following classes of service:
 - Public and Semipublic Coin
 - Public Telephone Access Service for Customer-Provided Equipment
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
 - Inmate Service
 - (Deleted)
 - Cellular - Type 2A
 - 101XXXX

In addition, operator assisted calls to a CAD customer will not be completed.

- o. CAD Service will not provide calling number information in real time to the CAD customer. If the CAD customer needs this type of information, the CAD customer must subscribe to a compatible Calling Number Identification service in Section 12, as available.
- p. The CAD customer is restricted from selling or transferring the CAD number to an unaffiliated entity, either directly or indirectly.
- q. If a CAD customer becomes an affiliate of or is acquired by another CAD customer through merger, acquisition, or otherwise, then the affiliated customers must surrender all but one CAD number within 90 days of the merger or acquisition.

SECTION 12 - MISCELLANEOUS SERVICES

12.29 Custom Abbreviated Dialing (CAD) Service (Cont'd)

.1 General (Cont'd)

- r. If local calling areas are merged, and a CAD number exists in both areas, the CAD customer who established the CAD Service first in time will be entitled to retain the CAD Service in the merged local calling area.
- s. CAD Service will be provided within a maximum of 30 days after the customer's request for service has been processed in order to allow Frontier sufficient time for provisioning.
- t. The CAD customer must comply with any rules, pertaining to CAD Service, adopted by the FCC in rulemaking proceeding (CC Docket 92-105).
- u. The CAD customer is prohibited from providing programming which involves live group interaction, such as "GAB" lines, "chat" lines, or similar type programs where the primary purpose is for callers to interact with one another.

.2 Service Requirements and Conditions

- a. Requests for CAD Service will be accepted at a time beginning on the third business day after the availability of CAD Service in a Local Calling Area is publicly announced by Frontier. These requests will be accepted for a period of 60 days. An earnest money deposit must be included with the written request for CAD Service. This deposit should be in the form of a certified or cashiers check in the amount of the nonrecurring charge for CAD Service establishment in the Basic Local Calling Area for which the customer is requesting service. The earnest money deposit will be held until the end of the 60-day request period. If the customer is assigned a CAD Service number, the deposit will be applied to the customer's charges for establishing CAD Service. If the customer is not assigned a CAD Service number, the check will be returned to the customer. Frontier will not pay interest on the earnest money deposit.

Assignment of CAD service codes will be conducted on a first in time basis, unless the number of requests received exceeds the number of available CAD codes. In the later case, CAD numbers will be assigned on a lottery basis unless otherwise ordered by the Florida Public Service Commission. On the third business day after the 60-day request period has ended, CAD codes will be assigned, and, if necessary, a lottery will be conducted. The lottery will be conducted by an independent third party.

If a lottery is conducted, all customers who requested the codes during the 60-day request period will be automatically entered in the lottery and each will have an equal opportunity to be assigned a code through this lottery process. The lottery will be conducted by randomly selecting and listing in order of selections all of the customers entered in the lottery. The first names selected will be assigned a CAD number. The remaining customer names will be entered on a waiting list in the order of selection in the lottery. This waiting list will determine the order in which customers will be entitled to receive surrendered, disconnected and/or new CAD codes as they become available.

Requests for a CAD number after the 60-day request period, will be added to the waiting list in the order in which the requests are received.

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.29 Custom Abbreviated Dialing (CAD) Service (Cont'd)

.2 Service Requirements and Conditions (Cont'd)

- b. Within 30 calendar days of the number assignment, the CAD customer must initiate a service request order which will determine the subscriber's provisioning date. This provisioning date must be within 90 calendar days of the date the CAD number is assigned to the customer. The CAD customer will be billed the nonrecurring charge when the service is provisioned by Frontier.

If, during or at the end of this 90-day period, the CAD customer has failed to establish service or decides to discontinue service establishment, the CAD number will be recalled and the number will be considered available for reassignment as specified in a. preceding. If the network has been provisioned for the customer, the nonrecurring charge will not be refunded or waived.

- c. The CAD customer must (1) obtain a new 7-digit number, (2) designate an existing non-published 7-digit number, or (3) change an existing published 7-digit number to a non-published number, which will be established as the lead number in the hunt group, ACD, etc., of the customer. This 7-digit number must be non-published. When the CAD Service is disconnected or discontinued, the CAD customer must surrender this 7-digit number as part of the CAD Service. This 7-digit number can be either disconnected or a new 7-digit number can be assigned. Appropriate rates from Sections 3 and 4 will apply.
- d. Use of CAD Service is subject to possible recall of the CAD code by the NANP (North American Numbering Plan) Administrator for national use. The CAD customer must, prior to provisioning of the service, sign a written acknowledgement of this condition and an agreement to return the code upon receipt of 6 months written notice of such a recall from Frontier and abide by any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such CAD codes. If a recall is affected by the NANP Administrator, Frontier will work with all CAD customers affected by such recall to transfer their service arrangements, if technically and economically feasible at the time, to an abbreviated dialing arrangement, and if not feasible, to a seven-digit dialing arrangement within the 6-month notice period. The CAD customer will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The CAD customer will be charged the applicable rates for the establishment of the new access arrangement.
- e. The CAD Service is provided where facilities permit.
- f. CAD customers should work separately with cellular companies to ascertain whether Type I cellular customers will be able to reach information services provided by dialing a CAD number. Charges for calls to the CAD number made from cellular end users will be billed to the cellular company. This may require the CAD customer to enter into a contractual agreement with the cellular company to provide 4-digit access service and the billing associated with the service.

SECTION 12 - MISCELLANEOUS SERVICES

12.29 Custom Abbreviated Dialing (CAD) Service (Cont'd)

.2 Service Requirements and Conditions (Cont'd)

g. CAD Service will be provided under the following conditions:

- (1.) For network sizing and protection, each CAD customer must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to a CAD number.
- (2.) Frontier report of the number of local calls completed to each CAD number will serve as the sole document upon which remittance will be made. In the event Frontier's charges for calls exceed the revenue from billed calls, the customer will be liable for payment of the difference to Frontier. Nonpayment of the CAD call billing by the end user shall not be cause for denial or termination of the end user's exchange telephone service.
- (3.) The CAD customer is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
- (4.) The CAD customer shall be liable for, and shall indemnify, protect, defend and save harmless Frontier against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the Service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
- (5.) Suspension of Service as covered in Section 2 is not applicable for this service.
- (6.) If Frontier provides billing for CAD Service, when CAD Service is disconnected all remittance money due to the CAD customer may be credited or applied to the final bill issued for the recurring charges associated with this Product Guide.
- (7.) If a CAD customer discontinues subscription to CAD Service, the CAD number will be disconnected and reassigned according to the conditions defined in a. preceding. Upon the termination of CAD Service, the CAD number may be reassigned after 60 days.
- (8.) Unless otherwise specifically provided in this Product Guide, Frontier shall be authorized to disconnect any Frontier service provided to the CAD customer utilized, directly or indirectly, with the CAD Service which fails to comply with terms and conditions and conditions set forth herein, upon five (5) days notice to the customer. Disconnection may be suspended at the discretion of Frontier if it receives written certification that the CAD customer is in compliance with terms and conditions of this Product Guide or applicable tariffs. Continual noncompliance shall be cause for disconnection without notice at the discretion of Frontier.

SECTION 12 - MISCELLANEOUS SERVICES

12.29 Custom Abbreviated Dialing (CAD) Service (Cont'd)

.2 Service Requirements and Conditions (Cont'd)

g. (Cont'd)

- (9.) The CAD customer is responsible for informing potential end users that a call to the CAD number will be at the charge the customer establishes and if applicable, will be billed by Frontier for calls from within the CAD customer's local calling area. The CAD customer must notify Frontier in writing at least 30 days in advance if the call charge is to be increased or decreased. Such charge shall begin on the date requested by the CAD customer. As a result, the CAD end user bills may show calls to the CAD number at different rates during the same billing period.
- (10.) If Frontier provides billing for CAD Service, descriptions to appear on the end user's bill must be specified by the CAD customer. A telephone number must also be provided for printing on the bill for end user inquiry purposes.
- (11.) Frontier will rate the calls from end users of the CAD customer one charge per call to the CAD number.
- (12.) The CAD customer shall subscribe to adequate exchange facilities to transport the call to the CAD customer's premises.
- (13.) Frontier will not be responsible for recording and rating those calls that by-pass the CAD routing.
- (14.) The CAD customers shall provide appropriate answer supervision for a minimum two-second duration for all calls completed to the CAD customer to ensure proper recording and rating for the service.
- (15.) When end users are charged for services delivered in response to calls to a CAD number, the CAD customer must provide a preamble stating at the beginning of each CAD Service call for which the total charge exceeds \$3.00, the charge for the CAD Service call. The CAD customer must provide a preamble on all calls where there is a potential for minors (defined as under 18 years of age) to be attracted to the program, clear and conspicuous notification in language understandable to children of the requirement to obtain parental permission before placing or continuing with the call. The preamble message must be given within 15 seconds and must be followed by a 3 second period within which the caller can hang up without being charged the CAD Service charge for the call. The CAD customer may allow a caller to affirmatively bypass a preamble. However, if the period of time from off-hook condition to on-hook condition is 18 seconds or less, the CAD Service charge will not be recorded or rated. In addition, for those programs for which a preamble is not required, if the period of time from off-hook to on-hook condition is 18 seconds or less, recording and rating of the call to the CAD number will not occur.

SECTION 12 - MISCELLANEOUS SERVICES

12.29 Custom Abbreviated Dialing (CAD) Service (Cont'd)

.2 Service Requirements and Conditions (Cont'd)

g. (Cont'd)

- (16.) Children's programs shall not have rates in excess of \$5.00 per call and shall not include the enticement of a gift or premium.
- (17.) No CAD customer shall promote CAD Service with the use of an autodialer or broadcasting of tones that dial a CAD number.
- (18.) The CAD customer must prominently disclose the additional cost per minute or per call for any other telephone number that the caller is referred to either directly or indirectly.
- (19.) Price changes to existing service must be submitted in writing to a Frontier designated representative at least thirty (30) days prior to the effective date of the price change.
- (20.) The CAD customer will charge callers to the CAD number a rate that does not exceed a maximum of \$5.00 per call.
- (21.) The CAD customer shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the CAD number. If requested by Frontier, the CAD customer shall assist Frontier in responding to complaints made to Frontier concerning the customer's CAD service.
- (22.) A written notice will be sent to any CAD customer following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by Frontier or by other customers of CAD Service. If after notification the customer makes no modification in method of operation or in the service arrangements that are deemed service-protective by Frontier, or if the customer is unwilling to accept the modifications, or if the customer continues to cause service impairment, Frontier reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by Frontier, Frontier reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

SECTION 12 - MISCELLANEOUS SERVICES

12.29 Custom Abbreviated Dialing (CAD) Service (Cont'd)

.2 Service Requirements and Conditions (Cont'd)

- h. If a pre-recorded announcement is provided by the CAD customer, the following conditions apply:
 - (1.) The CAD Service customer will provide announcements. Frontier will provide only the delivery of the call.
 - (2.) CAD customer sponsorships of any particular announcement of recorded program service shall not preclude another CAD customer from sponsoring the same or similar announcement or recorded program service.
 - (3.) The provision of access to the CAD network by Frontier for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.
 - (4.) The CAD customer assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 - (5.) The CAD customer assumes, according to other applicable rates and charges, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the customer's premises.
- i. Frontier may take all legal and practical steps to disassociate itself from CAD customers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that generates unacceptable levels of complaints by end users.
- j. In no event shall Frontier be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by Frontier, or its employees, or agents, in connection with this Product Guide. Frontier shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Frontier facilities and equipment nor on equipment owned or leased by the customer.
- k. The CAD Service customer must be located within the principal exchange of the Basic Local Calling Area in which he subscribes to CAD Service.
- l. If the CAD Service customer also subscribes to Frontier's Billing and Collection service, the customer may choose itemized billing or aggregate billing to the end user. Itemized billing will print on the end user's bill a separate line identifying each call made to the CAD Service number. Aggregate billing will print on the end user's bill one line to indicate the total number of calls made to the CAD Service number and the total amount of the charges for those calls. Rates and Charges for Billing and Collection Services are as specified in in this Product Guide.

SECTION 12 - MISCELLANEOUS SERVICES

12.29 Custom Abbreviated Dialing (CAD) Service (Cont'd)

.3 Advertisement Terms and Conditions for CAD Service

- a. All advertising inviting the use of or in any way relating to CAD Service shall conform to and comply with the requirements and conditions contained herein as well as all other applicable Product Guide provisions, rules, ordinances, laws and statutes.
- b. The advertising for CAD Service shall comply with the following:
 - (1.) Advertising may be distributed in any form that the customer chooses, provided it complies with and conforms to the specifications contained herein.
 - (2.) No advertising shall be permitted which, in form or substance, does not allow for an audit trail which is verifiable independent of the customer for review and confirmation, at any given moment, of compliance with the procedures and specifications set out herein, as well as in other applicable Product Guide provisions.
- c. Each advertisement shall inform potential callers of the name of the person responsible for the advertisement, the charge for CAD calls, and if billing is provided by Frontier that the charge will appear on the telephone bill from which the call is placed. This information shall be displayed with such clarity and prominence to permit it to be noticed and understood by prospective callers. In order to ensure that callers will have an adequate opportunity to notice and understand the foregoing information, advertisements inviting the use of or in any way relating to CAD Service will, at a minimum, be conducted in compliance with the following media-specific specifications:
 - (1.) Print Media - Notice of the charge for each CAD call and, when applicable, the fact of inclusion of this charge on the telephone bill, and the telephone number of the person responsible for the advertisement shall be displayed on any printed material immediately above, below, or next to the CAD Service number in type size that can be seen as clearly and conspicuously as the CAD Service number.
 - (2.) Audio or Verbal Media - Notice of the charge for each CAD call and, when applicable, the fact of the inclusion of the charge on the telephone bill shall be stated once during audio or verbal advertisements. This portion of the advertisement shall be broadcast at the same audio level with the same diction and pace as the remaining portions of the ad.
 - (3.) Audio/Visual - Notice of the charge for each CAD call and, when applicable, the fact of inclusion of these charges on the telephone bill, and the person responsible for the advertisement shall be both displayed/broadcast during any audio/visual advertisement. When displayed, this information shall be shown for the same duration as the CAD Service number is shown, each time the CAD Service number is shown. In all other respects, the advertisement shall conform to the specifications for print and advertisements and audio or verbal advertisements set out in (1.) and (2.) preceding.

SECTION 12 - MISCELLANEOUS SERVICES

12.29 Custom Abbreviated Dialing (CAD) Service (Cont'd)

.3 Advertisement Terms and Conditions for CAD Service (Cont'd)

d. In addition to complying with the procedures stated preceding and all other specifications relating to the advertisement of the charge and bill consequences associated with CAD Service, each CAD customer shall comply with the following:

(1.) The CAD customer shall exclude from any advertisement any matter the dissemination of which is prohibited by law. No advertisement shall be used which, because of words, phrases, statements or illustrations therein or information omitted therefrom, has the capacity or tendency to mislead or deceive prospective callers as to the cost extent, quality, caller's qualification or nature of any information or service to be received from the CAD call. The CAD customer shall respond promptly to any and all complaints lodged with any regulatory authority regarding advertisement for CAD Service. If requested by Frontier, the CAD customer shall assist Frontier in responding to complaints to Frontier concerning advertisements for CAD Service.

(2.) Where detailed and complete information concerning the CAD, Service is prominently displayed in a publication, other references to the CAD Service within the publication need not repeat all of the information so long as each other reference clearly reflects that there is a charge for dialing the CAD Service number and where the complete information is located.

.4 CAD Service Monthly Report

a. The CAD Service Monthly Report is a monthly record of terminating traffic to the CAD customer per local calling area. The information in this report will include the calling telephone number, date, time of day, and call duration of each call received.

b. The CAD Service Monthly Report will be provided via paper copy or electronic media if available to the CAD customer.

c. The CAD Service Monthly Report will be offered where facilities permit and where Frontier's message billing process has been arranged to provide this optional feature.

d. The CAD Service Monthly Report is not represented to be a provision of billing detail.

e. Telephone numbers listed in the CAD Service Monthly Report are intended solely for the use of the CAD customer, who shall not use these numbers for any purpose other than billing and collections. In addition, resale of this information is prohibited by this Product Guide.

f. The charge to provide the CAD Service Monthly Report will be developed on an Individual Case Basis (ICB).

SECTION 12 - MISCELLANEOUS SERVICES

12.29 Custom Abbreviated Dialing (CAD) Service (Cont'd)

.5 CAD Service Billing Information

- a. CAD Service Billing Information is offered for CAD customers that provide billing for the CAD Service. This billing information is a monthly record of terminating traffic to the CAD customer per local calling area. The information will include the calling telephone number, date, time of day, call duration of each call received, and the rate to be charged for the call.
- b. The CAD Service Billing Information will be offered where facilities permit and where Frontier's message billing process has been arranged to provide this feature.
- c. The charge to provide the CAD Service Billing Information will be developed on an Individual Case Basis (ICB).

.6 Rates and Charges

a. Application of Rates

- (1.) Nonrecurring charges shall apply for each CAD number.
- (2.) If Frontier provides billing, charges for using the Billing and Collection Services as stated in Section 12.18 .3a.(1)(d)(.1) and (.2) will apply.
- (3.) CAD customers will pay the normal standard charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Service lines, etc.) used for transporting and terminating messages at the CAD customer's designated premises.
- (4.) Applicable service order charges as specified in Section 4 will apply, in addition to the following rates.

b. Charges applicable to the CAD Service Customer:

- (1.) Establishment of CAD Service, per CAD Service Number, per Local Calling Area

Nonrecurring Charge

(a.) Tier 1	\$25,000.00
(b.) Tier 2	15,000.00
(c.) Tier 3	8,000.00
(d.) Tier 4	4,500.00

(2.) Usage Charges Rate

(a.) Per Message, first minute	\$.07
(b.) Each additional minute	\$.03

(3.) Billing and Collection Refer to Section 12

(4.) CAD Service Monthly Report ICB

(5.) CAD Service Billing Information ICB

EFFECTIVE: January 15, 2021

SECTION 12 - MISCELLANEOUS SERVICES

12.30 Business Discount Rewards Program¹

1. General

Business Discount Rewards Program is an optional account-level reward plan available to Frontier Florida LLC business customers. Customers enrolled in the Plan are awarded Plan points for total monthly qualified charges on their Frontier monthly bill. The points are redeemable for various Frontier-sponsored redemption offers. There is no charge to enroll or withdraw from the Plan.

2. Terms and Conditions

- a. Business Discount Rewards Program is available only to customers who enroll in the Plan. The Plan is available beginning January 1, 2006.
- b. Eligible customers are entities other than residential or government customers: 1) whose basic exchange service is provided by Frontier, and 2) that generate \$10,000 or less in monthly billing for Frontier services (excluding Directory advertising).
- c. The Plan is not available to residence customers, nor does it apply to Customer Owned Pay Telephone (COCT) Lines, or to customers receiving services under Individual Case Basis (ICB) arrangements.
- d. Customers may not be enrolled in both Corporate Rewards and Business Discount Rewards Program.
- e. Plan points are awarded for Frontier monthly recurring and non-recurring charges for local and regional services, and certain non-regulated services determined by Frontier. Those non-regulated services include Long-distance, High Speed Internet (DSL) and Frontier® FiberOptic Internet. Plan points are awarded after the application of other allowances and discounts and are limited to 10,000 points per month. Charges for Directory Advertising, enhanced services, late payment, time and material charges, returned check charges, Frontier maintenance service, refund checks, all taxes and surcharges, disputed amounts and any non-Frontier billed local or toll usage are excluded. (T)
(T)
- f. In order to earn Plan points, the customer's qualified Frontier – billed services within an account must collectively exceed \$124.99 per month. Customers enrolled in the plan that do not meet the \$125 spending requirement for 12 consecutive months may be inactivated from the program.

¹ Frontier is discontinuing the Business Discount Rewards Program. Plan points must be redeemed by July 31, 2016 or they will be forfeited.

SECTION 12 - MISCELLANEOUS SERVICES

12.30 Business Discount Rewards Program¹ (Cont'd)

2. Terms and Conditions (Cont'd)

- g. Plan points are calculated monthly and posted to the enrolled customer's Business Discount Rewards Program Rewards Account Summary within 90 days of the date the points were earned. These points can be redeemed for various Frontier-sponsored redemption options when they are posted to the customer's account.

The Business Discount Rewards Program previously provided for in this section is discontinued. Customers who accrued points under the previous Business Discount Rewards Program program that is discontinued on July 31, 2012 will have the choice to either i) redeem point balances under the program until December 31, 2012 or ii) to have their points transferred to the new Rewards program by registering in the new Rewards program by December 31, 2012. Points that are transferred must be redeemed by July 31, 2013.

- h. Plan points that are not redeemed within 12 months after the month in which they are posted will be forfeited.
- i. Plan points are not transferable between accounts of the same customer or different customers. Points may not be sold, bartered or assigned to another customer's account. Only eligible business Customers of Record and/or their designated agent(s) may redeem Plan points.
- j. Opportunities for new or existing enrolled customers to receive additional Plan points may occur periodically.
- k. Continued participation in the Plan requires that the customer conforms to the requirements specified in this Product Guide. If, at any time, the customer fails to meet any of the Plan eligibility requirements or the customer shows no program activity for a 12-month period, the Company, at its discretion, can terminate Plan participation after customer notification, and a reasonable opportunity to resume activity, has occurred.
- l. Frontier may modify or terminate all or any part of this Plan, or any of the point redemption offers, at any time. Notice of such changes will be provided to existing customers by at least 30 days prior to their effective dates. In the event of termination of the Plan, customer notification will be provided at least 90 days in advance of the Plan termination date and will include the date by which all Plan points must be redeemed.

¹ Frontier is discontinuing the Business Discount Rewards Program. Plan points must be redeemed by July 31, 2016 or they will be forfeited.

SECTION 12 - MISCELLANEOUS SERVICES

12.31 Corporate Rewards

.1 General Description

Corporate 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 12.31 Rates and Charges, that do not vary by time of day or day of week apply to the following types of customer dialed direct station-to-station sent-paid:
 - (1.) IntraLata Toll voice and IntraLata Toll Circuit Switched Data.
 - (2.) In addition, a qualifying local access line additive, as set forth in subsection b. following, will be included in determining the Corporate Rewards qualifying Tier.
- b. Volume Discount Rate – Applies to qualifying, monthly services based on aggregated qualifying revenue from all customer Billed Telephone Numbers (BTN) subscribing to Corporate Rewards. The volume discount rate is automatically adjusted should a customer's qualifying revenue vary between Corporate Rewards tiers. The qualifying Corporate Rewards tier is determined by adding together the qualifying usage revenue with the qualifying local access line revenue. Qualifying usage revenue is based on rating usage at the Corporate Rewards base rate. Qualifying access line revenue is determined by multiplying the qualifying lines by the local access line additive, as set forth in 12.32 Rates and Charges following. A customer's usage must be within a maximum and a minimum qualifying usage threshold, as set forth in the following 12.31 Rates and Charges, in order to qualify for a volume discount rate.
- c. Centrex Service Additive – The qualifying Corporate Rewards Tier for customers with Centrex Service lines is determined by adding together the qualifying usage revenue with the qualifying Centrex Service Additive revenue. Qualifying Centrex Service Additive revenue is determined by multiplying the qualifying Centrex Service lines by the Centrex Service line additive in 12.31 Rates and Charges following.
- d. Loyalty Discount - Customers that sign a one, two or three-year service agreement qualify for loyalty discounts. Loyalty discounts apply 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 the following, .4 Rates and Charges. 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 a Billed Telephone Number (BTN). Customers in Tier 5 will not receive a loyalty discount.

SECTION 12 - MISCELLANEOUS SERVICES

12.31 Corporate Rewards (Cont'd)

.1 General Description (Cont'd)

- e. Access Line Discount - Applies to ISDN-PRI of this Product Guide; Digital (ISDN) Single-Line Service of this Product Guide; Business Individual Line of this Product Guide; Flexible Digital Channel Service ¹ and PBX Trunks of this Product Guide. Customers will receive a fixed dollar discount as set forth in Rates and Charges following.

Access lines included in Individual Case Base (ICB) agreements are ineligible for the access line discount. Customers receiving ICB discounts on eligible access lines are eligible to subscribe and receive the benefits of all the other Corporate Rewards components. Customers in Tier 1 and Tier 5 do not qualify for the access line discounts. For customers subscribing to a two or three-year Corporate Rewards agreement, access line discounts will apply only to those access lines 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.

.2 Terms and Conditions

- a. Minimum Revenue Threshold - A customer must meet a minimum monthly revenue threshold, as set forth in 12.31, Rates and Charges. Should a customer's actual monthly aggregate qualified usage revenue plus local access line revenue be less than the minimum revenue threshold, a minimum revenue fee will be applied to the customer's main BTN. 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 Application - Customers are required to sign a one, two or three-year service application. At the end of the term period, the service application will be automatically renewed for a period equal to the customers original term, unless the customer notifies Frontier otherwise. The auto renewal will allow for a 60 day grace period for the subscriber to remove the plan without penalty. Customers will be required to identify a main BTN in the service application to which any minimum revenue charge or termination liability charge will be applied.

¹ Flexible Digital Channel Service will no longer be available to new or existing customers, except that Frontier may in its discretion extend the deadline for any existing customer who has placed an order with Frontier to migrate to another service offered by the company, or who has requested additional time to migrate their service to another provider. Effective on December 31, 2016, or as soon thereafter as is reasonably practical, this service will be withdrawn for all migrating customers. This service will also be withdrawn at the resale level and no longer available for purchase by resale customers.

SECTION 12 - MISCELLANEOUS SERVICES

12.31 Corporate Rewards (Cont'd)

.2 Terms and Conditions (Cont'd)

- c. Termination - Customers may terminate participation at any time, provided the customer gives Frontier 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 application or disconnects the main BTN prior to the expiration date of the term set forth in the service Arrangement, a termination liability charge of will apply as set forth in the 12.31 Rates and Charges.

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

Number of access lines/services x discount amount per access line/service X number of months expired under the service Arrangement.

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

- A customer migrates to another Frontier product or service of equal or greater value, or
- The customer provides Frontier with written notice prior to the expiration date of the service argeement that the customer wishes to terminate the plan. Frontier will terminate the plan in the first full billing period following the 60-day written notice or the first full billing period following the expiration date, whichever is later.

.3 Application of Rates

- a. Corporate Rewards is not available with the following usage:

- (1.) Any local, toll or circuit-switched calls included in optional calling plans and/or ICB agreements;
- (2.) Dial Tone Lines provided for pay telephone service;
- (3.) Foreign Exchange Service;
- (4.) "9-1-1" Enhanced Service;
- (5.) Hotel/Motel Guest Lines; and
- (6.) 900/976, Conference, Collect, Bill to Third Party and Person-to-Person calls

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 107

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.31 Corporate Rewards (Cont'd)

.4 Rates and Charges

a. Base Rate
Toll (per minute) ¹ \$.180

b. Volume Discount and Loyalty Discount

	<u>Tier</u>	<u>Monthly TBQR</u> ²	<u>Toll</u> <u>(per minute)</u>	<u>Loyalty</u>			
				<u>2nd year</u>	<u>3rd year</u>	<u>4th year</u>	<u>5th year</u>
5	\$150,000 +		\$.180	0%	0%	0%	0%
4	\$16,000 - \$149,999		.060	2%	3%	4%	5%
3	\$5,000 - \$15,999		.066	2%	3%	4%	5%
2	\$750 - \$4,999		.072	2%	3%	4%	5%
1	\$.01 - \$749		.180	2%	3%	4%	5%

¹ Toll usage is timed and billed in one second increments.

² Total Billed Qualifying Revenue (TBQR)

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 108

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.31 Corporate Rewards (Cont'd)

.4 Rates and Charges (Cont'd)

- c. Access Line Discount, per month
 Access line discounts will apply to customers that meet Tier 2, 3 or 4 thresholds.

	<u>Service Arrangement</u>		
	<u>One-Year</u>	<u>Two-Year</u>	<u>Three-Year</u>
<u>Tier 2</u>			
PRI Access & Voice Flat Rate Channel Activation, per service	\$48.00	\$212.85	\$252.56
PRI Access, Voice Flat Rate Channel Activation & Facility, per service	N/A	\$268.00	\$318.00
Digital ISDN Single Line Service, per line	\$2.00	\$2.00	\$2.50
Business Individual Line/PBX Trunk, per line	\$2.00	\$2.25	\$3.00
*Flexible Digital Channel Service, per trunk capacity	\$5.00	\$10.00	\$60.00
<u>Tier 3</u>			
PRI, Access & Voice Flat Rate Channel Activation, per service	\$48.00	\$252.56	\$292.27
PRI Access, Voice Flat Rate Channel Activation & Facility, per service	N/A	318.00	368.00
Digital ISDN Single Line Service, per line	\$2.00	\$2.25	\$2.75
Business Individual Line/PBX Trunk, per line	\$2.00	\$2.50	\$3.25
*Flexible Digital Channel Service, per trunk capacity	\$5.00	\$15.00	\$65.00
<u>Tier 4</u>			
PRI, Access & Voice Flat Rate Channel Activation, per service	\$48.00	\$280.35	\$312.12
PRI Access, Voice Flat Rate Channel Activation & Facility, per service	N/A	\$353.00	\$393.00
Digital ISDN Single Line Service, per line	\$2.00	\$2.50	\$3.00
Business Individual Line/PBX Trunk, per line	\$2.00	\$2.75	\$4.00
Flexible Digital Channel Service, per trunk capacity ¹	\$5.00	\$20.00	\$70.00

¹ Flexible Digital Channel Service will no longer be available to new or existing customers, except that Frontier may in its discretion extend the deadline for any existing customer who has placed an order with Frontier to migrate to another service offered by the company, or who has requested additional time to migrate their service to another provider. Effective on December 31, 2016, or as soon thereafter as is reasonably practical, this service will be withdrawn for all migrating customers. This service will also be withdrawn at the resale level and no longer available for purchase by resale customers.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 109

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.31 Corporate Rewards (Cont'd)

.4 Rates and Charges

Per Service Application

d. Minimum Usage Threshold

Monthly Minimum Usage Threshold \$150.00

e. Termination Liability

Termination Liability Charge \$500.00

Monthly Additive

f. Local Access Line Additive, per line/service

PRI, per service \$200.00

ISDN Digital Single Line Service, per line 7.00

Business Individual Line/PBX, per line 7.00

Flexible Digital Channel Service ¹, per Trunk Capacity 125.00

Centrex Service Additive – monthly per line value 25.00

¹ Flexible Digital Channel Service will no longer be available to new or existing customers, except that Frontier may in its discretion extend the deadline for any existing customer who has placed an order with Frontier to migrate to another service offered by the company, or who has requested additional time to migrate their service to another provider. Effective on December 31, 2016, or as soon thereafter as is reasonably practical, this service will be withdrawn for all migrating customers. This service will also be withdrawn at the resale level and no longer available for purchase by resale customers.

SECTION 12 - MISCELLANEOUS SERVICES

12.32 Custom Redirect Service

1. General
 - a. Custom Redirect Service enables customers to redirect all or a part of their incoming switched voice and data calls 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.
 - b. Basic Custom Redirect Service offers three 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. Conditions
 - a. Custom Redirect Service is available where Frontier facilities permit.
 - b. Custom Redirect Service may be provisioned with group sizes as small as one.
 - c. Product Guide rates will not apply to numbers requiring excessive translations work. Customers whose numbers meet this criteria will need to apply for Individual Case Basis pricing.
 - d. 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.
 - e. Calls to telephone numbers associated with Custom Redirect Service must be redirected to a customer-assigned number terminating in 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 Frontier hands the call off to the carrier selected. A redirecting telephone number cannot be used to trigger another redirecting telephone number.
 - f. 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.
 - g. 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.

SECTION 12 - MISCELLANEOUS SERVICES

12.32 Custom Redirect Service (Cont'd)

.2 Conditions (Cont'd)

- h. 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. Frontier reserves the right to disconnect the service immediately in accordance with the terms and conditions contained in this Product Guide.
- i. 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, Frontier reserves the right to disconnect the service immediately and bill all appropriate toll charges.
- j. 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.

.3 Terms and Conditions

a. Explanation of Terms

- (1.) Equipped number - is the subscriber's called telephone number with Custom Redirect Service.
- (2.) 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.
- (3.) 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.

SECTION 12 - MISCELLANEOUS SERVICES

12.32 Custom Redirect Service (Cont'd)

.3 Terms and Conditions (Cont'd)

a. Explanation of Terms (Cont'd)

- (4.) 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.
- (5.) Modification of Active Option - When the customer elects to redirect calls, the customer calls into Frontier 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.

- (6.) Termination Liability - When the service is originally ordered, a twelve-month termination liability 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.
- (7.) 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 rate will be recalculated to the month-to-month rate and the twelve-month termination liability will apply.

SECTION 12 - MISCELLANEOUS SERVICES

12.32 Custom Redirect Service (Cont'd)

.3 Terms and Conditions (Cont'd)

b. Optional Features

- (1.) 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.
- (2.) 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.
- (3.) 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.

- (4.) 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.

SECTION 12 - MISCELLANEOUS SERVICES

12.32 Custom Redirect Service (Cont'd)

.3 Terms and Conditions (Cont'd)

b. Optional Features (Cont'd)

- (5.) 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.
- (6.) 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 Product Guide 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 be provided on an individual case basis.

- (7.) Alternate Central Office Triggering - The ability to place triggers in central offices 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. Triggers are associated with a specific customer NPA-NXX.

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.

SECTION 12 - MISCELLANEOUS SERVICES

12.32 Custom Redirect Service (Cont'd)

.4 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 an 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 Frontier reinitialize the pass code to the default pass code or is requested to modify existing security profiles.
- 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.

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.32 Custom Redirect Service (Cont'd)

.4 Application of Rates (Cont'd)

h. Optional Feature Charges

- (1) 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 Frontier on behalf of the customer, rearrangement charges will apply.
- (2) 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 Frontier on behalf of the customer, rearrangement charges will apply.
- (3) 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.
- (4) 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 Frontier on behalf of the customer, rearrangement charges will apply.
- (5) Single Number Destination - A monthly and nonrecurring charge will apply for each group on which this feature is ordered.
- (6) 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 Frontier on behalf of the customer, rearrangement charges will apply.
- (7) 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-NNX trigger in each Central Office Switch in which the trigger is placed. For changes made by Frontier on behalf of the customer, rearrangement charges will apply.
- (8) 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 Frontier to determine the costs associated with these special requests. A nonrecurring charge as specified in 12.32 .5 will apply at the time of the special request. In addition to this nonrecurring charge, customers will be charged a nonrecurring negotiated charge based on estimated time/effort/value of the special services that have been requested on an individual case basis if Frontier completes the request.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 117

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.32 Custom Redirect Service (Cont'd)

.5 Rates and Charges

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
<u>Service Establishment Charge</u> per Service order or per Account		\$500.00
 <u>Equipped Number (per line)</u>		
1 – 50	\$2.50	2.35
51 – 100	2.35	2.35
101 – 500	2.00	2.35
501 – 1000	1.50	2.35
1000+	1.10	2.35
 <u>Equipped Number w/5-yr. Contract (min. 500 lines)</u>	 1.10	 2.35
 <u>Average Monthly Group Volume (Queries/Mo./Grp.)</u>		
	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
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
Up to 750,000	3,600.00	50.00
Up to 1,000,000	4,500.00	50.00
1,000,000+ Multiples of the above may be applied. EX: 1,500,000 would be the combined rates for 1,000,000 and 500,000 for a monthly total of \$7,000.		

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 118

EFFECTIVE: April 1, 2016

SECTION 12 - MISCELLANEOUS SERVICES

12.32 Custom Redirect Service (Cont'd)

.5 Rates and Charges (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Password Initialization, per Occasion	-	\$50.00
Rearrangement/Change, per Occasion	-	\$250.00
Rearrangement/Change, per Number	-	\$2.35
Time-of-Day, Day-of-Week Redirection	\$25.00	\$100.00
Percentage Redirecting	\$25.00	\$100.00
Number Identification Redirecting (Includes first 100)	\$50.00	\$500.00
per 100 Numbers after Initial 100	\$10.00	\$100.00
Redirecting Telephone Number, per number	\$1.00	\$5.00
Additional Options (after initial 3)	\$25.00	\$200.00
SuperGroups, per SuperGroup	\$1.00	\$50.00
Single Number Destination, per Group	\$10.00	\$50.00
Custom Application	\$25.00	\$200.00
Alternate Central Office Trigger per Trigger, per Switch	\$1.00	\$500.00
Special CRS Transaction	-	\$100.00

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Fifth Revised Page 119

EFFECTIVE: April 1, 2024

SECTION 12 - MISCELLANEOUS SERVICES

12.33 Road Work Recovery Surcharge

.1 General

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

.2 Conditions

Surcharge will be assessed at the time of billing.

There will be no proration of charges.

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

.3 Rates and Charges

	<u>Monthly Rate Per Account</u>	
Business	\$4.00	(I)
Residence	\$4.00	(I)

SECTION 13 - CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

13.1 Terms and Conditions

.1 General Provisions

a. General

- (1) Terminal equipment and communications systems provided by the subscriber may be connected at the subscriber's premises to telecommunications services furnished by Frontier where such connections are made in accordance with the provisions of this section. Telecommunications services as used here in include exchange service, Long-distance Message Telecommunications Service (LDMTS), Wide Area Telecommunications Service (WATS) ¹, and Intraexchange Private Line Service. (C)

b. Responsibility of the Subscriber

- (1) The subscriber shall be responsible for the installation, operation and maintenance of any customer-provided terminal equipment or communications system. No combination of customer-provided terminal equipment or communications systems shall require change in or alteration of the equipment or services of Frontier, cause electrical hazards to Frontier personnel, damage to Frontier equipment, malfunction of Frontier billing equipment, or degradation of service to persons other than the user of the subject terminal equipment or communications system, his calling or called party. Upon notice from Frontier that a customer-provided terminal equipment or communications system is causing such hazard, damage, malfunction or degradation of service, the subscriber shall make such changes as shall be necessary to remove or prevent such hazard, damage, malfunction or degradation of service.

c. Responsibility of Frontier

- (1) Telecommunications services are not represented as adapted to the use of customer-provided terminal equipment or communications systems. Where customer-provided terminal equipment or communications systems are used with telecommunications services, the responsibility of Frontier shall be limited to the furnishing of service component suitable for telecommunications services and to the maintenance and operation of service components in a manner proper for such services. Subject to this responsibility Frontier shall not be responsible for (1) the through transmission of signals generated by the customer-provided terminal equipment or communications systems or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer-provided terminal equipment or communications systems, or (3) address signaling where such signaling is performed by customer-provided signaling equipment.
- (2) Frontier will, at the subscriber's request, provide information concerning interface parameters, including the number of ringers which may be connected to a particular telephone line, needed to permit customer-provided terminal equipment to operate in a manner compatible with telecommunications services.

¹ Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

EFFECTIVE: August 16, 2020

SECTION 13 - CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

13.1 Terms and Conditions (Cont'd)

.1 General Provisions (Cont'd)

c. Responsibility of Frontier (Cont'd)

- (3) Frontier may make changes in its telecommunications services, equipment, operations or procedures, where such action is consistent with Part 68 of the Federal Communications Commission's Rules and Regulations. If such changes can be reasonably expected to render any subscriber's terminal equipment or communications system incompatible with telecommunications services or require modification or alteration of such customer-provided terminal equipment or communications systems, or otherwise materially affect its use or performance, the subscriber will be given adequate notice, in writing, to allow the subscriber an opportunity to maintain uninterrupted service.

d. Recording of Telephone Conversations

- (1) Telecommunications services furnished by Frontier are not represented as adapted to the recording of telephone conversations. However, customer-provided voice recording equipment may be used in connection with telecommunications services of Frontier subject to the conditions specified in 13.1.2 or 13.1.3.
 - (a) All parties to the telephone conversation must give their prior consent to the recording of the conversation, and the prior consent must be obtained in writing or be part of and obtained at the start of the recording.
 - (b) Requirements for the conditions as specified in (a) preceding are not required:
 - (.1) When used by a Federal Communications Commission licensed broadcast station customer for recording of telephone conversations solely for broadcast over the air.
 - (.2) When used by the United States Secret Service of the Department of Treasury for recording of telephone conversations which concern the safety and security of the person of the President of the United States, members of his immediate family, or the White House and its grounds.
 - (.3) When used by a broadcast network or by a cooperative programming effort composed exclusively of Federal Communications Commission broadcast licensees to record telephone conversations solely for broadcast over the air by a licensed broadcast station.
 - (.4) When used for recording at United States Department of Defense Command Centers of emergency communications transmitted over the Department of Defense's private line system when connected to long-distance message telecommunications, WATS ¹ or local exchange service. (C)

¹ Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N)
(N)

EFFECTIVE: April 1, 2016

SECTION 13 - CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

13.1 Terms and Conditions (Cont'd)

.1 General Provisions (Cont'd)

d. Recording of Telephone Conversations (Cont'd)

(1) Telecommunications Services (Cont'd)

(b) Requirements for the Conditions (Cont'd)

- (.5) When used for incoming calls made to telephone numbers publicized for emergencies (such as, but not limited to, fire, health care, and police) and outgoing calls made in immediate response.
- (.6) When used by the United States Nuclear Regulatory Commission of the Department of Energy with respect to telephone systems located at its Operations Center for recording of telephone conversations.
- (.7) When used by an automatic telephone answering service known by the general public to record telephone messages for its subscribers.
- (.8) When used for the recording of calls made for patently unlawful purposes, such as bomb threats, kidnap ransom requests, and obscene telephone calls and outgoing calls made in immediate response.
- (.9) When used by federal, state, or local law enforcement authorities acting under color of law.

e. Customer Violations

- (1) When any customer-provided terminal equipment or communications systems is used with telecommunications services in violation of any of the provisions in this section, Frontier will take such immediate action as necessary for the protection of the telecommunications network and Frontier employees and will promptly notify the subscriber of the violation. The subscriber shall discontinue such use of the terminal equipment or communications system or correct the violation and shall confirm in writing to Frontier within 10 days, following the receipt of written notice from Frontier, that such use has ceased or that the violation has been corrected.
- (2) Failure of the subscriber to discontinue such use or to correct the violation and to give the required written confirmation to Frontier within the time stated above shall result in suspension of the subscriber's service until such time as the non-compliance is corrected.

EFFECTIVE: April 1, 2016

SECTION 13 - CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

13.1 Terms and Conditions (Cont'd)

.1 General Provisions (Cont'd)

f. Definitions

(1) Grandfathered Communications Systems

The term "Grandfathered Communications Systems" as used in this section denotes customer-provided communications systems (including their equipment, premises wiring and protective circuitry if any) connected at the subscriber's premises, in accordance with any Frontier requirements, and that are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because such systems are connected to the telecommunications network prior to January 1, 1980, and are of a type of system which was directly connected (i.e., without Frontier-provided connecting arrangements) to the telecommunications network as of June 1, 1978.

(2) Grandfathered Connections of Communications Systems

The term "Grandfathered Connections of Communications Systems" as used in this section denotes connections via Frontier-provided connecting arrangements of customer-provided communications systems (including their equipment and premises wiring) at the subscriber's premises, in accordance with any Frontier requirements, and that are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because such connections to the telecommunications network are made via Frontier-provided connecting arrangements prior to January 1, 1980, and such connecting arrangements are of a type of connecting arrangement connected to the telecommunications network as of June 1, 1978.

(3) Grandfathered Terminal Equipment

The term "Grandfathered Terminal Equipment" as used in this section denotes customer-provided terminal equipment (including protective circuitry if any) connected at the subscriber's premises, in accordance with any Frontier's Product Guides, and that is considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because such terminal equipment was connected to the telecommunications network prior to July 1, 1979, and is of a type of terminal equipment which was directly connected (i.e., without Frontier-provided connecting arrangements) to the telecommunications network as of October 17, 1977.

EFFECTIVE: April 1, 2016

SECTION 13 - CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

13.1 Terms and Conditions (Cont'd)

.1 General Provisions (Cont'd)

f. Definitions (Cont'd)

(4) Grandfathered Connections of Terminal Equipment

The term "Grandfathered Connections of Terminal Equipment as used in this section denotes connections via Frontier-provided connecting arrangements of customer-provided terminal equipment connected at the subscriber's premises, in accordance with any Frontier requirements, and that are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because such connections to the telecommunications network are made via Frontier-provided connecting arrangements prior to July 1, 1979, and such connecting arrangements are the same type of connecting arrangement connected to the telecommunications network as of October 17, 1977.

(5) Registered Equipment

The term "Registered Equipment" as used in this section denotes equipment which complies and has been approved within the registration provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

EFFECTIVE: April 1, 2016

SECTION 13 - CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

13.1 Terms and Conditions (Cont'd)

.2 Connections of Registered Equipment

a. Customer-Provided Registered Terminal Equipment, Registered Protective Circuitry and Registered Communications Systems.

(1) Customer-provided registered terminal equipment, registered protective circuitry, and registered communications systems may be directly connected at the subscriber's premises to the telecommunications network, subject to Part 68 of the Federal Communications Commission's Rules and Regulations, subsection 13.1.1 preceding and the following:

(a) All combinations of registered equipment and associated non-registered terminal equipment (including but not limited to wiring) shall be installed, operated and maintained so that the requirements of Part 68 of the Federal Communications Commission's Rules and Regulations are continually satisfied.

(b) Frontier may discontinue service or impose other remedies as provided for in Part 68 of the Federal Communications Commission's Rules and Regulations for failure to comply with these provisions.

(c) The subscriber shall notify Frontier of each line to which registered equipment is to be connected in advance of such connection and shall notify Frontier when such registered equipment is permanently disconnected. The subscriber shall provide Frontier the Registration Number and Ringer Equivalence Number for the registered equipment. The subscriber shall also provide, when appropriate, the off-premises station port signaling capability of a PBX system.

(d) The subscriber shall not connect registered equipment to a Frontier line if:

(.1) The Ringer Equivalence of such equipment in combination with the total Ringer Equivalence of other equipment connected to the same line exceeds the allowable maximum of five or as otherwise determined by Frontier, or

(.2) The ringer is not a ringer type designated by Frontier as suitable for that particular line.

(e) Unless a specific waiver has been granted by the Federal Communications Commission or except as otherwise provided in (f) following, all connections of registered equipment to services furnished by Frontier shall be made through Frontier-provided standard jacks; or, in the case of registered communications systems, through standard jacks wired in other than a standard manner, when non-standard wiring is agreed to by Frontier.

EFFECTIVE: April 1, 2016

SECTION 13 - CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

13.1 Terms and Conditions (Cont'd)

.2 Connections of Registered Equipment (Cont'd)

a. (Cont'd)

(1) (Cont'd)

- (f) The requirement for the use of standard jack as described in subsection a.(1) (e) preceding is waived for registered equipment which is located in hazardous or inaccessible locations.
- (g) Registered equipment which is in hazardous or inaccessible locations may, in lieu of (d) preceding, be connected in accordance with Section 13.1.11 following.
- (h) Such telecommunications service or customer-provided communications system is utilized for the origination or termination of communications at the subscriber's premises where the connection is made.
- (i) The connection of customer-provided registered terminal equipment and registered PBX systems may be made only at the subscriber's premises to a Series 2000, 2100, 3000 or 3100 private line service (including their appropriate Series 5000 equivalents) that presents an interface for either two or four wire transmission, with separate E and M signaling leads conventionally known as Type I (battery/ground) or Type II (contact closure type). Such E and M signaling leads are those terminal equipment or PBX leads (other than voice or data communications leads) used for the purpose of transferring supervisory or address signals across the interface.
- (j) A Type 2006 channel (including its appropriate Series 5000 equivalents) may be utilized with customer-provided registered terminal equipment, registered protective circuitry and registered communications systems which are connected to the exchange telephone service associated with such channels.

b. Premises Wiring Associated with Registered Communications Systems

- (1) Premises Wiring is wiring which connects separately-housed equipment entities or system components to one another or wiring which connects an equipment entity or system component with the telephone network interface, located at the subscriber's premises and not within an equipment housing.
 - (a) Fully-Protected Premises Wiring is premises wiring which is:
 - (.1) No greater than 25 feet in length (measured linearly between the point where it leaves equipment or connector housings) and registered as a component of and supplied to the user with the registered terminal equipment or protective circuitry with which it is to be used.
 - (.2) A cord which complies with (.1) preceding and which is extended once by a registered extension cord. Extension cords may not be used as a substitute for wiring which for safety reasons should be affixed to or embedded in a building's structure.

EFFECTIVE: April 1, 2016

SECTION 13 - CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

13.1 Terms and Conditions (Cont'd)

.2 Connections of Registered Equipment (Cont'd)

b. Premises Wiring Associated with Registered Communications Systems (Cont'd)

(1) (Cont'd)

(a) Fully-Protected Premises Wiring is premises wiring which is: (Cont'd)

(.3) Wiring located in an equipment room with registered access, provided that this wiring remains exposed for inspection and is not concealed or embedded in the building's structure, and that it conforms to Part 68 of the Federal Communications Commission's Rules and Regulations.

(.4) Electrically behind registered equipment, system components or protective circuitry which assures that electrical contact between the wiring and commercial power wiring or earth ground will not result in hazardous voltages or excessive longitudinal imbalance at the telephone network interface.

(b) Protected Premises Wiring Requiring Acceptance Testing for Imbalance is premises wiring which is electrically behind registered equipment, system components or circuitry which assure that electrical contact between the wiring and commercial power wiring will not result in hazardous voltages at the telephone network interface.

(c) Unprotected Premises Wiring is all other premises wiring.

(2) Subscribers who intend to connect premises wiring other than Fully-Protected Premises Wiring to the telephone network shall give advance notice to Frontier in accordance with the procedures specified in Part 68 of the Federal Communications Commission's Rules and Regulations or as otherwise authorized by the Federal Communications Commission.

(3) Frontier may invoke extraordinary procedures specified in Part 68 of the Federal Communications Commission's Rules and Regulations where one or more of the following conditions are present:

(a) Advance notice information provided in accordance with Section 13.1.2 b.(2) preceding gives reason to believe that a violation of Part 68 of the Federal Communications Commission's Rules and Regulations is likely.

(b) A failure has occurred during acceptance testing for imbalance.

(c) Harm has occurred, and there is reason to believe that this harm was a result of wiring operations performed under Part 68 of the Federal Communications Commission's Rules and Regulations.

(d) In addition, Frontier may monitor or participate in acceptance testing for imbalance or may inspect other than Fully-Protected Premises Wiring installations as set forth in Part 68 of the Federal Communications Commission's Rules and Regulations.

EFFECTIVE: April 1, 2016

SECTION 13 - CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

13.1 Terms and Conditions (Cont'd)

.3 Connections of Grandfathered Terminal Equipment and Grandfathered Communications Systems

a. Direct Connections

(1) Grandfathered Terminal Equipment

(a) Grandfathered terminal equipment may remain directly connected and be moved and reconnected to the telecommunications network for the life of the equipment without registration and may be modified only in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations, subject to the following:

- (.1) The subscriber shall notify Frontier when such grandfathered terminal equipment is to be connected and shall notify Frontier when such grandfathered terminal equipment is to be permanently disconnected; such notification shall include a description of the equipment including the manufacturer's name, model number, and type of equipment;
- (.2) All such connections are made through Frontier-provided standard jacks or are otherwise connected by Frontier; and
- (.3) All such connections shall comply with the minimum protection criteria set forth in 13.1.3 b. following.

(2) Grandfathered Communications Systems

(a) Grandfathered communications systems may remain directly connected and be moved and reconnected to the telecommunications network for the life of the equipment without registration, and may be modified only in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations, subject to the following:

- (.1) The subscriber shall notify Frontier when such grandfathered terminal equipment is to be connected and shall notify Frontier when such grandfathered communications systems are to be permanently disconnected; such notification shall include a description of the equipment including the manufacturer's name, model number, and type of equipment;
- (.2) All such connections are made through Frontier-provided standard jacks or are otherwise connected by Frontier;
- (.3) All such connections shall comply with the minimum protection criteria set forth in 13.1.3 b. following.
- (.4) Premises wiring shall conform to Part 68 of the Federal Communications Commission's Rules and Regulations;
- (.5) No changes may be made to equipment so connected except by the manufacturer thereof, or a duly authorized agent of the manufacturer.

SECTION 13 - CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

13.1 Terms and Conditions (Cont'd)

.3 Connections of Grandfathered Terminal Equipment and Grandfathered Communications Systems (Cont'd)

a. Direct Connections (Cont'd)

(2) Grandfathered Communications Systems (Cont'd)

(a) (Cont'd)

(.6) Additions to grandfathered communications systems may be made without registration of any additional equipment involved if:

- Equipment so added is being reconnected, i.e., was previously directly connected prior to January 1, 1980, in accordance with Frontier requirements; and
- Such additions comply with the provisions of subsections (.1) through (.5) preceding.

(.7) Additions of registered equipment to grandfathered communications systems are subject to Section 13.1.2 preceding.

(b) Until January 1, 1980, new installation of communications systems of a type which have been grandfathered may be connected to the telecommunications network, subject to the following:

(.1) Premises wiring shall conform to Part 68 of the Federal Communications Commission's Rules and Regulations;

(.2) The subscriber shall notify Frontier when such communications systems are to be connected and shall notify Frontier when such communications systems are to be permanently disconnected: such notification shall include a description of the equipment including the manufacturer's name, model number, and type of equipment;

(.3) All such connections are made through Frontier-provided standard jacks or are otherwise connected by Frontier;

(.4) All such connections shall comply with the minimum protection criteria set forth in Section 13.1.3 b. following; and

(.5) No changes may be made to equipment so connected except by the manufacturer thereof, or a duly authorized agent of the manufacturer;

EFFECTIVE: April 1, 2016

SECTION 13 - CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

13.1 Terms and Conditions (Cont'd)

.3 Connections of Grandfathered Terminal Equipment and Grandfathered Communications Systems (Cont'd)

a. Direct Connections (Cont'd)

(2) Grandfathered Communications Systems (Cont'd)

(c) Additions to systems specified in (a) and (b) preceding may be made:

(.1) Until January 1, 1980 where the equipment being added is of a type which has been grandfathered and,

(.2) After January 1, 1980 where the equipment being added is grandfathered.

(.3) Such additions are subject to the provisions of (b)(.1) through (.5) preceding.

(.4) Additions to grandfathered equipment of registered equipment are subject to 13.1.2 preceding.

(d) Systems connected pursuant to subsections (a) through (c) preceding may remain connected and be moved and reconnected to the telecommunications network, in accordance with subsections (b) (.1) through (.5) preceding, for the life of the equipment and may be modified only in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations.

(e) Such telecommunications service or customer-provided communications system is utilized for the origination or termination of communications at the subscriber's premises where the connection is made.

(3) Customer-provided terminal equipment and customer-provided communications systems connected to the telecommunications network via customer-provided grandfathered protective circuitry are subject to the provisions of subsections (1) and (2) preceding.

EFFECTIVE: April 1, 2016

SECTION 13 - CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

13.1 Terms and Conditions (Cont'd)

.3 Connections of Grandfathered Terminal Equipment and Grandfathered Communications Systems (Cont'd)

b. Minimum Protection Criteria for Electrical Connections

- (1) To prevent excessive noises and crosstalk in the network, it is necessary that the power of the signal at the central office is not to exceed 12db below one milliwatt when averaged over any three second interval. To ensure that this limit is not exceeded, the power of the signal which may be applied by the customer-provided equipment to Frontier interface located on the subscriber's premises will be specified for each subscriber location but in no case shall it exceed one milliwatt.
- (2) To protect other services, it is necessary that the signal which is applied by the customer-provided equipment to Frontier interface located on the subscriber's premises meet the following limits:
 - (a) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18db below the power of the signal as specified in (1) above.
 - (b) The power in the band from 4,005 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.
 - (c) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.
 - (d) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36db below one milliwatt.
 - (e) The power in the band above 40,000 Hertz shall not exceed 50db below one milliwatt.
- (3) To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to Frontier interface located on the subscriber's premises at no time have energy solely in the 2450 to 2750 Hertz band. If signal power is in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

SECTION 13 - CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

13.1 Terms and Conditions (Cont'd)

.3 Connections of Grandfathered Terminal Equipment and Grandfathered Communications Systems (Cont'd)

c. Attested Equipment Connected Prior to July 1, 1980

- (1) Until July 1, 1980, customer-provided headsets and non-powered conferencing equipment which meet the standards and procedures set forth by Frontier may be connected at the subscriber's premises to the telecommunications network in accordance with (a) through (e) following. Such equipment may remain connected and be moved and reconnected in accordance therewith for the life of the equipment unless subsequently modified.
 - (a) The connection shall be made through an interface termination (e.g., headset jack) provided by Frontier.
 - (b) The Identification Number issued by Frontier to the manufacturer or supplier must appear on each unit of Attested Equipment utilized.
 - (c) Subscribers must notify Frontier of their intention to connect Attested Equipment. Such notification must include the Identification Number of the equipment and the location at which that equipment is to be used.
 - (d) Attested Equipment may not:
 - (.1) Be connected to a source of electrical power which is external to the telecommunications network;
 - (.2) Be grounded;
 - (.3) Perform any network control signaling functions prior to and including the establishment of the intended transmission path;
 - (.4) Have amplification in the transmission path other than single ended terminal devices with the maximum gain limited so that the output power meets the minimum protection criteria set forth in Section 13.1.3 b. preceding; and
 - (.5) Use wiring external to such equipment that is permanently affixed at the site of the installation other than portable connection compatible with the interface terminations provided by Frontier.
 - (e) Attested Equipment must comply with the minimum protection criteria set forth in Section 13.1.3 b. preceding.
- (2) In the event Attested Equipment bearing an Identification Number does not have the requirements set forth by Frontier, the subscriber using such Attested Equipment shall either disconnect the equipment from Frontier service or arrange for connection of the equipment in accordance with Section 13.1.2 preceding.

EFFECTIVE: April 1, 2016

SECTION 13 - CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

13.1 Terms and Conditions (Cont'd)

.3 Connections of Grandfathered Terminal Equipment and Grandfathered Communications Systems (Cont'd)

d. Conforming Answering Devices Connected Prior to July 1, 1979

(1) Customer-provided Conforming Answering Devices which meet the standards and procedures set forth by Frontier for Conforming Answering Devices and which were connected at the subscriber's premises to the telecommunications network prior to July 1, 1979, in accordance with (a) through (e) following, may remain connected and be moved and reconnected in accordance therewith for the life of the equipment, unless subsequently modified.

(a) Subscribers shall notify Frontier of their intention to connect Conforming Answering Devices. Such notification shall include the location at which the Conforming Answering Device is to be used as well as its Conformance Number.

(b) The Conforming Answering Device shall be operated and maintained in accordance with those instructions furnished with such Conforming Answering Device as required by Frontier.

(c) Conforming Answering Devices may not:

(.1) Be used to transmit or receive data signals;

(.2) Be used with party line service or with public or semi-public coin telephone service; and

(.3) Be used to originate calls.

(d) The Conforming Answering Device shall comply with the minimum protection criteria set forth in Section 13.1.3 b. preceding.

(.1) In the event that an answering device bearing a Conformance Number does not meet the requirements of Frontier for Conforming Answering Devices, the subscriber using such answering device shall either disconnect the device from Frontier service or arrange for connection of the device in accordance with Section 13.1.2 preceding.

EFFECTIVE: April 1, 2016

SECTION 13 - CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

13.1 Terms and Conditions (Cont'd)

.4 Acoustic or Inductive Connections

a. General

- (1) Customer-provided voice or data terminal equipment (including telephotograph equipment) and customer-provided communications systems may be acoustically or inductively connected at the subscriber's premises to the telecommunications network provided the acoustic or inductive connection is made externally to the network control signaling unit when such unit is provided by Frontier.
- (2) Customer-provided tone-type address signaling is permitted through such connections, however, the services of Frontier are not designed for such use and Frontier makes no representation as to the reliability of address signaling which is performed in such manner.

b. Minimum Protection Criteria

- (1) To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal which is applied by the customer-provided equipment to the network control signaling unit located on the subscriber's premises be limited so that the signal power at the output of the network control signaling unit (i.e., at the input to Frontier line) does not exceed 9db below one milliwatt when averaged over any three second interval. However, to permit each subscriber, independent of distance from the central office, to supply signal power which at the central office approximates 12db below one milliwatt, when averaged over any three second interval, Frontier, at the subscriber's request, will specify, for each subscriber location, the signal power at the output of the network control signaling unit, which shall in no case exceed one milliwatt.

SECTION 13 - CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

13.1 Terms and Conditions (Cont'd)

.4 Acoustic or Inductive Connections (Cont'd)

b. Minimum Protection Criteria (Cont'd)

- (2) To protect other services, it is necessary that the signal which is applied by the customer-provided equipment to the network control signaling unit located on the subscriber's premises meet the following limits at the output of the network control signaling unit:
 - (a) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18db below the power of the signal as specified in (1) preceding.
 - (b) The power in the band from 4,005 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.
 - (c) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.
 - (d) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36db below one milliwatt.
 - (e) The power in the band above 40,000 Hertz shall not exceed 50db below one milliwatt.
- (3) To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the network control signaling unit located on the subscriber's premises be limited so that the signal at the output of the network control signaling unit (i.e., at the input to the Frontier line) shall at no time have energy solely in the 2450 to 2750 Hertz band. If there is signal power at the output of the network control signaling unit in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

.5 Accessories

- a. Customer-provided accessories may be used with telecommunications services provided such accessories comply with the provisions of Sections 13.1.1 b.

EFFECTIVE: April 1, 2016

SECTION 13 - CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

13.1 Terms and Conditions (Cont'd)

- .6 Connections of Customer-Provided Communications Systems Not Subject to Part 68 of FCC Rules and Regulations.
 - a. Customer-provided communications systems not subject to Part 68 of the Federal Communications Commission's Rules and Regulations may be connected with telecommunications services in accordance with this Product Guide. These communications systems (including channels derived from such systems), not exceeding voice grade, may be connected at the subscriber's premises provided that:
 - (1) Such telecommunications service or customer-provided communications system is utilized for the origination or termination of communications at the subscriber's premises where the connection is made.
 - (2) The connection shall be through a network control signaling unit and connecting arrangement furnished by Frontier.
 - (3) The connection shall be made through switching equipment provided either by the subscriber or by Frontier.
 - (4) The provisions relating to minimum protection criteria set forth in Section 13.1.3 b. preceding shall apply to the connection of customer-provided communications systems.
 - (5) Where the telecommunications service is used in the provision of a composite data service for others and connection of such service is made to a communications system provided by a subscriber and the connection is made through customer-provided data switching equipment, the provisions of (1) and (3) above do not apply.
- .7 Connections of Customer-Provided Terminal Equipment Specifically Exempted from the FCC Registration Program
 - a. Customer-provided terminal equipment may not be connected at the subscriber's premises to party line and semi-public coin services of Frontier.
- .8 Connections of Certain Facilities of Power, Pipe Line and Railroad Companies
 - a. General
 - (1) Except as otherwise provided in b. following, telephone facilities of an electric power company, an oil, oil products or natural gas pipe line company, or a railroad company provided primarily to communicate with points located along a right-of-way (including premises of such company anywhere in cities, towns or villages along the right-of-way) owned or controlled by such company may, in lieu of the provisions of Sections 13.1.3 and 13.1.6 preceding, be connected with the telecommunications network, for the following purposes:

EFFECTIVE: April 1, 2016

SECTION 13 - CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

13.1 Terms and Conditions (Cont'd)

.8 Connections of Certain Facilities of Power, Pipe Line and Railroad Companies (Cont'd)

a. General (Cont'd)

(1) (Cont'd)

- (a) In cases of emergency involving safety of life or property;
- (b) In cases of calls originated by railroad employees under circumstances indicating need for prompt action to secure or maintain the safety, continuity, or reliability of railroad service to the public, and related to the movement of passengers, mail, property, or equipment by railroad, or the repair, maintenance, or construction of railroad rights-of-way, structures or equipment;
- (c) In cases where the subscriber facilities serve locations where it is impracticable because of hazard or inaccessibility for Frontier to furnish its facilities; and
- (d) During an interim period in cases where the subscriber has arranged for replacement of said subscriber facilities with facilities of Frontier.
- (e) Such subscriber telephone facilities will be connected to PBX switchboards or other telephone switching or terminal equipment of Frontier, located in the same or different local service areas, for communications with stations and private line facilities associated with said switching or terminal equipment; provided, however, that within the same local service area, a PBX switchboard or other telephone switching or terminal equipment furnished by Frontier for telecommunications service will not be connected with telephones of the subscriber except telephones associated with party line right-of-way circuits requiring line termination at the PBX, nor with private telephone switching equipment of the subscriber except where such private telephone switching equipment is used exclusively for dispatching or line switching equipment not connected with customer-provided telephones within the same local service area.
- (f) Facilities of Frontier, when connected with facilities of the subscriber, will not be used for communications of other than the subscriber, except that such facilities may be used for the communications of, and be connected with facilities furnished by Frontier to, other companies which:
 - (.1) Are operated with the subscriber as part of an integrated electric power, oil, oil products, or natural gas system or railroad system under direct or common ownership or control; or
 - (.2) Own or operate electric power or pipe line or railroad system jointly with the subscriber; or
 - (.3) Own or operate electric power or pipe line or railroad facilities interconnected with those of the subscriber.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 19

EFFECTIVE: April 1, 2016

SECTION 13 - CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

13.1 Terms and Conditions (Cont'd)

.8 Connections of Certain Facilities of Power, Pipe Line and Railroad Companies (Cont'd)

a. General (Cont'd)

- (2) Telephone circuits of such companies will be connected to a local or toll central office line to form a through connection only through manual switching equipment, or an attendant's position of dial PBX equipment furnished to the subscriber by Frontier. Such equipment or position may be located at either or both ends of the subscriber's circuit.
- (3) Connection of a telephone circuit of such companies as specified in Sections 13.1.8 a.(1)(b), (c) or (d) preceding may be established at either end of such circuit but shall not be established at both ends simultaneously.

- b. Customer-provided terminal equipment and communications systems connected to the telecommunications network in accordance with a. preceding prior to January 1, 1980 may remain connected and be moved and reconnected for the life of the equipment without registration unless subsequently modified. New installations of customer-provided terminal equipment and communications systems subject to Part 68 of the Federal Communications Commission's Rules and Regulations must be connected to the telecommunications network in accordance with Section 13.1.2 preceding.

.9 Connections of Certain Facilities of the National Aeronautics and Space Administration

- a. Except as otherwise provided in b. following, telephone facilities of the National Aeronautics and Space Administration may, in lieu of the provisions of Sections 13.1.3 and 13.1.6 preceding, be connected by means of switching or connecting equipment furnished by Frontier, to a PBX switchboard or other telephone switching or terminal equipment of Frontier, for communication with stations and private line facilities associated with said switching or terminal equipment, where the Administrator or the National Aeronautics and Space Administration or his authorized representative notifies Frontier in writing that such connection is required for the control of space vehicles. Such Department telephone facilities will be connected to the telecommunications network only in cases of emergency involving safety of life or property, unless the aforesaid Department facilities are in locations where it is impracticable for Frontier to furnish its facilities.
- b. Customer-provided terminal equipment and communications systems connected to the telecommunications network in accordance with a. preceding prior to January 1, 1980 may remain connected and be moved and reconnected for the life of the equipment without registration unless subsequently modified. New installations of customer-provided terminal equipment and communications systems subject to Part 68 of the Federal Communications Commission's Rules and Regulations must be connected to the telecommunications network in accordance with Section 13.1.2 preceding.

SECTION 13 - CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

13.1 Terms and Conditions (Cont'd)

.10 Connections of Certain Facilities of the U.S. Army, Navy and Air Force

a. General

(1) Except as otherwise provided in b. following, facilities of the telephone system of the U.S. Department of the Army, Navy or Air Force which serves an establishment operated and administered under the direction of the Department and commanded by authorities of such establishment, may, in lieu of the provisions of Sections 13.1.3 and 13.1.6 preceding, be connected to the telecommunications network where the Secretary of the appropriate Department certifies in writing that reasons of military necessity require that the establishment be served by a telephone system of the Department. In addition, the facilities of a telephone system of such Department located off a permanent establishment of the Department for maneuvers, mobilization tests or technical service tests will be so connected.

(2) Except as otherwise provided in b. following, telephone facilities of the U.S. Department of the Army, Navy or Air Force, other than those described in (1) preceding, may, in lieu of the provisions of Sections 13.1.3 and 13.1.6 preceding, be connected by means of switching or connecting equipment furnished by Frontier, to a PBX switchboard or other telephone switching or terminal equipment, where the Secretary of the appropriate Department or his authorized representative notifies Frontier in writing that such connection is required for reasons of military necessity. Such Department telephone facilities will be connected to the telecommunications network only in cases of emergency involving safety of life or property, unless the aforesaid Department facilities are in locations where it is impracticable for Frontier to furnish its facilities.

b. Customer-provided terminal equipment and communications systems connected to the telecommunications network in accordance with a. preceding prior to January 1, 1980 may remain connected and be moved and reconnected for the life of the equipment without registration unless subsequently modified. New installations of customer-provided terminal equipment and communications systems subject to Part 68 of the Federal Communications Commission's Rules and Regulations must be connected to the telecommunications network in accordance with Section 13.1.2 preceding.

EFFECTIVE: April 1, 2016

SECTION 13 - CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

13.1 Terms and Conditions (Cont'd)

.11 Connections of Customer-Provided Station Lines and Facilities in Hazardous or Inaccessible Locations

- a. Except as otherwise provided in b. following, facilities furnished by the subscriber which involve hazardous or inaccessible locations, may be connected to the telecommunications network.
- b. Customer-provided terminal equipment and communications systems connected to the telecommunications network in accordance with a. preceding prior to January 1, 1980 may remain connected and be moved and reconnected for the life of the equipment without registration unless subsequently modified. New installations of customer-provided terminal equipment and communications systems subject to Part 68 of the Federal Communications Commission's Rules and Regulations must be connected to the telecommunications network in accordance with Section 13.1.2 preceding.

.12 U.S. Coast Guard and U.S. Army National Guard

- a. Telephone facilities of the U.S. Coast Guard, provided primarily to serve Coast Guard Stations in coastal area as an aid in saving and protecting life and property, will be connected to facilities of Frontier for telecommunications service.
- b. Radio facilities of the U.S. Army National Guard, provided for two-way point-to-point communications in times of natural disasters or other emergencies when local and toll facilities of Frontier are out of service at or between either of the service points, may be connected to facilities of Frontier for telecommunications service.
- c. Customer-provided terminal equipment and communications systems connected to the telecommunications network in accordance with a. preceding prior to January 1, 1980 may remain connected and be moved and reconnected for the life of the equipment without registration unless subsequently modified. New installations of customer-provided terminal equipment and communications systems subject to Part 68 of the Federal Communications Commission's Rules and Regulations must be connected to the telecommunications network in accordance with Section 13.1.2 preceding.

EFFECTIVE: April 1, 2016

SECTION 13 - CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

13.2 Customer-Provided Terminal Equipment

.1 U.S. Government Executive Departments and Agencies

- a. Equipment of a department or agency of the Executive Branch of the U.S. Government used for the purpose of disguising or concealing the contents or meaning of communications may be connected to Frontier station equipment, or to Frontier facilities in lieu of such station equipment, subject to the regulations stated below:
 - (1) The head of the department or agency whose equipment is to be connected, or his authorized representative, shall notify Frontier in writing that such connection is necessary to safeguard official information which requires protection in the interests of national defense, or other confidential official information disclosure of which to unauthorized persons would be detrimental to the public interest.
 - (2) The connection shall be made by means of connecting equipment or arrangements furnished by Frontier.
- b. Effective January 1, 1980, new installations of, or additions to customer-provided terminal equipment and communications systems subject to Part 68 of the Federal Communications Commission's Rules and Regulations, connected to the telecommunications network in accordance with a. preceding, must conform to Part 68 of the Federal Communications Commission's Rules and Regulations.

EFFECTIVE: April 1, 2016

SECTION 13 - CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

13.3 Customer-Provided Communications Systems

.1 Federal Aviation Agency

- a. Private mobile systems provided by the Federal Aviation Agency may be connected, by means of portable connecting equipment furnished by Frontier, to Frontier facilities for telecommunications service.

13.4 Trouble Location Charge

.1 General

- a. A nonrecurring charge will apply for each repair visit to the subscriber's premises in connection with a service difficulty when it is determined that the difficulty is due to a condition in the customer-provided single line or multiline terminal equipment or communications system, or is due to a condition in the inside wire on the subscriber's side of the single line or multiline system demarcation point.

	Nonrecurring <u>Charge</u>
(.1) Per Single Line Visit	\$40.00
(.2) Per Multiline Visit	\$65.00

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 1

EFFECTIVE: April 1, 2016

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.1 Application

- .1 This Product Guide applies to long-distance message telecommunications service furnished or made available by Frontier between two or more points which are located within the Frontier's Local Access and Transport Area (LATA) within the State of Florida.
- .2 When Long-distance Message Telecommunications Service is provided for resale, a discount of 5% will apply. This discount applies only to Two-Point Service and does not include associated services. Frontier Discount Calling Plans and Conference Service are available for resale at Product Guide rates and must be applied on a per customer (end-user) basis. The resale provisions will be available upon completion of Frontier and reseller arrangements. Services and facilities will be provided to public resellers only in instances where the reseller can demonstrate its authority to operate. Such authority can only be demonstrated by providing Frontier a copy of the reseller's certification as issued by the Florida Public Service Commission.
- .3 Discounts shown in the Regional Toll Call Plan or the Regional Toll Call Business Plan will include monthly usage (including service charges and surcharges) for customer dialed direct station-to-station, customer dialed calling card station-to-station, operator assisted station-to-station, operator assisted calling card station-to-station and person-to-person calls that are carried and billed by Frontier.

In calculating the usage volume discount, the discount will generally be applied against the customer's intrastate intraLATA charges. However, if the intraLATA offering is part of a joint toll offering, the threshold for application of the discount will be determined by total gross monthly toll usage associated with the joint offer. In that case, the discount applied will be as specified by the joint offering, and the discount will be apportioned to the proper jurisdiction proportional to the accumulated usage charges.

14.2 General

- .1 Long-distance message telecommunications service is that of furnishing facilities for telecommunications between stations in different rate centers for either two-point or conference service.
- .2 Message toll telephone rates between points (cities, towns, or localities) are based on airline distance between rate centers. In general, each point is designated as a rate center except that certain small towns or communities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest. Airline mileages between rate centers are determined as provided in Section 14.4.
 - a. Where a point is divided into areas - The rate airline mileage is measured between the rate center of the area and the rate center of the other point, except that when such mileage exceeds 40 miles, the rate airline mileage is measured between the rate center of the city itself and the rate center of the other point with a minimum of 41 miles being applicable.
- .3 In case a shortage of facilities exists at any time, either for temporary or protracted periods the establishment of long-distance message telecommunications service shall take precedence over all others.

EFFECTIVE: April 1, 2016

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.3 Two-Point Service

.1 Service Between Land Wire Telephones

a. Classes of Service

Service is offered on a Station-to-Station or Person-to-Person basis. The Station-to-Station class of service is furnished on a Customer Dialed Calling Card basis, an Operator Handled basis, or on a Direct Distance Dialing basis.

(1) Dial Station-to-Station

(a) Dial Station-to-Station rates apply only to sent-paid, station-to-station dial-type telephone communication.

(b) Dial-type telephone communication denotes a call dialed and completed by the customer from a residence or business telephone without the assistance of an operator and the call is not billed to a number other than the originating number. The services of an operator will not be used in connection with completing a call or in furnishing any information or assistance relating to billing or charges for such call, except that an operator will:

(1.) Reestablish a call which has been interrupted after the called number has been reached or,

(2.) Reach the called telephone number where facilities are not available for customer dial completion.

(3.) Record the originating telephone number where no automatic recording equipment is available.

(4.) Record a special identification number issued by Frontier for its billing purposes to students who reside at dormitories of educational institutions served by a Dormitory Service or a PBX equipped with Direct Inward Dialing (DID) and Identified Outward Dial (IOD) service for a call dialed from a dormitory station.

(5.) Place a call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap.

(c) Dial Station-to-Station rates do not apply on calls placed from a public or semipublic coin telephone.

EFFECTIVE: April 1, 2016

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.3 Two-Point Service (Cont'd)

.1 Service Between Land Wire Telephones (Cont'd)

a. Classes of Service (Cont'd)

(2) Station-to-Station and Person-to-Person Operator Handled Calls

- (a) Operator Station-to-Station is that Station-to-Station service where the person originating the call gives to the operator the telephone number of the desired telephone, Miscellaneous Common Carrier connecting circuit, private branch exchange system, or private branch exchange station which is reached directly rather than through a private branch exchange attendant, or gives only the name and address under which the number of the desired telephone, Miscellaneous Common Carrier connecting circuit, or private branch exchange system is listed. and does not specify a particular person to be reached, nor a particular mobile station to be reached through a Miscellaneous Common Carrier, nor a particular station, department or office to be reached through a private branch exchange attendant.
- (b) Customer Dialed Calling Card is that Station-to-Station service where the person originating the call dials and completes the call without the assistance of an operator, except: that an operator will record Frontier Calling Card number or where the operator reaches the called telephone number where facilities are not available for dial completion.
- (c) Person-to-Person Service
 - (1.) Person-to-Person service is that service where the person originating the call specifies to the operator a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier operator, or a particular station, department, or office to be reached through a private branch exchange attendant.
 - (2.) When, after the telephone, Miscellaneous Common Carrier mobile radio system, or private branch exchange system called, has been reached, the person originating the call requests or agrees to talk to any other person, mobile unit, station, department, or office other than the one specified, the classification of the call remains Person-to-Person.

EFFECTIVE: April 1, 2016

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.3 Two-Point Service (Cont'd)

.1 Service Between Land Wire Telephones (Cont'd)

a. Classes of Service (Cont'd)

(3) Coin Telephones - Station-to-Station (Sent Paid, Non-Sent Paid, and Corrections Collect)

- (a) Coin Telephone (Sent Paid) - Station-to-Station rates apply to station-to-station dialed calls from a coin telephone without the assistance of an operator and the call is paid in coin by the caller using the coin telephone.
- (b) Coin Telephone (Non-Sent Paid) - Station-to-Station rates apply to station-to-station dialed calls from a coin telephone and the call is paid by means other than coin, i.e., calling card, collect, or third party billed.
- (c) Coin Telephone (Corrections Collect) – Station-to-Station service where the person originating the call is calling from a correctional facility using special restricted corrections service.

b. Time Periods

(1) Peak and Off-Peak rates apply as follows:

<u>Rates</u>	<u>Time Applicable</u>		<u>Days Applicable</u>
	<u>From</u>	<u>To but Not Including</u>	
Peak	7:00 a.m.	7:00 p.m.	Monday through Friday
Off-Peak	7:00 p.m. 12:00 a.m.	7:00 a.m. 11:59 p.m.	Monday through Friday, Saturday, Sunday and Holidays ¹

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

¹ The Off-Peak rates apply all day (12:00 a.m. to 11:59 p.m.) on the following holidays:

EFFECTIVE: April 1, 2016

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.3 Two-Point Service (Cont'd)

.1 Service Between Land Wire Telephones (Cont'd)

c. Timing of Messages

- (1) The time when connection is established, as provided in b. through e. below, determined in accordance with the time - standard or daylight saving - observed at the location of the rate center of the calling station, determines what time schedule applies. This rule applies whether the call is originated as paid or collect.

In cases where a message begins in one time period and ends in another, the charge for the portion of the message within each time period shall be the charge for whole minutes in effect for that time period.

- (2) On Station-to-Station calls, chargeable time begins when connection is established between the calling station and the called telephone station, Miscellaneous Common Carrier mobile radio system or private branch exchange system.
- (3) On Person-to-Person calls, chargeable time begins when connection is established between the calling person and the particular person or station specified or an agreed alternate.
- (4) Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the operator.
- (5) Chargeable time does not include time lost because of faults or defects in the service.

EFFECTIVE: April 1, 2016

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.3 Two-Point Service (Cont'd)

.1 Service Between Land Wire Telephones (Cont'd)

d. Reversal of Charges (Collect Calls)

- (1) Collect calls are permissible for all telephone calls except calls to which Dial Station-to-Station rates apply.
- (2) The regularly established Operator Station-to-Station and Person-to-Person rates apply.

e. Collection of Charges at Coin Telephones

Charges for calls to be collected at coin box telephones will be the total charge as provided in .8 following computed and rounded to the nearest multiple of \$.05.

f. Rates for Hearing or Speech Impaired Persons

- (1) Rates for certain MTS calls are reduced for a customer who meets the following requirements.
 - (a) The customer is certified to Frontier as having a hearing or speech impairment that prevents telephone voice communication.
 - (b) The customer uses a telecommunications device for the deaf (TDD) or other nonvoice equipment for telecommunications.
 - (c) The customer makes written application to Frontier for the reduced MTS rates.
 - (d) The customer designates to Frontier one and only one telephone number associated with that customer's service and telecommunications device. Reduced rates apply only to calls originated from this telephone number.
 - (e) The reduced rates specified in d. following apply for all calls originated from the designated telephone number.
- (2) Rates for certain MTS calls are reduced for an agency or business that assists hearing or speech impaired persons under the following conditions:
 - (a) The agency or business provides nonvoice telecommunications equipment (TDD) solely for the use of hearing or speech impaired persons or persons who communicate with hearing or speech impaired persons.
 - (b) The agency or business makes written application to Frontier for the reduced MTS rates.
 - (c) The reduced rates are given as a credit on a subsequent bill.
 - (d) The reduced rates specified in d. following apply for all calls placed between TDDs.

EFFECTIVE: April 1, 2016

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.3 Two-Point Service (Cont'd)

.1 Service Between Land Wire Telephones (Cont'd)

.f Rates for Hearing or Speech Impaired Persons (Cont'd)

(3) Rates for certain MTS calls are reduced for individuals equipped with TDDs for communicating with hearing or speech impaired persons under the following conditions:

- (a) The customer uses a TDD or other nonvoice equipment for communicating with other TDDs or nonvoice equipment. The customer uses the Florida Relay Service which permits hearing and speech impaired customers to use a Telecommunications Device for the Deaf (TDD) to exchange telephone messages with voice customers.
- (b) The customer makes written application to Frontier for reduced MTS rates.
- (c) The reduced rates are given as a credit on a subsequent bill.
- (d) The reduced rates specified in d. following apply for all calls placed between TDDs.

(4) Applicable Rates

Customers who have been certified to Frontier as having a hearing and/or speech impairment which requires them to communicate over telephone facilities by means other than voice and who use data transmitting and receiving terminals of speeds of 110 bauds or less, provided either by Frontier or the customer, will be charged as follows for customer dialed direct station-to-station messages.

Peak Periods will be discounted 50% off the standard Peak rates.

Off-Peak Periods will be discounted 50% off the standard Off-Peak rates.

All customers who use the Florida Relay Center will be charged as follows:

Peak Periods will be discounted 50% off the standard Peak rates.

Off-Peak Periods will be discounted 50% off the standard Off-Peak rates.

Qualified calls made through the Florida Relay Center where the called or calling party is both hearing and visually impaired shall be discounted a total of 60% off the otherwise applicable rate.

The Operator Assisted Service Charges for Station-to-Station Operator Assisted and Person-to-Person calls are as specified in Section 14.3.1.g (2) following apply in addition to the charges for Station-to-Station Customer Dialed Direct rate.

No discounts apply to Operator Assisted Service Charges.

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.3 Two-Point Service (Cont'd)

.1 Service Between Land Wire Telephones (Cont'd)

.g Rate Tables - Business

(1) Station-to-Station Customer Dialed

RATE			RATES			
AIRLINE			CUSTOMER DIALED DIRECT			
MILES			STATION-TO-STATION			
			PEAK		OFF-PEAK	
Over	Up to and Including		1st Minute (or any fraction thereof)	Each Additional Minute (or any fraction thereof)	1st Minute (or any fraction thereof)	Each Additional Minute (or any fraction thereof)
0	-	10	\$.31	\$.31	\$.31	\$.31
11	-	22	.31	.31	.31	.31
23	-	55	.31	.31	.31	.31
56	-	124	.31	.31	.31	.31

(2) Station-to-Station Customer Dialed Calling Card

RATE			RATES			
AIRLINE			CUSTOMER DIALED CALLING CARD			
MILES			STATION-TO-STATION			
			PEAK		OFF-PEAK	
Over	Up to and Including		1st Minute (or any fraction thereof)	Each Additional Minute (or any fraction thereof)	1st Minute (or any fraction thereof)	Each Additional Minute (or any fraction thereof)
0	-	10	\$.31	\$.31	\$.31	\$.31
11	-	22	.31	.31	.31	.31
23	-	55	.31	.31	.31	.31
56	-	124	.31	.31	.31	.31

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.3 Two-Point Service (Cont'd)

.1 Service Between Land Wire Telephones (Cont'd)

.g Rate Tables - Business (Cont'd)

(3) Station-to-Station and/or Person-to-Person Operator Assisted Dialed Call

RATE AIRLINE MILES			RATES			
			OPERATOR ASSISTED DIALED			
			STATION-TO-STATION			
		PEAK		OFF-PEAK		
Over	Up to and Including	1st Minute (or any fraction thereof)	Each Additional Minute (or any fraction thereof)	1st Minute (or any fraction thereof)	Each Additional Minute (or any fraction thereof)	
0	- 10	\$.31	\$.31	\$.31	\$.31	
11	- 22	.31	.31	.31	.31	
23	- 55	.31	.31	.31	.31	
56	- 124	.31	.31	.31	.31	

(4) Station-to-Station Coin Telephones

(a.)

RATE AIRLINE MILES			RATES			
			COIN TELEPHONES			
			STATION-TO-STATION (SENT PAID)			
		PEAK		OFF-PEAK		
Over	Up to and Including	1st Minute (or any fraction thereof)	Each Additional Minute (or any fraction thereof)	1st Minute (or any fraction thereof)	Each Additional Minute (or any fraction thereof)	
0	- 10	\$.19	\$.19	\$.11	\$.11	
11	- 22	.19	.19	.11	.11	
23	- 55	.19	.19	.11	.11	
56	- 124	.19	.19	.11	.11	

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 10

EFFECTIVE: April 1, 2016

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.3 Two-Point Service (Cont'd)

.1 Service Between Land Wire Telephones (Cont'd)

.g Rate Tables - Business (Cont'd)

(4) Station-to-Station Coin Telephones (Cont'd)

(b.)

RATE AIRLINE MILES			RATES			
			COIN TELEPHONES			
			STATION-TO-STATION (SENT PAID)			
		PEAK		OFF-PEAK		
Over	Up to and Including	1st Minute (or any fraction thereof)	Each Additional Minute (or any fraction thereof)	1st Minute (or any fraction thereof)	Each Additional Minute (or any fraction thereof)	
0	- 10	\$.25	\$.25	\$.25	\$.25	
11	- 22	.25	.25	.25	.25	
23	- 55	.25	.25	.25	.25	
56	- 124	.25	.25	.25	.25	

(c.)

RATE AIRLINE MILES			RATES			
			COIN TELEPHONES			
			STATION-TO-STATION (CORRECTIONS COLLECT)			
		PEAK		OFF-PEAK		
Over	Up to and Including	1st Minute (or any fraction thereof)	Each Additional Minute (or any fraction thereof)	1st Minute (or any fraction thereof)	Each Additional Minute (or any fraction thereof)	
0	- 10	\$.25	\$.25	\$.25	\$.25	
11	- 22	.25	.25	.25	.25	
23	- 55	.25	.25	.25	.25	
56	- 124	.25	.25	.25	.25	

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 11

EFFECTIVE: March 1, 2023

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.3 Two-Point Service (Cont'd)

.1 Service Between Land Wire Telephones (Cont'd)

.g Rate Tables – Business (Cont'd)

(5) Additional Charges

(a.) The following charges are in addition to the Rate Tables preceding when the call is placed using the following operator services:

(1.) Station

	<u>Charge Per Call</u>	
Customer Dialed Calling Card	*	(C)
Corrections Collect	*	(C)
All Other	*	(C)

(2.) Person

All calls	*	(C)
-----------	---	-----

(3.) Public Payphone Usage Surcharge

All calls not paid by coin	*	(C)
----------------------------	---	-----

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

(N)

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 12

EFFECTIVE: April 1, 2016

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.3 Two-Point Service (Cont'd)

.1 Service Between Land Wire Telephones (Cont'd)

.h Rate Tables - Residence

(1) Station-to-Station Customer Dialed

RATE AIRLINE MILES			RATES			
			CUSTOMER DIALED DIRECT			
			STATION-TO-STATION			
		PEAK		OFF-PEAK		
Over	Up to and Including	1st Minute (or any fraction thereof)	Each Additional Minute (or any fraction thereof)	1st Minute (or any fraction thereof)	Each Additional Minute (or any fraction thereof)	
0	- 10	\$.30	\$.30	\$.19	\$.19	
11	- 22	.30	.30	.19	.19	
23	- 55	.30	.30	.19	.19	
56	- 124	.30	.30	.19	.19	

(2) Station-to-Station Customer Dialed Calling Card

RATE AIRLINE MILES			RATES			
			CUSTOMER DIALED CALLING CARD			
			STATION-TO-STATION			
		PEAK		OFF-PEAK		
Over	Up to and Including	1st Minute (or any fraction thereof)	Each Additional Minute (or any fraction thereof)	1st Minute (or any fraction thereof)	Each Additional Minute (or any fraction thereof)	
0	- 10	\$.19	\$.19	\$.11	\$.11	
11	- 22	.19	.19	.11	.11	
23	- 55	.19	.19	.11	.11	
56	- 124	.19	.19	.11	.11	

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.3 Two-Point Service (Cont'd)

.1 Service Between Land Wire Telephones (Cont'd)

.h Rate Tables – Residence (Cont'd)

(3) Station-to-Station and/or Person-to-Person Operator Assisted Dialed Call

RATE AIRLINE MILES			RATES			
			OPERATOR ASSISTED DIALED			
			STATION-TO-STATION			
		PEAK		OFF-PEAK		
Over	Up to and Including	1st Minute (or any fraction thereof)	Each Additional Minute (or any fraction thereof)	1st Minute (or any fraction thereof)	Each Additional Minute (or any fraction thereof)	
0	- 10	\$.19	\$.19	\$.11	\$.11	
11	- 22	.19	.19	.11	.11	
23	- 55	.19	.19	.11	.11	
56	- 124	.19	.19	.11	.11	

(4) Station-to-Station Coin Telephones

(a.)

RATE AIRLINE MILES			RATES			
			COIN TELEPHONES			
			STATION-TO-STATION (SENT PAID)			
		PEAK		OFF-PEAK		
Over	Up to and Including	1st Minute (or any fraction thereof)	Each Additional Minute (or any fraction thereof)	1st Minute (or any fraction thereof)	Each Additional Minute (or any fraction thereof)	
0	- 10	\$.19	\$.19	\$.11	\$.11	
11	- 22	.19	.19	.11	.11	
23	- 55	.19	.19	.11	.11	
56	- 124	.19	.19	.11	.11	

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 14

EFFECTIVE: April 1, 2016

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.3 Two-Point Service (Cont'd)

.1 Service Between Land Wire Telephones (Cont'd)

.h Rate Tables – Residence (Cont'd)

(4) Station-to-Station Coin Telephones (Cont'd)

(b.)

RATE AIRLINE MILES			RATES			
			COIN TELEPHONES			
			STATION-TO-STATION (NON-SENT PAID)			
		PEAK		OFF-PEAK		
Over	Up to and Including	1st Minute (or any fraction thereof)	Each Additional Minute (or any fraction thereof)	1st Minute (or any fraction thereof)	Each Additional Minute (or any fraction thereof)	
0	- 10	\$.25	\$.25	\$.25	\$.25	
11	- 22	.25	.25	.25	.25	
23	- 55	.25	.25	.25	.25	
56	- 124	.25	.25	.25	.25	

(c.)

RATE AIRLINE MILES			RATES			
			COIN TELEPHONES			
			STATION-TO-STATION (CORRECTIONS COLLECT)			
		PEAK		OFF-PEAK		
Over	Up to and Including	1st Minute (or any fraction thereof)	Each Additional Minute (or any fraction thereof)	1st Minute (or any fraction thereof)	Each Additional Minute (or any fraction thereof)	
0	- 10	\$.25	\$.25	\$.25	\$.25	
11	- 22	.25	.25	.25	.25	
23	- 55	.25	.25	.25	.25	
56	- 124	.25	.25	.25	.25	

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 15

EFFECTIVE: April 1, 2016

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.3 Two-Point Service (Cont'd)

.1 Service Between Land Wire Telephones (Cont'd)

.h Rate Tables – Residence (Cont'd)

(5) Additional Charges

(a) The following charges are in addition to the Rate Tables preceding when the call is placed using the following operator services:

(1) Station

	<u>Charge Per Call</u>
Customer Dialed Calling Card	\$0 .95
Corrections Collect	\$1.60
All Other	\$2.50

(2) Person

All calls	\$3.25
-----------	--------

(3) Public Payphone Usage Surcharge

All calls not paid by coin	\$0.25
----------------------------	--------

EFFECTIVE: April 1, 2016

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.3 Two-Point Service (Cont'd)

.2 Service Through Mobile Telephone Service Base Stations

a. General

- (1) The terms and conditions and rates set forth below apply for long-distance message mobile telephone service furnished through the mobile telephone service base stations specified in Section 14.3.2 b.
- (2) Long-distance message mobile telephone service is a communication service through a base station between a mobile unit and a land wire telephone located outside the mobile service area associated with such base station or between two mobile units served through different base stations having different rate centers.
- (3) Long-distance message mobile telephone service also includes service through a mobile telephone service base station between a land wire telephone or mobile unit and another station which is authorized by the Federal Communications Commission to communicate with the mobile telephone service base station or between two such other stations.
- (4) In the application of terms and conditions and rates, stations other than mobile units which are authorized by the Federal Communications Commission to communicate with a mobile telephone service base station are considered as mobile units.
- (5) The party on the mobile unit placing or receiving a long-distance call shall inform the mobile service operator, upon request, as to the state in which the mobile unit is located at the time of placing or receiving the call.
- (6) Mobile telephone service is available to mobile units equipped for this service when within range of a base station through which such service is furnished and subject to transmission, atmospheric, and like limitations.

b. Rates

- (1) The rates between the applicable land wire telephone rate center and the rate center of the serving base station or between the rate centers of two base stations are the schedules of rates as set forth in Section 14.3.1 .h preceding in addition to applicable charges for General Mobile Service calls specified in this Product Guide. The rate center for the base station will be the as the rate center for a wire telephone located in the same exchange as the base station unless otherwise noted.

EFFECTIVE: April 1, 2016

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.3 Two-Point Service (Cont'd)

.3 Special Reversed Charge Toll Service

a. Special Reverse Charge Toll Service

- (1) Subscribers to Special Reverse Charge Toll Service in which a subscriber can offer his out-of-town customers in selected areas the privilege of calling him without payment of toll charges and without having to request the charges be reversed, may be listed on a Frontier Foreign Exchange under the following conditions:
 - (a) The subscriber must sign an application for Special Reverse Charge Toll Service in which he agrees to pay the established station-to-station sent-paid usage toll rate for each completed toll call.
 - (b) Service must be retained for a minimum of one month and written notice of discontinuance must be given thirty (30) days in advance.
- (2) A service charge of \$3.25 per month applies for each exchange for which service is furnished. This service charge entitles the subscriber to a listing in Directory Assistance and in the published directory of the exchange, or exchanges from which calls are to be accepted under the contract. The subscriber may, however, request the service be nonlisted, or nonpublished, and thereby restrict Special Reverse Charge Toll Service to such groups of customers as he may advise.
- (3) Additional directory listings may be provided at charges specified in Section 6.

EFFECTIVE: April 1, 2016

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.4 Airline Mileage Between Rate Centers

.1 General

- a. For the purpose of determining airline mileages vertical, and horizontal grid lines have been established across the state of Florida. 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 airline 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. These rate centers and the V and M coordinates are shown in Section 14.4.3. A pair V-H coordinates locates a rate center, for determining airline 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 airline mileage computed as explained in Section 14.4.2 following.
- b. The rate centers in this Product Guide are listed alphabetically in Section 14.4.3 following with columns headed "V" and "H" which contain the vertical and horizontal coordinates for each of these rate centers.

.2 Determination of Airline Mileage

- a. 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.
 - (3) Square each difference obtained in Step b. preceding.
 - (4) Add the squares of the "V" difference and the "H" difference obtained in Step c. preceding.
 - (5) Divide the sum of the squares obtained in Step d. preceding by 10.

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.4 Airline Mileage Between Rate Centers (Cont'd)

.2 Determination of Airline Mileage (Cont'd)

a. To determine the rate distance between any two rate centers proceed as follows: (Cont'd)

- (6) Obtain the square root of the result obtained in Step e. preceding. This is the rate distance in miles. (fractional miles being considered as full miles).

EXAMPLE:

The rate distance is required between Clearwater, Florida, and Bartow, Florida.

	<u>V</u>	<u>H</u>
Clearwater	8203	1206
Bartow	<u>8122</u>	<u>1036</u>
Difference	81	170
Squared $6,561 + 28,900 =$		35,461

$35,461 \div 10 = 3546.1$ Squared Rooted = $59.5 = 60$ Airline miles.

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

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 20

EFFECTIVE: April 1, 2016

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.4 Airline Mileage Between Rate Centers (Cont'd)

.3 List of Rate Centers

<u>Rate Center</u>	<u>LATA</u>	<u>V</u>	<u>H</u>
Bartow	Frontier Florida	8122	1036
Bradenton	Frontier Florida	8270	1116
Clearwater	Frontier Florida	8203	1206
Englewood	Frontier Florida	8350	1023
Frostproof	Frontier Florida	8120	0970
Haines City	Frontier Florida	8059	1024
Hudson	Frontier Florida	8117	1230
Indian Lake	Frontier Florida	8087	0944
Lakeland	Frontier Florida	8107	1071
Lake Wales	Frontier Florida	8094	0996
Mulberry	Frontier Florida	8133	1059
Myakka	Frontier Florida	8256	1033
New Port Richey	Frontier Florida	8142	1220
North Port	Frontier Florida	8321	1013
Palmetto	Frontier Florida	8266	1119
Plant City	Frontier Florida	8127	1099
Poinciana	Frontier Florida	8037	1006
Polk City	Frontier Florida	8067	1067
St. Petersburg	Frontier Florida	8224	1159
Sarasota	Frontier Florida	8295	1094
Tampa-Central Area ¹	Frontier Florida	8173	1147
Tampa-East Area ¹	Frontier Florida	8151	1117
Tampa-North Area ¹	Frontier Florida	8108	1176
Tampa-South Area ¹	Frontier Florida	8205	1101
Tampa-West Area ¹	Frontier Florida	8156	1188
Tarpon Springs	Frontier Florida	8165	1217
Venice	Frontier Florida	8331	1053
Winter Haven	Frontier Florida	8084	1034
Zephyrhills	Frontier Florida	8092	1132

¹ Rate centers to be used to determine mileage to non-Tampa rate centers within 40 miles of airline distance. Mileage measurement to rate centers that are 41 airline miles or more from a Tampa area will be computed using the Central Tampa V and H designation.

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.5 Directory Assistance Service

.1 General

- a. Frontier furnishes directory assistance for the purpose of aiding subscribers in obtaining telephone numbers.
- b. When Frontier customers in Florida request assistance in obtaining telephone numbers of subscribers who are located outside their local calling area but with the same Numbering Plan Area, the charges set forth following apply.
- c. Dedicated Directory Services Request
 - (1) Dedicated Directory Services Request provides an incoming Directory Assistance customer requesting an intraLATA number a mechanized announcement offering call completion to the listed number requested. The call is completed on a sent-paid basis (paid for by the calling customer).
 - (2) The mechanized announcement will instruct the caller that for an additional charge he may have his call automatically completed by depressing a specific digit on the touch-tone key pad. All completed calls will be charged the Dedicated Directory Services Request surcharge, in addition to any other appropriate charges.
 - (3) Dedicated Directory Services Request will only be furnished where facilities and operating conditions permit.
 - (4) Dedicated Directory Services Request will not be provided to the following services:
 - 800/877/888 Service
 - 976 Service
 - 900 Service
 - Inmate Telephone Service (ITS)
 - Public Telephone Access Service (PATs) for Customer-Provided Equipment (CPE)
 - Public Telephone Service
 - Semipublic Telephone Service
 - (5) Frontier assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify Frontier 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.
 - (a) This service is furnished solely for the telephone calling purposes of the caller.
 - (b) Provisions concerning limitations of liability and allowance for interruption of service are as set forth in Section 2.
 - (6) This offering provides call completion on a Local Access and Transport Area (LATA) basis.
 - (7) Charges for Dedicated Directory Services Request are not applicable to subscribers who have been certified as unable to use a directory because of a visual or physical handicap.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 22

EFFECTIVE: March 1, 2023

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.5 Directory Assistance Service (Cont'd)

.1 General (Cont'd)

d. Business Line Call Completion (BLCC) – Grandfathered ¹

(C)

- (1) Business Line Call Completion (BLCC) provides an incoming Directory Assistance customer requesting a business customer's listed intraLATA number a mechanized announcement offering call completion to the business customer's number. The call is completed on a reverse-paid basis (paid for by the business customer subscribing to BLCC).
- (2) The mechanized announcement will instruct the caller that he may have his call automatically completed at no additional charge by depressing a specific digit on the touch-tone key pad. For all completed calls, the BLCC surcharge will be reversed to the business customer receiving the call. The BLCC caller (person who places the call) shall be responsible for any applicable local message charges, Directory Assistance charges, and/or IntraLATA toll charges.
- (3) Business Line Call Completion (BLCC) will only be furnished where facilities and operating conditions permit.
- (4) Business Line Call Completion (BLCC) will not be provided to the following services:
 - Residence Service
 - 800/877/888 Service
 - 976 Service
 - 900 Service
 - Inmate Telephone Service (ITS)
 - Public Telephone Access Service (PATs) for Customer-Provided Equipment (CPE)
 - Feature Group A Service
 - Cellular Carriers
- (5) Frontier assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify Frontier 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.
 - (a) This service is furnished solely for the telephone calling purposes of the caller.
 - (b) Provisions concerning limitations of liability and allowance for interruption of service are as set forth in Section 2.
- (6) This offering provides call completion on a Local Access and Transport Area (LATA) basis.
- (7) If call completion is paid for under the terms of BLCC, the Dedicated Directory Services Request charge as specified in Section 14.5.2 c. will not apply to the business customer or the caller.

¹ This service offering is grandfathered as of March 1, 2023.

(N)

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.5 Directory Assistance Service (Cont'd)

.2 Rates

- a. A charge is applicable for each call to directory assistance except as noted following. (Maximum of two requested telephone numbers per call.)

- (1) Directory Assistance Service

Rate

- (a) Each Call

*

(C)

- b. Subscribers who have been certified as unable to use a directory because of a visual or physical handicap are allowed 50 calls per billing cycle at no charge.

- c. When a customer elects to have a call automatically completed to the number for which the Directory Assistance Listing was requested (Dedicated Directory Services Request), a surcharge of * cents shall apply per call. The Dedicated Directory Services Request surcharge is in addition to any applicable Directory Assistance and/or IntraLATA local or toll charges.

(C)

- d. Dedicated Directory Services Request and Business Line Call Completion (BLCC) are not subject to optional calling plan discounts. However, the usage associated with a call completed via Dedicated Directory Services Request or BLCC will be subject to any applicable discounts.

- e. The Business Line Call Completion (BLCC) charge shall be * cents for each call completed. This charge shall be billed to the customer subscribing to BLCC which receives the call. The BLCC caller (person who places the call) shall be responsible for any applicable IntraLATA toll charges.

(C)

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

(N)

PRODUCT GUIDE

EFFECTIVE: August 16, 2020

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.6 Frontier Discount Calling Plans

.1 General

- a. Frontier Discount Calling Plans are discount IntraLATA Long-distance Telecommunications Services offered to business and residence customers in Frontier exchanges.
- b. A customer may only subscribe to one Discount Calling Plan per main billing number at any given time.
- c. Discount Calling Plans are not applicable to WATS ², Coin Telephone Service or Foreign Exchange Service. (C)

.2 5 Cents a Minute Basic ¹

a. General

The 5 Cents a Minute Basic Plan is an optional 1+ intrastate intraLATA direct dialed call service. The plan offers flat rate pricing to residential customers in Frontier exchanges that subscribe to FTR Local Package or FTR Local Package Standard. The service is available 24 hours a day, seven days a week.

b. Terms and Conditions

- (1) Calls will be billed in one -minute increments.
- (2) The minimum service period is one month.
- (3) Directory assisted, operator assisted, and calling card calls are excluded from this service.
- (4) This service is available on the line equipped with FTR Local Package or FTR Local Package Standard service only.
- (5) Should a customer cancel their FTR Local Package or FTR Local Package Standard service, the customer may select an alternative calling service plan. If the customer does not select an alternative calling service plan, the customer will default to standard MTS rates as specified in Frontier's Long-distance Message Telecommunications Service Product Guide.

c. Rates

Residential customers who subscribe to the 5 Cents a Minute Basic for Residence will be billed for all Intrastate IntraLATA toll calls qualifying for this Plan. The rate is as follows:

Each Minute of Use
\$.05

¹ Effective November 16, 2013, 5 Cents a Minute Basic is no longer available for purchase. Existing customers of record may retain this service at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

² Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

(N)
(N)

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.6 Frontier Discount Calling Plans (Cont'd)

.3 Sensible Minute

a. General

Sensible Minute is a discount 1+ Intrastate IntraLATA Long-distance Message Telecommunications Service offered only to residence customers in Frontier Florida LLC exchanges.

b. Terms and Conditions

- (1) This plan offers to residential customers a flat rate for all direct dial calls. This plan is available to all existing and new customers.
- (2) Directory Assistance, operator handled calls, calling card calls, and appropriate surcharges are excluded from this offer.
- (3) The customer cannot enroll in any other calling plan in conjunction with this plan.
- (4) The minimum service period for Sensible Minute is one month.

c. Rates

	<u>Per Minute Charge</u>	<u>Monthly Charge</u>
(1) All intraLATA long-distance calls; 24 hours a day, 7 days per week	\$0.12	\$7.00

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.6 Frontier Discount Calling Plans (Cont'd)

.4 Frontier Easy Savings Flat Rate Plan for Business

a. General

Frontier Easy Savings Flat Rate Plan for Business is an optional 1+, 0+ and 0- Intrastate IntraLATA Long-distance Message Telecommunications Service offered only to business customers in Frontier Florida LLC exchanges.

b. Terms and Conditions

(1) Frontier Easy Savings Flat Rate Plan for Business offers flat rate pricing, 24 hours a day, 7 days a week to business customers. Calls will be billed in increments of 18 seconds and 6 seconds. There is no nonrecurring charge with this billing option.

(2) The Frontier Easy Savings Flat Rate Plan for Business applies to the following calls:

- Customer Dialed Direct Station-to-Station
- Customer Dialed Calling Card Station-to-Station
- 800/877/888 Toll Free
- Operator Assisted Station-to-Station
- Operator Assisted Calling Card Station-to-Station
- Operator Assisted Person-to-Person

Directory Assistance, operator handled, and calling card surcharges are excluded from this offer.

(3) The minimum service period for Frontier Easy Savings Flat Rate Plan for Business is one month.

c. Rates and Charges

a. Business customers who subscribe to the Frontier Easy Savings Flat Rate Plan for Business will be billed the following rates for all Intrastate IntraLATA calls qualifying for this Plan.

Sub-minute rating will be utilized for the timing and rating of Frontier Easy Savings Flat Rate Plan for Business messages. Sub-minute rating consists of a minimum initial period of 18 seconds and additional periods of 6-second increments thereafter. Each call will be billed as shown below:

Usage Rates	Initial <u>18 Seconds</u>	Each Additional <u>6 Seconds</u>
	\$0.027	\$0.009

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.7 Conference Service – Reservation-Less System

.1 General

- a. Conference Service is the furnishing of telecommunications between three or more points on one connection at the same time.
- b. Service is furnished where and to the extent that facilities permit.
- c. Local and Long-distance Message Toll Service (LDMTS) usage between each station and the conference bridge may apply in addition to the appropriate Conference rates and charges.

.2 Service Description

- a. Reservation-less service allows the customer to contact Frontier to establish an account. A toll or local dial-in number, pass code and subscriber password will be established. These numbers will then be available for customer use on a 24 hours-per-day and 7 days-per-week basis.
- b. Reservation-less service provides an additional feature of Branding/Private Label. This feature, available with an additional per-occurrence charge, will provide the customer's customized greeting file and moderator screen.

.3 Application of Rates and Charges

- a. The Bridge Port Usage Charge applies for each bridge port minute of use. If bridge ports are subsequently added to the conference, a Bridge Port Usage Charge will apply for the time that each additional bridge port is connected.
- b. Customer must contact Frontier 24 hours prior to the conference scheduled date to have their number of assigned ports increased for a special situation.
- c. Chargeable time for Conference Services begins when a participant is connected to the bridge port.
- d. Chargeable time ends for a bridge port when the user of that port hangs up.
- e. All charges incurred for the Conference Services are billed to the Account Owner. Customers without Company telephone accounts are required to provide billing and credit information at the time the conference reservation is made.
- f. The Term Plan requires a minimum of 5,000 minutes-of-usage (MOU) per month. If actual usage is less than 5,000 MOU then the customer will be billed for the full 5,000 MOU.

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 14 - LONG-DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

14.7 Conference Service – Reservation-Less System (Cont'd)

.3 Application of Rates and Charges (Cont'd)

- g. Any customer who chooses to terminate their contract prior to the completion of the one-year commitment will be billed an early termination charge. This early termination charge is based on the 5,000 minutes-of-usage (MOU) per-month minimum for the remainder of the months under the contract. This early termination charge amount is due at the time of termination.
- h. No operator-assisted calls are available on the reservation-less platform.
- i. Collect Calls are not permitted on the conference bridge.

.4 Rates and Charges

	<u>Rate</u> (per port minute-of-use)	<u>Nonrecurring</u> <u>Charge</u>
a. Reservation-less CCS		
Flat Rate Plan (per port minute-of-use)	\$0.18	-
One-Year Term Plan ¹ (minute-of-use, per month)		
5,000 - 10,000 minutes	\$0.14	-
10,001 - 25,000 minutes	\$0.13	-
25,001 - 100,000 minutes	\$0.11	-
100,001 + minutes	\$0.09	-
Additional feature(s):		
Branding/Private Label (per occurrence)		\$1,500.00

¹ A minimum of 5,000 minutes-of-use is applicable per month. If service is discontinued prior to completion of the one-year term commitment, the early termination charge is applicable.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 1

EFFECTIVE: April 1, 2016

SECTION 15 - INTERCONNECTION OF MOBILE SERVICES

15.1 Application

- .1 The interconnection arrangements described herein and their rates are applicable but not limited to duly authorized Cellular Mobile Carriers (CMC's), Radio Common Carriers (RCCs), Specialized Mobile Carriers (SMC), and other Private Land Mobile Radio Carriers (PLMRs) herein after referred to as the Carrier, engaged in the provision of land mobile radio service and/or one-way signaling service in the state of Florida.
- .2 These services are offered at the rates specified herein from central offices where necessary service options are available.
- .3 The terms and conditions, rates, and charges contained herein are in addition to the applicable terms and conditions, rates, and charges specified in other sections of this Product Guide.
- .4 FCC rules described in 47 CFR Part 20 and 47 CFR 51.715 apply to the transport and termination of wireless traffic.

15.2 General

- .1 Subject to the availability of facilities and the reasonable requirements of Frontier for its telecommunications service, Frontier will provide to the Carrier, upon request, those facilities and arrangements described herein which are necessary to establish the physical connection and interchange of traffic provided for herein and other facilities the Carrier may require for operation of its system such as remote transmitter and receiver links.
- .2 The facilities and arrangements, the location(s) of such connection(s), including maintenance and operating points of demarcation, and the additional facilities are provided for use in the Carrier's system.
- .3 DS1 service denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with a 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 Bipolar Return-To-Zero (BPRZ) bit stream format. Unframed signal formats are not permitted or compatible with Frontier Equipment.
- .4 Usage charges as specified in 15.7, will not apply to calls to Directory Assistance, calls to a Frontier operator or for 911 Emergency Service (where available).
- .5 The facilities and services provided herein shall be used only for the handling of interchanged traffic originating or terminating on the Carrier's system in connection with the Carrier's authorized services.
- .6 The facilities or arrangements provided shall not be used, switched, or otherwise connected together by the Carrier for the provision of through calling from a land-line telephone to another land-line telephone, nor shall mobile interconnection be employed to avoid toll access charges through arrangements between mobile carriers and Interexchange carriers.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 2

EFFECTIVE: March 1, 2018

SECTION 15 - INTERCONNECTION OF MOBILE SERVICES

15.2 General (Cont'd)

- .7 Any facility or arrangement provided under this Product Guide shall be of the type normally utilized in the furnishing of Frontier's telecommunications services including, but not limited to: effective two-wire and four-wire voice grade and voice grade data facilities, central office outpulsing facilities, and exchange access facilities. When nonstandard equipment or services such as transmission characteristics and signaling of a special type are requested, they may be provided via the special assembly process for each case as prescribed in Section 5., and the rates for these arrangements will be applied in addition to those applicable in this or other Product Guide sections.
- .8 Directory listings for the main subscriber to these services are provided in accordance with the terms and conditions and rates prescribed in Product Guide Section 6. Clients of subscribers to these services are provided listings at the rates specified for Additional Main Listings-Business in Section 6.
- .9 Frontier will cooperate with the Carrier in the planning and development of any necessary specialized telecommunications facilities or arrangements reasonably required for the provision of the Carriers service(s).
- .10 At the Carrier's request and at the discretion of Frontier, subject to operating limits and the availability of facilities, these services may be provided from central offices other than the customer's serving central office. Where a trunk group is served from a central office other than the customer's normal serving central office, the appropriate mileage rates for Foreign Exchange or Interoffice Channel service, per facility, will apply.
- .11 Central office facilities and blocks of telephone numbers provided by Frontier for the Carrier's use shall be assigned by Frontier and may be changed to meet the reasonable operating and service requirements of Frontier. The Carrier shall not acquire any proprietary interest in number assigned for use. Where such changes are to be made, Frontier shall advise the Carrier in writing not less than sixty days in advance and will coordinate the changes with the Carrier.
- .12 The appropriate service charges in Section 4 apply to the establishment and rearrangement of services provided under this section. As stipulated in Docket No. 870675, nonrecurring connection charges shall be assessed to each mobile carrier that switches to either Type 1 or Type 2 interconnection as a result of rates set in that docket.
- .13 Calls subject to Operator Assisted charges and local and long-distance Directory Assistance Service as defined in this Product Guide will be individually itemized on the Carrier's bill.

(T)

EFFECTIVE: April 1, 2016

SECTION 15 - INTERCONNECTION OF MOBILE SERVICES

15.3 Mobile Services Dial Lines

1. Mobile service dial lines are direct connections between a Carrier's point of termination and a Frontier end office. The Carrier establishes connections to other Frontier end offices and other Carriers through this interface. In addition, this form of interconnection allows the Carrier to establish connection to Frontier operator services, directory assistance and 911 service (where available).
- .2 These services are offered at the rates specified herein. For the purposes of this Product Guide section, dial line services are defined as line side connections that are two wire circuits, or their equivalence, using loop start, ground start or reverse battery supervision, with either dial pulse (DP) or dual tone multifrequency (DTMF) address pulsing.
- .3 These services may be arranged for one-way inward (to the Carrier), one-way outward (from the Carrier), or two-way service as follows:
 - a. Outward calls may use either dial pulse (DP) or dual tone multifrequency address pulsing.
 - b. Dual Tone Multifrequency is an available option for inward signaling to the Carrier only in those offices that are so suitably equipped.
- .4 The Carrier's equipment shall provide the necessary on-hook, off-hook, answer and disconnect signals.
- .5 At the Carrier's request and at the discretion of Frontier, subject to the operating limits and availability of facilities, these services may be provided from central offices other than the Carrier's serving central office. When these lines are serviced from other than the Carrier's normal serving central office, appropriate mileage rates apply as per this Product Guide.

EFFECTIVE: April 1, 2016

SECTION 15 - INTERCONNECTION OF MOBILE SERVICES

15.4 Type 1 Interconnection

- .1 A Type 1 interconnection is a direct trunk connection between a Carrier's point of termination and a Frontier end office. The carrier establishes connections to other Frontier end offices and other carriers through this interface. In addition, this form of interconnection is needed to establish connection to Frontier operator services, directory assistance, and E911 service (where available).
- .2 These services are offered at the rates specified herein from central offices where necessary service options are available. For the purposes of this Product Guide section, Type 1 services are defined as: four wire circuits or their equivalence with MF address pulsing and E&M supervision.
- .3 These services may be arranged for one-way inward (to the Carrier), one-way outward (from the Carrier), and two-way central office trunk terminating equipment arranged for signaling to and/or from the Carrier as follows:
 - a. Trunk Type: Two-way, Four-wire, Wink Start only, trunk with Multifrequency (MF) Address Pulsing, and E&M Supervision.
 - b. Trunk Type: One-way Four-wire, Wink Start only trunk with Multifrequency (MF) Address Pulsing, and E&M Supervision.
 - c. Dual Tone Multifrequency is an available option for inward signaling to the carrier only in those offices that are suitably equipped.
- .4 When Direct-Inward-Dialing (DID) is furnished in conjunction with these services, it will be provided only from central offices where DID is offered and where adequate equipment is available.
- .5 At the Carrier's request and at the discretion of Frontier, subject to the operating limits and availability of facilities, these services may be provided from central offices other than the Carrier's serving central office. When trunks are served from other than the Carrier's normal serving central office, appropriate mileage rates apply as per this Product Guide.
- .6 The Carrier's equipment shall provide the necessary on-hook, off-hook, answer, and disconnect supervision, and shall in all cases comply with the technical interconnection specification.

EFFECTIVE: April 1, 2016

SECTION 15 - INTERCONNECTION OF MOBILE SERVICES

15 .5 Type 2 Interconnection

- .1 Type 2A interconnection is a direct trunk connection between a Carrier's point of termination and an access tandem office or where conditions warrant a local tandem office arranged for either two-way calling or one-way calling in either originating or terminating directions. When one-way inward or two-way operation is used, a dedicated NXX code is required.
- .2 For purposes of this Product Guide, Type 2A services are defined as trunk side connections to an access or, in some cases, local tandem offices which are four wire circuits using E & M supervision with the Multifrequency (MF) address pulsing.
- .3 Type 2B interconnection provides connection for Carriers to a Frontier end office via dedicated trunk facilities. With Type 2B interconnection, the Carrier is able to establish connection through Frontier's facilities only to and from those valid central office prefixes (NXXs) served by the end office at which the Type 2B service is provided.
- .4 Availability of the Type 2A interconnection at a Frontier access tandem is dependent upon the Carrier's agreement to provide message peg counts to permit billing of the surrogate usage rate as defined in 15.6.4, Note 1 following.
- .5 The Carrier's equipment shall provide the necessary on-hook, off-hook, answer, and disconnect supervision, and shall in all cases comply with the technical interconnection specification.
- .6 For purposes of this Product Guide, Type 2B services are defined as trunk side connections to an end office that are four wire circuits using E & M supervision with multifrequency (MF) address pulsing.
- .7 Type 2T interconnection provides for a direct trunk connection between a Carrier's point of termination and an equal access tandem office. Type 2T interconnection is used for originating one-way calling to route equal access calls from the Carrier to an interexchange carrier.
- .8 For the purpose of this Product Guide, Type 2T services are defined as trunk side connections to an equal access tandem. Type 2T services may be interconnected with two-wire, four-wire, or DS-1 circuits using E & M supervision with MF address pulsing.
- .9 Type 2A and Type 2T services are also available with Signaling System 7 (SS7) Out of Band Signaling.

EFFECTIVE: April 1, 2016

SECTION 15 - INTERCONNECTION OF MOBILE SERVICES

15.6 Responsibility of the Carrier and Frontier

.1 Intercept and Acknowledgement of Calls

- a. The Carrier shall provide a voice intercept announcement or distinctive tone signal to the calling party when a call is directed to a number that is not assigned by the Carrier.
- b. The Carrier shall provide a voice announcement or distinctive tone signals to the calling party when a call intended to activate a signal in a paging receiver has been received.
- c. When the Carrier's terminal is not able to complete calls because of a malfunction in the terminal or other equipment, the Carrier shall either divert the call to its operator or provide a recorded announcement to the calling party advising that the call cannot be completed.
- d. The Carrier shall provide supervisory tones or voice announcements to the calling party on all calls, consistent with standard telephone industry practices.

.2 Trouble Reporting

- a. Subscribers of the Carrier shall report all cases of trouble to the Carrier. The Carrier shall handle such trouble reporting and advise Frontier. Frontier shall respond to trouble reports from mobile carriers on a high priority basis.

.3 Maintenance of Records

- a. The Carrier will keep adequate records of its operations and transactions under this Product Guide and shall furnish to Frontier such information as may be reasonably required for the administration of this Product Guide.

.4 Confidentiality of Information

- a. Frontier, in accepting data or information that a Carrier wishes held in confidence, agrees to employ security measures and practices that are sufficient to protect the confidentiality of the data or information.
 - (1) Security measures and practices are those normally employed by Frontier within the scope of its authority.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 7

EFFECTIVE: April 1, 2016

SECTION 15 - INTERCONNECTION OF MOBILE SERVICES

15.7 Rates and Charges

.1 Mobile Services Dial Lines

a. Voice Grade Service

	<u>Installation Charge</u>	<u>Monthly Rate</u>
(1) Local Channel, Two or Four Wire, each	Rates, terms and conditions as set forth in Frontier Facilities for Intrastate Access Tariff, Dedicated Access	
(2) DID Trunk Termination, each	\$50.00	\$69.60

b. DS-1 Service

(1) DS-1 service is available at the rates, terms, and conditions specified in Section 18. In addition, the following rate shall apply when a DS-1 is activated.		
(a) Digital trunk termination	-	\$71.20

.2 Type 1 and Type 2 Facilities - Multifrequency (MF) Signaling

a. Voice Grade Service

	<u>Installation Charge</u>	<u>Monthly Rate</u>
(1) Local Channel, Two or Four Wire, each	Rates, terms and conditions as set forth in Frontier Facilities for Intrastate Access Tariff, Dedicated Access).	
(2) Interoffice Channel, fixed and per mile	Rates, terms and conditions as set forth in Frontier Florida, Inc. Facilities for Intrastate Access Tariff, Dedicated Access	
(3) Trunk termination (one per network access)	\$50.00	\$69.60

b. DS-1 Service

(1) DS1 service is available at the rates, terms and conditions specified in Section 18. In addition, the following rate shall apply when a DS-1 is activated.		
(a) Digital trunk termination (one per DS-1)	-	\$71.20

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 15 - INTERCONNECTION OF MOBILE SERVICES

15.7 Rates and Charges (Cont'd)

.3 Type 2 Facilities - SS7 Out of Band Signaling

a. Voice Grade Facilities

- | | |
|--|---|
| (1) Local Channel, Two or Four Wire, each | Rates, terms and conditions as set forth in Frontier Facilities for Intrastate Access Tariff, Dedicated Access. |
| (2) Interoffice Channel, fixed or per mile | Rates, terms and conditions as set forth in Frontier Florida, Inc. Facilities for Intrastate Access Tariff, Dedicated Access. |
| (3) Trunk termination (one per network access) | \$50.00 \$69.60 |

b. The SS7 Out of Band Signaling option is provided in conjunction with Common Channel Signaling System 7 (CCS7) Access Service. CCS7 Access Service is provided at suitably equipped tandem switches pursuant to the rates, terms, and conditions set forth in the Frontier Telephone Companies Tariff FCC No. 14 (FCC # 14).

c. DS-1 Service

- | | | |
|--|---|---------|
| (1) DS1 service is available at the rates, terms and conditions specified in Section 18. In addition, the following rate shall apply when a DS-1 is activated. | | |
| (a) Digital trunk termination- | - | \$71.20 |

.4 Direct Inward Dialing Capability

a. The following charges are applicable for establishment of inward dialing capability and the establishment of DID numbers.

	<u>Installation Charge</u>	<u>Monthly Rate</u>
(1) Establish trunk group and provide first group of 100 numbers (NDZ)	\$915.00	-
(2) Each additional group of 100 numbers ¹	\$15.00	-

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 9

EFFECTIVE: March 1, 2023

SECTION 15 - INTERCONNECTION OF MOBILE SERVICES

15.7 Rates and Charges (Cont'd)

- .5 Facilities between carrier switching/control locations and/or remote transmitter/receiver sites.

See appropriate Product Guide section for Private Line Services or may be provided via the Special Assembly process in Section 5.

- .6 Directory Assistance Charges:

- a. A charge as follows is applicable for each call to directory assistance except as noted below. (Maximum of two requested telephone numbers per call.)

(1) Directory Assistance Service

(.a) Each Call *

(C)

- b. In order to make allowance for a reasonable need for Directory Assistance Service, including numbers not in the same directory, directory inaccessibility and other similar conditions, no charge applies for the first three calls per month per individual line, PBX trunk line, dormitory communication station line or for the first call per month per Centrex/Centrex Service station line. The allowance is cumulative for all group billed services furnished to the same subscriber.
- c. When a customer elects to have a call automatically completed to the number for which the Directory Assistance Listing was requested (Directory Listing Call Completion), a surcharge of 45 cents shall apply per call. The Directory Listing Call Completion surcharge is in addition to any applicable Directory Assistance and/or intraLATA local or toll charges. Call allowances as specified in (b) preceding do not apply to SIP ¹.

- .7 Directory Listing Call Completion

- a. Directory Listing Call Completion provides an incoming Directory Assistance customer requesting an intraLATA number a mechanized announcement offering call completion to the listed number requested. The call is completed on a sent-paid basis (paid for by the calling customer).
- b. The mechanized announcement will instruct the caller that for an additional charge he may have his call automatically completed by depressing a specific digit on the touch-tone key pad. All completed calls will be charged the *SIP surcharge, in addition to any other appropriate charges. Customers may request blocking of *SIP calls originating from their telephone lines by contacting the local Frontier business office.
- c. Directory Listing Call Completion will only be furnished where facilities and operating conditions permit.

¹ Only one installation charge is applicable for the activation of additional number groups when such groups are ordered and activated at the same time.

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

(N)

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 15 - INTERCONNECTION OF MOBILE SERVICES

15.7 Rates and Charges (Cont'd)

.7 Directory Listing Call Completion (Cont'd)

d. Frontier assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify Frontier 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.

- (1) This service is furnished solely for the telephone calling purposes of the caller.
- (2) Provisions concerning limitations of liability and allowance for interruption of service are as set forth in Section 2.

e. This offering provides call completion on a Local Access and Transport Area (LATA) basis.

f. Facilities will be rated based on one of the following provisioning methods:

- (1) As specified in Section 15.7.2 or Section 15.7.3; or
- (2) Frontier will provide call completion through its network rather than requiring a return facility from the Frontier OSS Tandem Switch to the MTSO.

A call completion Minute of Use (MOU) charge from the OSS Tandem Switch into the Public Switched Telephone Network (PSTN) is applicable as follows:

	<u>Rate</u>
(a) Per Minute of Use (MOU)	\$.02914

g. To provide the customer with the name of the Operator Service Provider at the beginning of the call, the following Front-End Trunk-Side Branding Charges are applicable:

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(1) Pre-branding Recording Session, per each recording session, per day	\$4,661.00	-
(2) Branding Phrase, per each custom branding phrase, per OSS Switch	\$80.00	-
(3) Per OSS Switch	-	\$259.00

EFFECTIVE: April 1, 2016

SECTION 16 - INTERCONNECTION OF LOCAL EXCHANGE SERVICES
TO SHARED TENANT SERVICES

16.1 General

- .1 Shared Tenant Service (STS) is a class of resold local exchange service furnished through a common switching or billing arrangement to tenants by a provider other than an existing local telephone company.
- .2 The reseller, or STS provider, is a person, firm, partnership, or corporation which has requested and received proper STS certification from the Florida Service Commission. All other arrangements for resale or sharing of local exchange service are not permitted except as specified in 16.7 and 16.8.
- .3 In an STS arrangement, Frontier's Subscriber of Record/Customer of Record is the STS provider who orders service and is responsible for paying the telephone bill. The STS tenant, or end user, is a "client" of the STS provider. Service arrangements for the STS client must be made through the STS provider except as defined in 16.3.3 following.
- .4 Requests to provide connection to the local exchange network for the purpose of reselling local service, i.e. establishing an STS, must be provided to the Frontier in writing. Such written requests must contain at a minimum, but are not limited to, the following information:
 - a. Name and address of STS provider.
 - b. Billing responsibility if different from 16.1.4a.
 - c. Florida Public Service Commission Certificate Number.
 - d. STS technical advisor, if applicable and if different from 16.1.4a.
 - e. New Building or Retrofit. ¹
 - f. A forecast as to the anticipated local exchange access requirements for 60 months following initiation of the STS system. ¹
 - g. Number of suites/offices in building. ¹
 - h. The name of the agent or representative responsible for placing orders, if different from 16.1.4a.

¹ Not required for key system STS installations of six lines or less.

SECTION 16 - INTERCONNECTION OF LOCAL EXCHANGE SERVICES
TO SHARED TENANT SERVICES

16.2 Definitions

.1 Agent or Representative

One authorized to act on behalf of another, usually by legal contract.

.4 Customer of Record/Subscriber of Record

Any person, corporation, or authorized representative responsible for placing application for service; requesting additions, rearrangements, maintenance, or discontinuance of service; payment in full of charges incurred, such as Toll, Directory Assistance, etc.

.5 Other Sharing Arrangements

Denotes provision of local exchange services to transient end users such as those furnished at airports, hospitals, clubs, yacht basins, time share facilities, student dormitories, nursing homes, adult congregate living facilities, continuing care facilities, and retirement homes.

.7 Reseller

A customer who resells Frontier exchange service as provided in this Product Guide.

.8 Reseller Client

Customer who utilizes shared or resold local service provided by the Customer of Record.

.9 Service Location

A single building or multiple commercial or residential buildings located within the confines of specifically identified continuous property areas under the control of a single owner or management unit.

.10 Shared Tenant Provider

One who has been granted a certificate of public convenience and necessity by the Florida Public Service Commission to provide STSs in accordance with Section 364.339 Florida Statutes (Supp. 1995).

.11 Shared Tenant Service (STS)

STS is a class of resold local exchange service furnished through a common switching or billing arrangement to tenants.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 3

EFFECTIVE: April 1, 2016

SECTION 16 - INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

16.2 Definitions (Cont'd)

.12 Tenant

Any person entitled to occupy a premise under a rental or lease agreement.

.13 Transient

One temporarily occupying the premises, with occupancy not to exceed nine (9) months.

.14 STS Lines

The local exchange lines (i.e., individual business lines or PBX trunks) serving a Reseller switching system.

16.3 Terms and Conditions

- .1 Customers desiring to resell exchange services provided by Frontier must apply to the Florida Public Service Commission for certification as an STS provider. Resale of local service will only be permitted if such certification is granted. Customers desiring to resell local service must submit proof of their approved certification before service will be established.
- .2 The provision of STS shall in no way interfere with a Reseller Client's right to receive service directly from Frontier or the right of Frontier to directly serve the tenant under the terms and conditions of this Product Guide.
- .3 In order to fulfill Frontier's obligation to provide local exchange service to all customers within its franchised area, including those located within an STS building, Frontier must be given, upon request, access to the premises of all individual tenants. Resale of local service will only be permitted once such direct access, including support facilities (i.e. conduit, equipment space, etc.), to any and all individual subscribers has been secured. Frontier may construct facilities to directly serve the STS client; or, in lieu of Frontier-owned facilities, Frontier may choose to utilize privately owned distribution facilities, including purchase or lease of such facilities from the STS provider. Should Frontier choose to purchase or lease facilities from the STS provider, Frontier will provide reasonable compensation not to exceed what it would have cost Frontier to construct its own facilities. In no case will Frontier be a party to controversies between an STS provider and an STS client desiring direct service from Frontier.
- .4 Resale configurations:
 - a. Must exceed six lines per key system or hybrid key system.
- .5 Conditions and limitations restricting the resale or sharing of Foreign Exchange services apply.

EFFECTIVE: April 1, 2016

SECTION 16 - INTERCONNECTION OF LOCAL EXCHANGE SERVICES
TO SHARED TENANT SERVICES

16.3 Terms and Conditions (Cont'd)

- .6 All rates and charges in connection with the resale operation and all repairs and rearrangements behind and including the communication switch of the Reseller will be the responsibility of the Customer of Record. In all instances, the Reseller will be the Customer of Record and will be the single point of contact for all resale client services provided in connection with the sharing and resale of exchange service.
- .7 Resellers must provide access to all locally available Carriers via 800/877/888, 101XXXX, or 950.
- .8 Resellers must permit client access to Frontier operators (i.e. "0" access) for emergencies and for line verification purposes and to the interexchange toll service handled by Frontier. In addition, Resellers must permit client access to 911 Service where available.
- .9 If a Reseller Client receives Local Exchange Service directly from Frontier as well as from the Reseller, Frontier will only provide a message rate exchange access line to the Reseller Client.
- .10 Customer premises equipment associated with STS and the provisioning thereof is the responsibility of the STS provider.
 - a. All repairs, rearrangements, moves and changes to the STS system beyond Frontier's demarcation point or the network interface will be the responsibility of the STS provider except as provided in 16.3.3.

16.4 Limitations

- .1 STS is permitted where facilities permit within the confines of specifically identified continuous property areas under the control of a single owner or management. Areas designated for resale may be intersected or transversed by public thoroughfares provided that the adjacent property segments created by intersecting or transversing thoroughfares would be continuous in the absence of the thoroughfare. The designated resale service area must be wholly within the confines of existing wire centers and/or exchange boundaries.
- .2 Suspension of service as covered in Section 2 is not applicable for this service.

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 16 - INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

16.5 Shared Tenant Service Client Information

- .1 The rates and charges listed herein are those charged the STS provider for resale of local exchange service. Frontier will not retain nor provide to any caller the rates charged to the STS client by the Reseller. It is the STS providers responsibility to disclose such information to the client(s).
- .2 Each STS provider is required to inform STS clients of its current rates and charges for resold local exchange service and its quality of service standards. The STS provider must inform each client that the Florida Public Service Commission will not set rates or regulate the service quality standards of the provider s STS system.
- .3 The STS provider is responsible for establishing repair reporting procedures to be used by STS clients.
- .4 STS arrangements are provided one free business directory listing per STS system. Additional directory listings for an STS system may be furnished in accordance with the terms and conditions and the standard rate specified in Section 6.
- .5 Additional directory listings for STS clients may be furnished at the standard rate for such listings as specified in Section 6. The STS provider is responsible for determining the listing arrangement desired by their client(s) and for conveying that information to Frontier in a timely manner. Frontier will not be a party to any controversies which may arise between an STS provider and client(s) due to misspellings, omissions delays, or misunderstandings about the desired listing.

16.6 Rates and Charges Applicable to Shared Tenant Services

.1 STS Line Rates and Charges

The following rates and charges are applicable only to certificated Shared Tenant Service systems. Rates for All Other Sharing Arrangements, as defined in 16.7 and 16.8 are as specified in the appropriate sections of this Product Guide.

a. Administrative Charge	<u>Nonrecurring Charge</u>
(1) Service Establishment Charge, per Service Location	\$300.00

b. STS Lines--Message Rate

The monthly rate for Shared Tenant Service is as follows:

	<u>Monthly Rate Per Line</u>
Rate Group 1	\$27.73
Rate Group 2	\$29.11
Rate Group 3	\$29.83
Rate Group 4	\$30.58
Rate Group 5	\$31.30

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 6

EFFECTIVE: April 1, 2016

SECTION 16 - INTERCONNECTION OF LOCAL EXCHANGE SERVICES
TO SHARED TENANT SERVICES

16.6 Rates and Charges Applicable to Shared Tenant Services (Cont'd)

.1 STS Line Rates and Charges (Cont'd)

c. Usage Charges

- (1) The following usage charges apply for calls within the local calling area. The business usage charges for Extended Calling Service (ECS) as specified in Section 3.11 shall apply for Shared Tenant Service providers to ECS exchanges.

	<u>Per Completed Call</u>	<u>Per Minute</u>
(.a) Monday - Friday, 10 a.m. - 8 p.m.		
(.1) Call Completion Charge	\$0.015	
(.2) Minute of Use Rate		\$0.015
(.b) Monday - Friday, 8 p.m. - 10 a.m. Saturday - Sunday, all day		
(.1) Call Completion Charge	\$0.01	
(.2) Minute of Use Rat		\$0.01

- (2) Local usage charges do not apply for calls placed to Frontier Repair and Frontier Business Offices. In addition, usage charges will not apply to calls to 911 nor to Frontier operator, Directory Assistance, and to a Dial-It 976 Network Service program.

- (3) Calls to Local Directory Assistance (1411) will be charged the Product Guide rate for such calls as specified in Section 3.7 .2 a.

- d. Calls to telephone numbers for which a charge is applicable to the caller, i.e., 900, 976, will be charged for at the appropriate rates for these services.
- e. When services such as those defined in 16.6.1c.(3) and 16.6.1d will be billed to the STS provider, the STS provider is responsible for payment of the charges. Frontier will make no attempt to determine which client or clients placed the calls.
- f. Rates and charges for Direct Inward Dialing (DID) and other associated services apply as specified in Section 16.6.3.
- g. Service charges, as [specified in Section 4, apply as appropriate.

EFFECTIVE: April 1, 2016

SECTION 16 - INTERCONNECTION OF LOCAL EXCHANGE SERVICES
TO SHARED TENANT SERVICES

16.6 Rates and Charges Applicable to Shared Tenant Services (Cont'd)

.2 Direct Inward Dialing Service Associated with Shared Tenant Services

- a. DID service permits calls incoming to a PBX system or other Customer Premises Equipment requiring outpulsing of digits from the network to reach a specific station line without the assistance of an attendant. DID service is provided subject to the availability of facilities and telephone numbers and other conditions as specified in Sections 2.4.1 and 2.4.13.
- b. The rates specified herein are in addition to the rates shown elsewhere in this Product Guide for the services with which this offering is associated (e.g., STS Line Rates and Charges, etc.).
- c. DID service is optionally available with Identified Outward Dialing (IOD) service, facilities permitting, and includes central office switching equipment necessary for in-dialing from the network directly to stations associated with customer premises switching equipment. Subscribers to DID service will be required to maintain an adequate number of DID trunks as determined by Frontier in order to provide "quality" grade of service and prevent network degradation.
- d. The service must be provided on all lines in a trunk group arranged for inward service. Where DID is required on more than one group of trunks or central office lines, each such group shall be considered as a separate DID service.
- e. The assignment of telephone numbers and the sequence of the numbers assigned to a DID service is made at the discretion of Frontier. Where the equipment configuration requires the assignment of blocks of telephone numbers or where the customer requests additional blocks of telephone numbers held in reserve for future use, rates and charges as shown in 16.6.3 are applicable for each unused block of telephone numbers. Frontier does not guarantee to provide DID numbers arranged in a consecutive manner.
- f. When equipment or service of a special type arrangement is requested and provided, rates and charges are based on costs involved to meet the individual requirements of each case.
- g. Operational characteristics of interface signals between Frontier-provided facilities and the customer-provided switching equipment must conform to the rules and terms and conditions Frontier considers necessary to maintain proper standards of service as specified in other sections of this Product Guide.
- h. Frontier shall not be responsible to the customer or authorized user or Reseller Client if changes in protection criteria or in any of the facilities, operations, or procedures of Frontier render any of the facilities provided by a customer, authorized user, or Reseller Client obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.

EFFECTIVE: April 1, 2016

SECTION 16 - INTERCONNECTION OF LOCAL EXCHANGE SERVICES
TO SHARED TENANT SERVICES

16.6 Rates and Charges Applicable to Shared Tenant Services (Cont'd)

.2 Direct Inward Dialing Service Associated with Shared Tenant Services (Cont'd)

- i. Directory listings will be provided in accordance with the terms and conditions of Sections 16 and 6. DID numbers furnished herein are not entitled to directory listings without charge. Additional listings are available as specified in Section 6.
- j. All switching systems provided this service must be arranged to provide for the intercepting of reserved, networking, and/or unassigned station numbers. Calls to vacant, nonworking, and reserved numbers will be routed to the Customer Premises Equipment for handling. On incoming calls from the network to invalid numbers or restricted stations in DID-equipped Customer Premises Equipment only two methods of intercept are acceptable--Attendant or Recorded Announcement. Due to the network irregularities that can be caused, no form of tone intercept is permitted.
- k. At the discretion of Frontier, subject to operating limits and the availability of facilities, DID service may be provided outside the customer's normal serving central office. Where a DID trunk group is served from a central office other than the customer's normal serving central office, the appropriate mileage rates for Foreign Exchange or Foreign Central Office service, per DID trunk will apply.
- l. In addition to the rates and charges specified in 16.6.1, appropriate service connection, move and change charges, as specified in Section 4, are applicable to the establishment or rearrangement of trunks and numbers in connection with providing DID service.
- m. Installation charges for DID central office switching equipment are not applicable if the customer presently subscribes to DID service and changes the type of customer-premises switching equipment to another type of customer-premises switching equipment with DID service. The following provisions apply:
 - (1) The customer must maintain at least the same level of DID service requirements.
 - (2) The replacing customer-premises equipment must be served by the same central office as the existing customer-premises equipment.
 - (3) Central office switching equipment additions or modifications must not be required in order to provide DID Service to the replacing customer-premises switching equipment.
 - (4) Rates and charges are applicable to additional DID service requirements which exceed the customer's existing level of DID arrangements.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 9

EFFECTIVE: April 1, 2016

SECTION 16 - INTERCONNECTION OF LOCAL EXCHANGE SERVICES
TO SHARED TENANT SERVICES

16.6 Rates and Charges Applicable to Shared Tenant Services (Cont'd)

.3 Rates and Charges for Direct Inward Dialing Service ¹

a. Central office Components

	<u>Installation Charge</u>	<u>Monthly Rate</u>
(.1) Establish Trunk Group and Provide First Group of 20 DID Numbers	\$915.00 ²	\$ 4.00
(.2) Each Additional Group of 20 DID Numbers	\$15.00 ²	\$4.00
(.3) DID Trunk Termination, each ³	\$90.00 ²	\$40.00

¹ The following rates and charges also apply to blocks of reserved telephone numbers.

² Installation charge does not apply to DID service associated with STS arrangements that were in service prior to July 1, 1987.

³ In addition to the rates and charges for the DID Trunk Termination, rates and charges for Sharing and Resale PBX Trunks, as specified in Section 16.6.1b, apply as appropriate.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 10

EFFECTIVE: April 1, 2016

SECTION 16 - INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

16.7 Provision of Shared Service to Transient End Users

- .1 For purposes of this Product Guide, a transient end-user is considered to be one temporarily occupying the premises, with occupancy not to exceed nine months.
- .2 By virtue of the transient nature of the end-user, certain other sharing arrangements are considered neither duplicative or competitive with the local exchange service provided by Frontier. Therefore, existing rates and service conditions as specified in other sections of this Product Guide will continue to apply to the following sharing arrangements:
 - a. Airports - sharing is permitted within the airport complex for the safe and efficient transportation of passengers and freight through the airport campus. However, sharing may not be extended to other facilities such as hotels, shopping malls and industrial parks unless the airport becomes a certificated STS provider. As an alternative, trunks serving these other entities can be partitioned from the trunks serving the airport campus.
 - b. Hospitals - sharing is permitted within a hospital for patient rooms and other administrative offices due to the critical need for rapid communication of the hospital staff. However, sharing may not be extended to physicians in private practice simply because their offices are located at or near the hospital unless the hospital becomes a certificated STS provider. As an alternative to becoming a certificated STS provider, the hospital can partition the trunks serving these physicians from the trunks serving the hospital administrative offices, patient rooms and other private practice offices.
 - c. Nursing Homes, Adult Congregate Living Facilities (ACLF), Continuing Care Facilities and Retirement Homes - sharing is permitted in facilities which are intended to serve and/or care for the elderly population. Such sharing arrangements are permitted only when at least 75 percent of the occupants of the homes, communities or facilities are over age 62, or totally or permanently disabled, and the home community or facility has one or more of the following licensed or certificated components:
 - (1) Licensed as a nursing home pursuant to Chapter 400, Florida Statutes, or
 - (2) Licensed as an adult congregate living facility pursuant to Chapter 400.404, Florida Statutes, or exempted as an ACLF pursuant to Section 400, Florida Statutes, or
 - (3) Certificated as a continuing care facility pursuant to Chapter 651, Florida Statutes, or
 - (4) If funded or insured by the United States Department of Housing and Urban Development (HUD) pursuant to the National Housing Act. U.S. Code SS 1701, program designed to aid the elderly.

16.8 All Other Sharing Arrangements

- .1 Certain other sharing arrangements which serve transient end-users as defined in F.1 are considered neither duplicative nor competitive with service furnished by Frontier and are therefore permitted to continue under existing rates and service conditions.
- .2 Reservation service, subleased residence service, service to exhibitors in convention halls, service in clubs, yacht basins, time-share facilities, apartment hotels and student dormitories, and composite date services are considered to be in the category of "All Other Sharing Arrangements".
- .3 Where residents of apartment houses or Co-ops do not meet the criteria of "transient end-users", sharing arrangements are not permitted. Residence desiring telephone service must subscribe to service provided by Frontier.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 1

EFFECTIVE: April 1, 2016

SECTION 17 - INTRAEXCHANGE PRIVATE LINE SERVICE

17.1 Digital Private Line Service

.1 General

- a. Digital Private Line Service will be provided according to the rates and terms and conditions for Digital Data Service Facilities as set forth in the Facilities for Intrastate Access Tariff.

17.2 Intraexchange Private Line Service

.1 General

- a. Private line service is the provision of Frontier facilities for communication between specified locations of customers or authorized users.
- b. This service will be provided according to the terms and conditions set forth in the Facilities for Intrastate Access Tariff for Dedicated Access Services.
- c. The Dedicated Access Services rates as provided in the Facilities for Intrastate Access Tariff shall apply.
- d. The applicable nonrecurring charges as specified in the Facilities for Intrastate Access Tariff shall apply.
- e. The rates and nonrecurring charges provided in this section shall apply for the services specified.
- f. Miscellaneous Services available to the customer from the Facilities for Intrastate Access Tariff include the following:
 - Additional Labor
 - Maintenance of Service Charge
 - Telecommunications Service Priority (TSP) System
 - Additional Testing
- g. Order Modification Charges as specified in the Facilities for Intrastate Access Tariff shall apply where appropriate.
- h. Where Frontier changes its office boundaries, and a customer's channel charge would be increased, the original channel charges will remain in effect for a period not to exceed one year, unless the service is discontinued, changed, or moved to another location, or unless otherwise ordered by the Public Service Commission.
- i. Private line or Dedicated Access Voiceband services requesting Metallic or Telegraph grade facilities are NOT permitted

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 2

EFFECTIVE: April 1, 2016

SECTION 17 - INTRAEXCHANGE PRIVATE LINE SERVICE

17.2 Intraexchange Private Line Service

.2 Descriptions

- a. Served Direct Channels are provided on a direct basis and are limited to one airline mile in length. These channels will be provided only at the option of Frontier. Refer to Section 17.2.3c. for the applicable rate associated with Served Direct Channels.
- b. Description of Supplemental Features - Supplemental Features are items which can be added to a private line service to provide enhanced capabilities or improve its utility. References to specific uses or types indicate the most effective use for each Supplemental Feature. Customer use for other purposes or with other types is limited only to the extent that such use must not harm the network. Further, Frontier does not guarantee functional operation of Supplemental Features for these alternate applications.

Listed below are the Supplemental Features that are offered under this Product Guide.

- (1.) Signaling Arrangements - Signaling arrangements, when furnished with Voiceband transmission facilities, enable the facilities to accommodate standard telecommunications signaling protocols. Signaling arrangements provide for the conversion of one signaling method to another signaling method and/or extension of a signaling method at customer and Frontier interfaces and enables the transmission facilities to accommodate signaling transmission. Signaling arrangements are available with Voiceband transmission facilities to enable transmission of requested signaling formats.

Frontier will endeavor to provide the specific signaling protocols requested by the customer. In those cases where facilities and equipment are not available to meet the customer's specific requests, Frontier will provide the customer acceptable alternate protocols.

- (a.) Signaling Arrangements will be charged on a per Local Channel basis.

Listed below are the Signaling Arrangements offered under this Product Guide:

- (b.) For use with voice PBX (or similar) off-premises channels for terminal equipment. Signaling arrangements are furnished for grandfathered and registered PBX (or similar) systems in accordance with Part 68 of the FCC Rules and Regulations or for customer-provided communications systems not subject to Part 68 of the FCC Rules and Regulations.

NOTE: Transmission data characteristics specified can only be met and guaranteed for the two-wire interface when the airline distance from the serving central office to the customer's premises is one mile or less and any interoffice channel is not greater than four airline miles between serving central offices. This restriction is waived where a customer's data set limits transmission power levels to 0.0dBm peak and .13dBm average power over a three-second period.

SECTION 17 - INTRAEXCHANGE PRIVATE LINE SERVICE

17.2 Intraexchange Private Line Service (Cont'd)

.2 Descriptions (Cont'd)

b. Description of Supplemental Features (Cont'd)

(1.) Signaling Arrangements (Cont'd)

(b.) (Cont'd)

TYPE A--Furnished for use with Class A PBX (or similar) station ports capable of operation over loops with resistance in the range of 0-199 ohms.

TYPE B--Furnished for use with Class B PBX (or similar) station ports capable of operation over loops with resistance in the range of 200-899 ohms.

TYPE C--Furnished for use with Class C PBX (or similar) station ports capable of operation over loops with resistance in the range of 900 ohms or more.

- (c.) For connections to registered or grandfathered PBX (or similar) equipment, the customer must specify the equipment capability for use with Type A, B, or C signaling arrangement.
- (d.) Based on information provided by the customer, Frontier will furnish the appropriate signaling arrangement. Where the requested signaling arrangement is furnished and determined to be of a lesser signaling range than required, and the customer requests Frontier to furnish another signaling arrangement, such requests will be treated as a new request for service and appropriate service charges will apply.
- (e.) Where a PBX or similar system is changed and a different signaling arrangement is required, such a request will be treated as a new request for signaling arrangement, with appropriate service charges applicable.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 4

EFFECTIVE: April 1, 2016

SECTION 17 - INTRAEXCHANGE PRIVATE LINE SERVICE

17.2 Intraexchange Private Line Service (Cont'd)

.3 Rates and Charges

a. Local Channel

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u> ¹	
		<u>First</u>	<u>Additional</u>
(1.) Centrex Service Channel within same serving wire center, each	\$13.28	\$155.00	\$75.00

	<u>Monthly Rate</u>	<u>Nonrecurring</u> ¹
		<u>Charge</u>
b. Signaling Arrangements		
(1.) Type A	\$15.94	\$ 69.00
(2.) Type B	\$15.94	\$69.00
(3.) Type C	\$2.66	\$69.00

	<u>Monthly Rate</u>	<u>Nonrecurring</u> ¹
		<u>Charge</u>
c. Two Point Circuit Not Routed Via the Central Office		
For a two-point circuit not routed via the central office (limited to circuits not more than one airline mile in length), per airline mile per channel or fraction thereof, each:	\$25.29	\$60.00

d. Local Channel terminated at alarm company premises or telephone answering service premises.		
(1.) Two-Wire	\$37.18	\$60.00
(2.) Four-Wire	\$74.34	\$60.00

¹ Dedicated Access Ordering Charges as specified in the Facilities for Intrastate Access Tariff shall also apply.

PRODUCT GUIDE

EFFECTIVE: August 16, 2020

SECTION 17 - INTRAEXCHANGE PRIVATE LINE SERVICE

17.3 Digital Facility Service^{1,2}

.1 General

- a. Digital Facility Service provides an intraexchange digital connection between the end user's premises and the local serving wire center. The digital transmission rate available is either DS1 (1.544 Mbps) or DS3 (44.736 Mbps). (Digital Facility Service connections may be made to another central office, owned by Frontier, within the same exchange, subject to 17.3.4d. following.)
- b. Digital Facility 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 Facility Service includes:
 - (1.) Exchange Dial Tone service, e.g., exchange lines/trunks, Centrex Service Station Lines.
 - (2.) Analog Transmission Services, e.g., Foreign Exchange Service, Private Line, Off-premise Extensions, Tie Lines, Intrastate WATS³.
 - (3.) Digital Data Services (2.4, 4.8, 9.6, 56 or 64 Kbps)
 - (4.) DS1 (1.544 Mbps) Services
 - (5.) DS3 (44.736 Mbps) Services
- c. Digital Facility Service is comprised of the following components:

Digital Facility Capacity
Network Service Activation

- (1.) The Digital Facility Capacity will be provided at the rates and charges specified in Section 17.3.6. For customers requiring five (5) or more DS1s, the Digital Facility Capacity may be provided at the rates and charges specified in the Metro Ethernet Product Guide, where Metro Ethernet Service is available. See Sections 10.11.1b, 10.11.4b, 10.11.4d, and 10.11.5 of the Metro Ethernet Service Product Guide.
- (2.) The Network Service Activation will be provided at the rates and charges specified in Section 17.3.6, except as specified in 17.3.5.c.
- (3.) Digital Facility Service customers will order capacity in quantities of DS1 or DS3 facilities, (increments of 24 channels for a DS1 facility or increments of 28 DS1s for a DS3 facility). Customers will be offered a Term Payment Plan of 36, 60 or 84 months.

¹ Effective October 1, 2011, Digital Facility Service is grandfathered and no longer available to new customers. Additions to this service are permitted at existing customer locations only.

² Effective November 3, 2012, the 36 Month, 60 Month and 84 Month options for Digital Facility Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the 36 Month term plan rate(s) on a month to month basis. Moves, additions or changes to subscribers' existing Digital Facility Service are not permitted. Digital Facility Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

³ Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

(C)

(N)
(N)

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 6

EFFECTIVE: April 1, 2016

SECTION 17 - INTRAEXCHANGE PRIVATE LINE SERVICE

17.3 Digital Facility Service^{1,2} (Cont'd)

.1 General (Cont'd)

- d. Multi-Jurisdictional Service Activation (Multi-J) provides connectivity between the customer's serving central office and an inter-exchange carrier's point-of-presence. Multi-J activation is available for both intraoffice and interoffice channel access service. The service activation charge is for each digital channel the customer chooses to activate with the digital channel network functionality at the central office. Multi-J permits the provisioning of interconnected services on an intrastate or interstate basis.

.2 Digital Architecture

- a. Digital Facility Service provides only the 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.
- b. The time required to provision service is known as the service date interval. The service date interval for Digital Facility Service and related network services connected to Digital Facility Service will differ from the normal guidelines applicable to end-to-end services.
- c. Digital Facility 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 Frontier when a customer desires them encoded in a DS1 bit stream. Under those conditions, they will be provided as DSO channels by Frontier. Both Frontier 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 of the 1.544 Mbps (DS1) or 44.736 Mbps (DS3) channel which is actually terminated. Each digital channel provided will have an identity only as a "time slot" within a DS1 or DS3 loop. Compatible digital to analog conversion equipment must be provided by the customer to derive the desired channelized services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer.

¹ Effective October 1, 2011, Digital Facility Service is grandfathered and no longer available to new customers. Additions to this service are permitted at existing customer locations only.

² Effective November 3, 2012, the 36 Month, 60 Month and 84 Month options for Digital Facility Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the 36 Month term plan rate(s) on a month to month basis. Moves, additions or changes to subscribers' existing Digital Facility Service are not permitted. Digital Facility Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

EFFECTIVE: April 1, 2016

SECTION 17 - INTRAEXCHANGE PRIVATE LINE SERVICE

17.3 Digital Facility Service^{1,2} (Cont'd)

.3 Definitions

- a. 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.
- b. Digital Facility Capacity. A multifunctional DS1 or DS3 signal between the customer premises and the central office. This digital link can be used to transport switched and dedicated multi-jurisdictional services. This element acts as the transport medium for the service activations ordered by the customer. Digital Facility Capacity is available in quantities of DS1 or DS3 facilities.
- c. 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.
- d. DS1. The term DS1 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission bit rate and provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. Unframed signal formats are not permitted or compatible with Frontier equipment. DS1 facilities are normally provided on copper transmission medium.
- e. DS3. The term DS3 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It has a 44.736 Mbps transmission bit rate and provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. DS3 facilities are provided on fiber optic transmission medium.
- f. Service Activation. A Service Activation is the connection between the Digital Facility Service facility and the network service accessed.
- g. Optional Service Activation. Multi-Jurisdictional (Multi-J) Service Activation. Multi-J is incremental to the existing service activations and will allow up to 24 Analog/Multi-J Service activations on a single Digital Channel Capacity. Multi-J service permits the provisioning of services on an Intrastate or Interstate basis to an inter-exchange carrier's point-of-presence.

¹ Effective October 1, 2011, Digital Facility Service is grandfathered and no longer available to new customers. Additions to this service are permitted at existing customer locations only.

² Effective November 3, 2012, the 36 Month, 60 Month and 84 Month options for Digital Facility Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the 36 Month term plan rate(s) on a month to month basis. Moves, additions or changes to subscribers' existing Digital Facility Service are not permitted. Digital Facility Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 8

EFFECTIVE: April 1, 2016

SECTION 17 - INTRAEXCHANGE PRIVATE LINE SERVICE

17.3 Digital Facility Service^{1,2} (Cont'd)

.4 Terms and Conditions

- a. Digital Facility Service is furnished subject to the availability and type of digital equipment located in a central office building owned or leased by Frontier. Service inquiries will be necessary to determine availability.
- b. Digital Facility Capacity is provided as specified in this Product Guide. Digital Facility Capacity may also be provided from the Metro Ethernet Service Product Guide, where Metro Ethernet Service is available. See Metro Ethernet Service Product Guide, Sections 10.6.1b, 10.6.4b, 10.6.4d, and 10.6.5.
- c. Special Construction Charges as specified in Section 5 may be applicable.
- d. The 1.544 Interoffice Channel mileage and Interoffice Channel Termination as specified in the Facilities for Intrastate Access Tariff will apply when a customer's request for Digital Facility Service is provisioned in a central office other than the customer's local serving wire center.
- e. The customer may activate any number or combination of digital channels within the limitations as set forth in Section 17.3.4h. Digital channels may be activated coincident with or at any time subsequent to the initial installation of Digital Facility Service. Once activated, a digital channel is subject to a minimum service period.
- f. All Digital Facility Service capacity/facilities must be terminated at a single equipment location on a customer's premises. Digital Facility Service capacity cannot be split between premises, or multiple locations within a premises.
- g. When individual digital channels are activated to provide the local loop link for services offered in other sections of this Product Guide, the terms and conditions, rates, and charges specified in this Product Guide will apply.
- h. The total number of digital channels activated by the customer may not, at any time, exceed the total Digital Facility Capacity. Additionally, there are some types of service which require two DS0 channels to be combined. This restructuring of the channels within the DS1 or DS3 signal will reduce the normal quantity of channels available. Frontier will notify the customer when the Digital Facility Capacity is altered by the types of services activated.

¹ Effective October 1, 2011, Digital Facility Service is grandfathered and no longer available to new customers. Additions to this service are permitted at existing customer locations only.

² Effective November 3, 2012, the 36 Month, 60 Month and 84 Month options for Digital Facility Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the 36 Month term plan rate(s) on a month to month basis. Moves, additions or changes to subscribers' existing Digital Facility Service are not permitted. Digital Facility Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 9

EFFECTIVE: April 1, 2016

SECTION 17 - INTRAEXCHANGE PRIVATE LINE SERVICE

17.3 Digital Facility Service^{1,2} (Cont'd)

.4 Terms and Conditions (Cont'd)

- i. Central Office Channelization (component of Digital Facility 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 Frontier 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.
- j. Channelization on a customer's premises will be provided by the customer.
- k. Joint provisioning of services introduces joint responsibilities between the customer and Frontier as specified following:
 - (1.) Responsibilities of Frontier:
 - (a.) Frontier will endeavor to activate its portion of joint service in a timely manner on the negotiated date to support installation requirements.
 - (b.) Frontier will provide the customer with information regarding the type and the manufacturer of Central Office (C.O.) channelization equipment to be used in each application.
 - (c.) Frontier will attempt to limit its selection of Central Office equipment to avoid operational and administrative difficulties associated with a multi-vendor central office environment.
 - (d.) Frontier reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary.
 - (e.) Frontier will notify the customer, generally a minimum of six months in advance, of any need to change its central office equipment to allow the customer sufficient time to respond, make any necessary changes, and schedule cooperative testing for cutover, if required.
 - (f.) Digital synchronization timing for Digital Facility Service will be provided by Frontier.

¹ Effective October 1, 2011, Digital Facility Service is grandfathered and no longer available to new customers. Additions to this service are permitted at existing customer locations only.

² Effective November 3, 2012, the 36 Month, 60 Month and 84 Month options for Digital Facility Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the 36 Month term plan rate(s) on a month to month basis. Moves, additions or changes to subscribers' existing Digital Facility Service are not permitted. Digital Facility Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 10

EFFECTIVE: April 1, 2016

SECTION 17 - INTRAEXCHANGE PRIVATE LINE SERVICE

17.3 Digital Facility Service^{1,2} (Cont'd)

.4 Terms and Conditions (Cont'd)

k. (Cont'd)

(2.) Responsibilities of the Customer:

- (a.) The customer must be prepared to activate his portion of joint service in a timely manner on the negotiated date, providing testing equipment and personnel to support installation requirements, as may be necessary.
- (b.) The customer will be responsible for selecting his own equipment. Customer equipment must be compatible with Frontier provided channelization at the Central Office.

(3.) Trouble resolutions:

- (a.) Frontier will assist the customer in resolving any installation or day-to-day channel service problems. However, Frontier does not assume responsibility for the compatibility or suitability of the customer's equipment. Dispatches to customer premises caused by customer equipment troubles will result in a Trouble Location Charge as set forth in Section 13.4 to the customer.

- l. Channelized DS1 service is available only with D4 channel bank equipment or compatible, equivalent equipment.
- m. Emerging technology, such as low bit rate voice multiplexing techniques, may permit additional quantities of individual channels to be channelized on a single DS1 signal. Equipment providing this capability does not generally assure compatibility between different manufacturers. Some equipment may not be suitable for data transmission or tandem network line application. Rates, charges, and availability of this equipment will be negotiated with the customer under a Special Service Arrangement.
- n. When a customer's Digital Facility 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 Frontier except as otherwise specified in this Product Guide. The adjustment shall not be applicable for the time that Frontier stands ready to repair the service and the customer does not provide access to Frontier for such restoration work.

¹ Effective October 1, 2011, Digital Facility Service is grandfathered and no longer available to new customers. Additions to this service are permitted at existing customer locations only.

² Effective November 3, 2012, the 36 Month, 60 Month and 84 Month options for Digital Facility Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the 36 Month term plan rate(s) on a month to month basis. Moves, additions or changes to subscribers' existing Digital Facility Service are not permitted. Digital Facility Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

EFFECTIVE: April 1, 2016

SECTION 17 - INTRAEXCHANGE PRIVATE LINE SERVICE

17.3 Digital Facility Service^{1,2} (Cont'd)

.4 Terms and Conditions (Cont'd)

- o. Private line service shall not be used for any purpose for which payment or other compensation shall be received by either the customer or any authorized user, or in the collection, transmission, or delivery of any communications for others, except as provided:
 - Where the use of the service relates to coordination or exchange of pooled electrical power, for the transmission of communications between any two or more stations of such service or similar services furnished to others who are parties to the coordinating or exchange arrangement; or
 - For the transmission of communications to, from, within and between air carriers, where the customer is in aeronautical communications company licensed under the Aviation Services rules of the Federal Communications Commission to operate stations in the aeronautical mobile and fixed services.

This provision does not prohibit an arrangement between the customer and the authorized user to share the cost of the private line service.

Private line services are furnished for use between two or more designated premises. The services are intended only for communications in which the customer or an authorized user has a direct interest.

Any entity intending to resell intraexchange private line services must be certificated by the Florida Public Service Commission as an Alternative Access Vendor (AAV). Those entities certificated as an AAV may resell intraexchange private line services only by purchasing the like service from Dedicated Access Services, of Frontier Florida 's Facilities for Intrastate Access Tariff.

- p. Multi-Jurisdiction – The maximum number of channels that can be activated is equal to the customer's digital channel capacity. The intraoffice and interoffice service activations are incremental to the number of local exchange access lines, Centrex Service, foreign exchange, off-premises extensions, private lines, tie lines, dedicated access service, and digital data service. The number of multi-jurisdiction activations cannot exceed the number of Network Service Activations.

¹ Effective October 1, 2011, Digital Facility Service is grandfathered and no longer available to new customers. Additions to this service are permitted at existing customer locations only.

² Effective November 3, 2012, the 36 Month, 60 Month and 84 Month options for Digital Facility Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the 36 Month term plan rate(s) on a month to month basis. Moves, additions or changes to subscribers' existing Digital Facility Service are not permitted. Digital Facility Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

SECTION 17 - INTRAEXCHANGE PRIVATE LINE SERVICE

17.3 Digital Facility Service^{1,2} (Cont'd)

.5 Application of Rates

- a. Two basic rate elements; Digital Facility Capacity and Network Service Activation, are applicable to each Digital Facility Service.
- b. The Digital Facility Capacity element provides for the transport between the end-user premises and the serving central office. Digital Facility Capacity is offered with 36, 60, or 84 Month Term Payment Plan periods.
- c. Network Service Activation charges are recurring charges and are applicable for each network service (switched or dedicated) required by the customer. Network Service Activation is offered on a month-to-month basis. When a DS1 Digital Facility Capacity is provided from this Product Guide, the DS1 Network Service Activation charge from this Product Guide is applicable. When a Digital Facility Capacity is provided from the Metro Ethernet Service Product Guide, the Metro Ethernet DS1 Service Activation charge from the Metro Ethernet Service Product Guide is applicable.
- d. Monthly rates and charges for Digital Facility Capacity as specified in Section 17.3.6 or as specified in Section 10.6.5 of the Metro Ethernet Service Product Guide apply according to the requested channel capacity or the requested bandwidth capacity. These rates apply regardless of the number of digital channels the customer may actually activate.
- e. Rates and charges specified in other Product Guide sections for services such as Calling Services features, etc., are in addition to the monthly rates for Digital Facility Service.
- f. The rates and charges for other services connected or extended beyond Digital Facility Service (i.e., off-premises stations and private lines, etc.) are in addition to the rates specified in this Product Guide for the Digital Facility 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 Product Guides for activities involving the non-Digital Facility Service portion of the customer end-to-end service.

¹ Effective October 1, 2011, Digital Facility Service is grandfathered and no longer available to new customers. Additions to this service are permitted at existing customer locations only.

² Effective November 3, 2012, the 36 Month, 60 Month and 84 Month options for Digital Facility Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the 36 Month term plan rate(s) on a month to month basis. Moves, additions or changes to subscribers' existing Digital Facility Service are not permitted. Digital Facility Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 13

EFFECTIVE: April 1, 2016

SECTION 17 - INTRAEXCHANGE PRIVATE LINE SERVICE

17.3 Digital Facility Service^{1,2} (Cont'd)

.5 Application of Rates (Cont'd)

- g. Digital Facility Capacity is available under Term Payment Plans only for rate periods of 36 months, 60 months, or 84 months. All elements of a Term Payment Plan will expire at the same time (be coterminous).
 - (1.) The customer may order additional Digital Facility Capacity(s) during a Term Payment Plan period. The expiration date of the additional capacity(s) will be the same expiration date as the original Term Payment Plan period.
 - (2.) Network Service Activation charges are available on a month-to-month basis.
- h. The rate for Optional Service Activation of Multi-Jurisdictional Access is applied in addition to each Network Service Activation rate when the customer selects a multi-jurisdiction option.
- i. In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section 2.4.14 will apply.
 - (1.) All Digital Facility Service components are coterminous with the Digital Facility 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.
- j. Should customers request interconnection between different Digital Facility Services provisioned in two or more different local serving offices, 1.544 Interoffice Channel mileage and Interoffice Channel Termination as specified in the Facilities for Intrastate Access Tariff will apply. This charge will apply in addition to Digital Facility Service charges for each premises for which Digital Facility Service is provisioned

¹ Effective October 1, 2011, Digital Facility Service is grandfathered and no longer available to new customers. Additions to this service are permitted at existing customer locations only.

² Effective November 3, 2012, the 36 Month, 60 Month and 84 Month options for Digital Facility Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the 36 Month term plan rate(s) on a month to month basis. Moves, additions or changes to subscribers' existing Digital Facility Service are not permitted. Digital Facility Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 17 - INTRAEXCHANGE PRIVATE LINE SERVICE

17.3 Digital Facility Service^{1,2} (Cont'd)

.6 Rates and Charges

a. Nonrecurring Charges

(1.) Nonrecurring charges are one-time charges that apply for specific work activity, (i.e., installation of service or change to an existing service). The types of nonrecurring charges that apply for Digital Facility Service are those listed below.

(a.) Service Change Charge. This charge is applied per Digital Facility service payment plan and is associated with a customer request for modifications to an existing Digital Facility Service. This would include activities such as, but not limited to:

- Change of associated channel assignment.
- Additions of supplemental features.
- Activate/Deactivate Network Service Activations.

(b.) Installation of Digital Facility Service. These are nonrecurring charges associated with the work performed by Frontier 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 will apply.

(c.) Service Ordering Charges:

	<u>Nonrecurring Charge</u>
(.1) Service Change Charge, per Digital Facility Service, each (increment of DS1 or DS3 facility)	\$150.00
(.2) Premises Visit Charge, per visit	\$35.00

¹ Effective October 1, 2011, Digital Facility Service is grandfathered and no longer available to new customers. Additions to this service are permitted at existing customer locations only.

² Effective November 3, 2012, the 36 Month, 60 Month and 84 Month options for Digital Facility Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the 36 Month term plan rate(s) on a month to month basis. Moves, additions or changes to subscribers' existing Digital Facility Service are not permitted. Digital Facility Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 17 - INTRAEXCHANGE PRIVATE LINE SERVICE

17.3 Digital Facility Service^{1,2} (Cont'd)

.6 Rates and Charges (Cont'd)

b. Digital Facility Capacity

The monthly and nonrecurring rates for Digital Facility Capacity without Activated Services are as follows:

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(1) Per System		
<u>36 Months</u>		
1st DS1 Facility (24 DS0 Channels)	\$580.00	\$200.00
Each Additional DS1 Facility (24 DS0 Channels)	\$440.00	\$200.00
DS3 Facility (28 DS1 Channels) 1-3 DS3 Facilities	\$2,500.00	\$3,200.00
4 or more DS3 Facilities	ICB	ICB
<u>60 Months</u>		
1st DS1 Facility (24 DS0 Channels)	\$580.00	\$190.00
Each Additional DS1 Facility (24 DS0 Channels)	\$440.00	\$190.00
DS3 Facility (28 DS1 Channels) 1-3 DS3 Facilities	\$2,500.00	\$3,000.00
4 or more DS3 Facilities	ICB	ICB
<u>84 Months</u>		
1st DS1 Facility (24 DS0 Channels)	\$580.00	\$180.00
Each Additional DS1 Facility (24 DS0 Channels)	\$440.00	\$180.00
DS3 Facility (28 DS1 Channels) 1-3 DS3 Facilities	\$2,500.00	\$2,800.00
4 or more DS3 Facilities	ICB	ICB

¹ Effective October 1, 2011, Digital Facility Service is grandfathered and no longer available to new customers. Additions to this service are permitted at existing customer locations only.

² Effective November 3, 2012, the 36 Month, 60 Month and 84 Month options for Digital Facility Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the 36 Month term plan rate(s) on a month to month basis. Moves, additions or changes to subscribers' existing Digital Facility Service are not permitted. Digital Facility Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 16

EFFECTIVE: April 1, 2016

SECTION 17 - INTRAEXCHANGE PRIVATE LINE SERVICE

17.3 Digital Facility Service^{2,3} (Cont'd)

.6 Rates and Charges (Cont'd)

c. Network Service Activations - Per Network Service

(1.) Analog Service

	<u>Monthly Rate</u>
(a.) Access Line ¹	\$5.25
(Deleted)	
(b.) PBX Trunk ¹	\$10.50
(c.) Centrex Service Station Line	
Under 100 Lines	\$11.50
100+ Lines	\$10.50
(d.) Foreign Exchange	\$17.00
(e.) Off-Premises Extension	\$17.00
(f.) Private Line	\$17.00

¹ The applicable Network Access Register (NAR) charge as specified in Section 3.13 is in addition to this charge.

² Effective October 1, 2011, Digital Facility Service is grandfathered and no longer available to new customers. Additions to this service are permitted at existing customer locations only.

³ Effective November 3, 2012, the 36 Month, 60 Month and 84 Month options for Digital Facility Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the 36 Month term plan rate(s) on a month to month basis. Moves, additions or changes to subscribers' existing Digital Facility Service are not permitted. Digital Facility Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 17

EFFECTIVE: August 16, 2020

SECTION 17 - INTRAEXCHANGE PRIVATE LINE SERVICE

17.3 Digital Facility Service^{3,4} (Cont'd)

.6 Rates and Charges (Cont'd)

c. Network Service Activations - Per Network Service (Cont'd)

(1.) Analog Service (Cont'd)

	<u>Monthly Rate</u>	
(g.) Tie Line	\$17.00	
(h.) Switched Data ²		
(.1) Single Line	\$10.00	
(.2) Multiline	\$10.00	
(.3) Centrex Service	\$10.00	
(i.) WATS ⁵	\$17.00	(C)

(2.) Digital Data Service

(a.) 2.4 kbps	\$28.00
(b.) 4.8 Kbps	\$28.00
(c.) 9.6 Kbps	\$28.00
(d.) 19.2 Kbps	\$28.00
(e.) 56 Kbps	\$28.00
(f.) 64 Kbps	\$28.00

(3.) DS1 Service 1.544 Mbps \$72.50

d. Optional Network Service Activations – per Network Service

(1.) Multi-Jurisdictional (Multi-J) Access¹

(a.) Multi-J IntraOffice Channel Access, per DSO	\$3.00
(b.) Multi-J InterOffice Channel Access, per DSO	\$7.00

¹ The Multi-Jurisdiction Access activation rate is applied to each Network Service Activation rate when the customer selects a multi-jurisdiction option.

² Network Usage Charges as specified in 10.1.5d.(4.) shall also apply.

³ Effective October 1, 2011, Digital Facility Service is grandfathered and no longer available to new customers. Additions to this service are permitted at existing customer locations only.

⁴ Effective November 3, 2012, the 36 Month, 60 Month and 84 Month options for Digital Facility Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the 36 Month term plan rate(s) on a month to month basis. Moves, additions or changes to subscribers' existing Digital Facility Service are not permitted. Digital Facility Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

⁵ Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

(N)
(N)

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 1

EFFECTIVE: April 1, 2016

SECTION 18 - INTRASTATE-INTEREXCHANGE PRIVATE LINE SERVICE

18.1 Interexchange Private Line Service

- .1 This communication service is furnished through facilities provided by Frontier Florida for the provision of a transmission path between two or more customer designated locations.

This service will be provided according to the regulations set forth in the Facilities for Intrastate Access Tariff for Dedicated Access Services.

The Dedicated Access Services rates as provided in the Facilities for Intrastate Access Tariff shall apply.

The applicable Nonrecurring Charges as specified in the Facilities for Intrastate Access Tariff shall apply.

Miscellaneous Services available to the customer from the Facilities for Intrastate Access Tariff include the following:

- Additional Labor
- Maintenance of Service Charge
- Telecommunications Service Priority (TSP) System
- Additional Testing

Channels for program transmission service will be furnished in accordance with Frontier Telephone Companies Tariff FCC No. 14.

Where Frontier changes its office boundaries, and a customer's channel charge would be increased, the original channel charges will remain in effect for a period not to exceed one year, unless the service is discontinued, changed, or moved to another location, or unless otherwise ordered by the Public Service Commission.

- .2 Any entity intending to resell interexchange private line services must be certificated by the Florida Public Service Commission as an Alternative Access Vendor (AAV) or Interexchange Carrier (IXC). Those entities certificated as an AAV or IXC may resell interexchange private line services only by purchasing the like service from Dedicated Access Services, of Frontier's Facilities for Intrastate Access Tariff.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 1

EFFECTIVE: April 1, 2016

SECTION 19 - EQUIPMENT FOR DISABLED CUSTOMERS

19.1 General

- .1 Pursuant to Florida Public Service Commission rule 25-4.079, Frontier will offer for sale to customers a special needs product line. The special needs product line will allow customers who are visually, hearing, mobility, speech or cognitively challenged to easily communicate with others.
- .2 Frontier will make every effort to ensure that the special needs product line conforms and adheres to the requirements and specifications of Section 255 of the Telecommunications Act of 1996.
- .3
 - a. The equipment offered for purchase is available for sale only at authorized Frontier locations or through Frontier's website at <http://www.Frontier.com>.
 - b. The selling price does not include charges for associated service or equipment such as installation, inside wiring, standard jacks, exchange service, etc. These charges, where applicable, will be charged for separately in accordance with established rates as set forth in Sections 3 and 4. In addition, selling prices do not include tax, shipping, handling, or other mailing charges.
 - c. Use of the equipment sold by Frontier for use with the telecommunications network is subject to Part 15 and 68 of the FCC Rules and Regulations.
 - d. As a consideration for the purchase price of the sold equipment, Frontier shall not be liable for incidental or consequential damages arising out of any sold equipment or its use. Each product is covered by a limited warranty. Warranty information is included with equipment sale.
 - e. Upon expiration of warranty, customer assumes responsibility for repairs and/or replacement of equipment.
 - f. Payment of purchases may be made as follows:
 - (1) Cash in full at the time of purchase, or
 - (2) Approved credit card in full at the time of purchase, or
 - (3) To qualifying customers:
 - (a) Payment in full when billed on the customer's regular telephone bill, or
 - (b) Payment in equal consecutive monthly installments. The first installment must be paid at the time of the purchase or billed to the customer subsequently. Second and Subsequent installments will be billed to the customer on a monthly basis.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 1

EFFECTIVE: April 1, 2016

SECTION 20 – BUNDLED SERVICES

20.1 150 Satellite Channel Programming PAC

- (a) 150 Satellite Channel Programming PAC offers a monthly discount on specific Frontier calling services when the customer orders three (3) or more services. The discount percentage is applied to the total of the individual service rates subscribed to by the customer.

150 Satellite Channel Programming PAC is available to all business customers. The discounted services must be billed on the same business account.

Any service may be substituted for another, or additional services may be ordered at a later date. The combination of services is not important to the discount, only the number of services.

If the customer removes an eligible service(s) so that the total lines subscribed to for this package is less than three (3), the discount percentage will not apply, and the individual service rates as specified in Sections 12.11.1 e. and 12.11.2 c. will apply.

- (b) The following services are eligible for the 150 Satellite Channel Programming PAC discount offering.¹

*66 Busy Number Redial	Distinctive Ring
* 69 Call Return	Selective Call Forward
Basic Call Forward	Speed Call 8 ¹
Call Waiting/Cancel Call Waiting	Speed Call 30
Caller ID	3 Way Calling

- (c) The applicable monthly discount for 150 Satellite Channel Programming PAC is 30%.
- (d) Service charges are not applicable:
- when an order is placed which qualifies the customer for the 150 Satellite Channel Programming PAC discount, or
 - when a 150 Satellite Channel Programming PAC customer repackages his services, provided he retains at least three (3) services specified in Section 20.1 (b).
- (e) If the customer places an order which would normally require the application of any other service charge(s) on the same order, then all normally applicable charges apply, including the Network Access Change charge.

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

PRODUCT GUIDE

SECTION 20 – BUNDLED SERVICES

20.2 The Frontier Calling Feature Packages ¹

These packages are a combination of Custom Calling and Custom Calling Local Area Signaling Services (CLASS) available as a package to residential customers only.

Features include: Anonymous Call Block/Rejection, *66 Busy Number Redial, *69, Call Block, Call Forwarding, Call Waiting/Cancel Call Waiting, Call Waiting ID, Caller ID, Distinctive Ring, Do Not Disturb, Selective Call Forward, Speed Call 8, 3 Way Calling and Priority Call.

(a) Bundled Local Service

The Bundled Local Service option for residential customers provides local flat-rate service (including Extended Calling Service), IntraLATA long-distance (only Frontier Regional Package ¹, Frontier Regional Package Extra ¹, Frontier Regional Value and FTR Regional Calling Plan) with a choice of vertical options (only Frontier Local Package, Frontier Local Package Extra, Frontier Regional Package, Frontier Regional Package Extra and FTR Regional Calling Plan), at one monthly rate. FTR Regional Essentials Discount, FTR Regional Calling Plan with Frontier® FiberOptic Internet Bundle Discounts, FTR Regional Essentials Discount and Voice Discount Plan are not available to Lifeline Service customers.

Bundled Local Service is available to residential customers in six bundled packages: Frontier Local Package ¹, Frontier Local Package Extra ¹, Frontier Regional Package Extra, FTR Regional Calling Package, and FTR Regional Calling Plan. (These six bundled packages are not compatible with each other, with other packaged services or with ISDN.)

(b) Rates and Charges

	Monthly Rate		
	<u>Residence</u>	<u>Business</u>	
1. <u>FTR Calling Feature Package 1</u> ¹ (Includes Anonymous Call Block/Rejection, *66 Busy Number Redial, *69 Call Return, Call Block, Call Forwarding, Call Waiting/Cancel Call Waiting, Call Waiting ID, Caller ID, Distinctive Ring, Do Not Disturb, Selective Call Forward, Speed Call 8, 3 Way Calling, Priority Call)	\$23.75	-	
2. <u>Frontier Local Package</u> ^{1,2} Local Service (including Extended Calling Service) ³ Local Directory Assistance Unlimited ⁴ up to 3 Vertical Options (see following list)	\$49.99		(I)
3. <u>Frontier Local Package Extra</u> ^{1,2} Local Service (including Extended Calling Service) ³ Local Directory Assistance Unlimited ⁴ 4 - 10 Vertical Options (see following list)	\$52.99		(I)

¹ Effective November 16, 2013, Frontier Calling Feature Packages are no longer available for purchase. Existing customers of record may retain this service at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

² The 5 Cents a Minute Basic is available to Residential Customers subscribing to Frontier Local Package and Frontier Local Package Extra.

³ Residential service and Extended Calling Service (ECS) are provided in Section 3.

⁴ Local Directory Assistance is provided in Section 3.7.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 3

EFFECTIVE: June 1, 2023

SECTION 20 – BUNDLED SERVICES

20.2 The Frontier Calling Feature Packages ¹ (Cont'd)

(b) Rates and Charges (Cont'd)

Monthly Rate

4. Frontier Regional Package ^{1, 2, 3}	\$54.99	(I)
Local Service (including Extended Calling Service) Unlimited IntraLATA Long-distance (only 1+ direct-dialed) ⁴ Up to 4 Vertical Options (Caller ID, Call Waiting/Cancel Call Waiting, 3 Way Calling, and Speed Call 8 or Speed Call 30) A choice of voicemail options		
The following vertical options are available for the residential customer to choose from: ⁸		
- Anonymous Call Block/Rejection		
- *66 Busy Number Redial		
- *69 Call Return		
- Call Forwarding		
- Call Waiting/Cancel Call Waiting		
- Caller ID		
- Distinctive Ring		
- Selective Call Forward		
- Speed Call – 8 and Speed Call – 30		
- 3 Way Calling		
5. Frontier Regional Package Extra ^{1, 2, 3}	\$59.99	(I)
Local Service (including Extended Calling Service) Local Directory Assistance Unlimited Up to 10 Vertical Options (see following list) IntraLATA Long-distance (only 1+ direct-dialed) ⁴ A choice of voicemail options ⁵		

¹ Effective November 16, 2013, Frontier Calling Feature Packages are no longer available for purchase. Existing customers of record may retain this service at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

² Nonrecurring charges, specified in Section 4, are not applicable when Frontier Regional Package and Frontier Regional Package Extra. Frontier Regional Package and Frontier Regional Package Extra are established or discontinued.

³ Frontier Regional Package and Frontier Regional Package Extra are not available with any other IntraLATA long-distance calling plan.

⁴ Only applies when presubscribed to Frontier for IntraLATA Long-distance.

⁵ Voicemail is a non-regulated service.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Second Revised Page 4

EFFECTIVE: June 1, 2023

SECTION 20 – BUNDLED SERVICES

20.2 The Frontier Calling Feature Packages ¹ (Cont'd)

(b) Rates and Charges (Cont'd)

	<u>Monthly Rate</u>	
6. Frontier Regional Value ^{1,2, 5}	\$46.04	(I)
Residential Local Service (including Extended Calling Service) ³ Unlimited IntraLATA Long-distance (only 1+ direct-dialed)		
7. FTR Regional Calling Plan ^{1,2, 5}	\$48.04	(I)
Residential Local Service (including Extended Calling Service) ³ Unlimited IntraLATA Long-distance (only 1+ direct-dialed) Up to 3 Vertical Options: Caller ID Call Waiting/Cancel Call Waiting A choice of voicemail options ⁴		

¹ Effective November 16, 2013, Frontier Calling Feature Packages are no longer available for purchase. Existing customers of record may retain this service at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

² Frontier Regional Package and Frontier Regional Package Extra are not available with any other IntraLATA long-distance calling plan.

³ Only applies when presubscribed to Frontier for IntraLATA Long-distance.

⁴ Voicemail is a non-regulated service.

⁵ Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing services providers. Term requirements and termination liabilities may be a condition of the Save Incentive offer.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 5

EFFECTIVE: May 16, 2018

SECTION 20 – BUNDLED SERVICES

20.3 FTR Regional Essentials Bundle Discounts

- 1) A monthly discount may apply when FTR Regional Calling Plan is bundled with or without an unlimited long-distance calling plan plus the following:

WITH an unlimited long-distance calling plan:

DISCOUNTS IN THIS SECTION ARE FOR CUSTOMERS SUBSCRIBING PRIOR TO NOVEMBER 1, 2008.

Frontier Online Broadband (Up to 3.0 Mbps or up to 7.1 Mbps package)	\$ 3.00
---	---------

- 2) Customers who subscribed to the above FTR Regional Essentials Bundle Discount will renew at the rates below on a month to month basis upon expiration of their initial 12-month discount.
- 3) Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing services providers. Term requirements and termination liabilities may be a condition of the Save Incentive offer.

<u>Through April 17, 2009</u>	<u>On or After Apr 18, 2009</u>
-------------------------------	---------------------------------

Frontier Online Broadband (Up to 3.0 Mbps or up to 7.1 Mbps package)	\$3.00	\$3.00
--	--------	--------

- 4) Discounts in this section are for customers subscribing between November 1, 2008 and April 16, 2011.

Frontier Online Broadband (Up to 1.0 Mbps, up to 3.0 Mbps, up to 7.1 Mbps or 15.1Mbps package)	\$5.00
---	--------

- 5) Monthly discounts in this section are for customers subscribing on or after April 17, 2011. ¹

WITH an unlimited long-distance calling plan:

Frontier Online Broadband	\$24.02
---------------------------	---------

WITHOUT an unlimited long-distance calling plan:

Frontier Online Broadband	\$26.05
---------------------------	---------

For customers who initially enrolled before April 17, 2011, the applicable bundle discount will expire 12 months from the date it is implemented on a customer's account unless extended by the Company.

Effective July 20, 2013, for customers who initially enrolled prior to January 17, 2010, the applicable month-to-month bundle discount will increase by \$5.00. For customers who initially enrolled between January 17, 2010 and April 16, 2011, the applicable month-to-month bundle discount will increase by \$10.00.

(N)
|
(N)

SECTION 20 – BUNDLED SERVICES

20.3 FTR Regional Essentials Bundle Discounts (Cont'd)

- 5) Monthly discounts in this section are for customers subscribing on or after April 17, 2011. ¹
(Cont'd)

Effective March 21, 2015, for customers who initially enrolled prior to January 17, 2010, the applicable month-to-month bundle discount will increase by \$7.00. For customers who initially enrolled between January 17, 2010 and April 16, 2011, the applicable month-to-month bundle discount will increase by \$12.00.

Effective September 19, 2015, for customers who initially enrolled prior to January 17, 2010, the applicable month-to-month bundle discount will increase by \$9.00. For customers who initially enrolled between January 17, 2010 and April 16, 2011, the applicable month-to-month bundle discount will increase by \$14.00.

For customers who enroll on or after April 17, 2011, the 12 month term does not apply; bundle discount is on a month-to-month basis. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Frontier Florida LLC. Bundle discounts are subject to billing system capability.

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.

Frontier Broadband up to 1.0 Mbps, up to 3.0 Mbps, up to 7.1 Mbps or 15.1Mbps package refers to a specific Frontier offering that offers a maximum speed of 1.0 Mbps, 3.0 Mbps, 7.1 Mbps or 15.1Mbps and does not refer to other products that offer lower maximum speeds.

20.4 FTR Regional Calling Plan Feature Package

When FTR Regional Calling Plan is bundled with an unlimited long-distance calling plan, the following features may be added at no additional charge:

Call Forwarding and 3 Way Calling ¹

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 Florida LLC. Discontinuance of any one of the services or add-ons listed above will result in immediate termination of this offer. This offer may not be combined with other offers except as authorized by Frontier.

Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing services providers. Term requirements and termination liabilities may be a condition of the Save Incentive offer.

(N)
|
(N)

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 7

EFFECTIVE: April 1, 2016

SECTION 20 – BUNDLED SERVICES

20.5 Frontier Regional Value Bundle Discounts

- 1) A monthly discount may apply when Frontier Regional Value is bundled with or without an unlimited long-distance calling plan plus the following:

Discounts in this section are for customers subscribing on or before April 16, 2011.

WITH an unlimited long-distance calling plan:

Frontier Online Broadband (Up to 1.0 Mbps package)	\$8.00
---	--------

WITHOUT an unlimited long-distance calling plan:

Frontier Online Broadband (Up to 1.0 Mbps package)	\$10.04
---	---------

The applicable bundle discount will expire 12 months from the date it is implemented on a customer's account unless extended by Frontier.

Effective July 20, 2013, for customers who initially enrolled prior to January 17, 2010, the applicable month-to-month bundle discount will increase by \$5.00. For customers who initially enrolled between January 17, 2010 and April 16, 2011, the applicable month-to-month bundle discount will increase by \$10.00.

Effective March 21, 2015, for customers who initially enrolled prior to January 17, 2010, the applicable month-to-month bundle discount will increase by \$7.00. For customers who initially enrolled between January 17, 2010 and April 16, 2011, the applicable month-to-month bundle discount will increase by \$12.00.

Effective September 19, 2015, for customers who initially enrolled prior to January 17, 2010, the applicable month-to-month bundle discount will increase by \$9.00. For customers who initially enrolled between January 17, 2010 and April 16, 2011, the applicable month-to-month bundle discount will increase by \$14.00.

Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Frontier. Bundle discounts are subject to billing system capability.

Qualifying unlimited long-distance calling plans must be consistent with the Plan O Service - Unlimited as found in Frontier Long-distance Posted Rates, Terms and Conditions.

Frontier Broadband up to 1.0 Mbps package refers to a specific Frontier offering that offers a maximum speed of 1.0 Mbps and does not refer to other products that offer lower maximum speeds.

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 20 – BUNDLED SERVICES

20.5 Voice Discount Plan

Residence customers who call to disconnect their primary lines, customers who change their local service from another provider to Frontier, customers who have changed their local service from another provider to Frontier and have initiated local service with Frontier within the past 30 days and specifically request these rates, customers who have Frontier Online high speed internet service but no local service from Frontier Florida LLC, or customers who have been offered VDP by a Frontier Representative to negotiate service and accept this offer from Frontier, will be eligible for the following Voice Discount Plan. The applicable discount will expire 12 months from the date it is implemented on a customer's account unless extended by Frontier.

Discount on or before March 5, 2010

Frontier Regional Value	\$20.05
FTR Regional Calling Plan ^{1,2}	\$17.05
Frontier Regional Value ³	\$18.00
FTR Regional Calling Plan ³	\$10.00

Discount between March 6, 2010 and July 13, 2012

Frontier Regional Value	\$20.05
Frontier Regional Value ^{3,4}	\$13.00
Frontier Regional Value ³	\$8.00
FTR Regional Calling Plan ^{3,4}	\$5.00

Discount between July 14, 2012 and September 14, 2012

Frontier Regional Value	\$25.05
Frontier Regional Value ^{3,4}	\$18.00
Frontier Regional Value ³	\$13.00
FTR Regional Calling Plan ^{3,4}	\$10.00

Customers who enrolled prior to 7/14/12 and whose initial 12-month term has not yet expired will receive the higher discounts above for the remainder of their initial 12-month term.

¹ Purchased with additional line.

² Not available to new subscribers as of September 15, 2008.

³ Bundled with a qualifying unlimited long-distance calling plan.

⁴ Not available to customers who currently subscribe to package services; Frontier Local Package, Frontier Local Package Extra, Frontier Regional Package, Frontier Regional Package Extra, Frontier Regional Value and FTR Regional Calling Plan.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 9

EFFECTIVE: April 1, 2016

SECTION 20 – BUNDLED SERVICES

20.5 Voice Discount Plan (Cont'd)

Discount between
September 15, 2012 and July 19, 2013

Frontier Regional Value	\$25.05
Frontier Regional Value ^{1,2}	\$18.00
Frontier Regional Value ¹	\$13.00
FTR Regional Calling Plan ^{1,2}	\$10.00
FTR Regional Calling Plan ¹	\$5.00

Customers who enrolled prior to 9/15/12 and whose initial 12 month term has not yet expired will receive the higher discounts above for the remainder of their initial 12 month term.

Customers who enrolled prior to 7/20/13 and whose initial 12 month term has not yet expired will receive an additional \$5.00 monthly discount for the remainder of their initial 12 month term.

Discount between
July 20, 2013 and March 20, 2015

Frontier Regional Value	\$25.05
Frontier Regional Value ^{1,2}	\$18.00
Frontier Regional Value ¹	\$13.00
FTR Regional Calling Plan ^{1,2}	\$10.00
FTR Regional Calling Plan ¹	\$5.00

Discount between
March 21, 2015 and September 18, 2015

Frontier Regional Value	\$27.05
Frontier Regional Value ^{1,2}	\$20.00
Frontier Regional Value ¹	\$15.00
FTR Regional Calling Plan ^{1,2}	\$12.00
FTR Regional Calling Plan ¹	\$7.00

Customers who enrolled prior to 3/21/15 and whose initial 12 month term has not yet expired will receive an additional \$2.00 monthly discount for the remainder of their initial 12 month term.

Voice Discount Plan Discount
on or after September 19, 2015

Frontier Regional Value	\$29.05
Frontier Regional Value ^{1,2}	\$22.00
Frontier Regional Value ¹	\$17.00
FTR Regional Calling Plan ^{1,2}	\$14.00
FTR Regional Calling Plan ¹	\$9.00

Customers who enrolled prior to 9/19/15 and whose initial 12 month term has not yet expired will receive an additional \$2.00 monthly discount for the remainder of their initial 12 month term.

Customers who are currently subscribed to the Voice Discount Plan or promotional offers numbered 353, 368, 378, 379 or 382 will renew at the renewal rates on a month to month basis upon expiration of their initial 12 month discount.

¹ Bundled with a qualifying unlimited long-distance calling plan.

² Not available to customers who currently subscribe to package services; Frontier Local Package, Frontier Local Package Extra, Frontier Regional Package, Frontier Regional Package Extra, Frontier Regional Value and FTR Regional Calling Plan.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 10

EFFECTIVE: April 1, 2016

SECTION 20 – BUNDLED SERVICES

20.5 Voice Discount Plan (Cont'd)

	Renewal Discount		
	Through	Apr 1, 2009 Through	November 1, 2009 Through
	<u>Mar 31, 2009</u>	<u>March 5, 2010</u>	<u>March 5, 2010</u>
Frontier Regional Value	\$ 7.05		\$20.05
FTR Regional Calling Plan ¹	\$ 7.05	\$17.05	
Frontier Regional Value ³	\$12.00		\$18.00
FTR Regional Calling Plan ³	\$ 7.00	\$10.00	

Customers who initially enrolled between March 6, 2010 and July 13, 2012, will receive renewal discounts equal to their original initial term discounts.

Customers who initially enrolled between July 14, 2012 and September 14, 2012, will receive renewal discounts equal to:

	<u>Renewal Discount</u>
Frontier Regional Value	\$20.05
Frontier Regional Value ^{1,2}	\$13.00
Frontier Regional Value ¹	\$8.00
FTR Regional Calling Plan ^{1,2}	\$5.00

Customers who initially enrolled on or after September 15, 2012, will receive renewal discounts equal to:

	<u>Renewal Discount</u>
Frontier Regional Value	\$20.05
Frontier Regional Value ^{1,2}	\$13.00
Frontier Regional Value ¹	\$8.00
FTR Regional Calling Plan ^{1,2}	\$5.00
FTR Regional Calling Plan ¹	\$0.00

Discontinuance of any one of the services listed preceding will result in immediate termination of the discount.

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.

¹ Bundled with a qualifying unlimited long-distance calling plan.

² Not available to customers who currently subscribe to package services; Local Package, Local Package Extra, Regional Package, Regional Package Extra, Regional Value and FTR Regional Calling Plan.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 11

EFFECTIVE: January 1, 2015

SECTION 20 – BUNDLED SERVICES

20.6 Frontier Regional Value Price Guarantee ¹

Residential customers in a location that is not eligible for Frontier Online Broadband or Frontier® FiberOptic Internet products who establish new dial tone service or who call to disconnect their local service and agree to subscribe to Frontier Regional Value bundled with an unlimited long-distance calling plan will be eligible to receive Frontier Regional Value for a monthly rate.

(T)
(T)

Monthly Rate

\$19.04

The monthly rate is guaranteed for as long as the customer remains at the same service address.

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. Discontinuance of any one of the services listed preceding will result in immediate termination of this offer. This offer may not be combined with other offers except as authorized by Frontier.

¹ Effective March 16, 2013, Frontier Regional Value Price Guarantee is no longer available for purchase. Existing customers may retain this package in accordance with the terms and conditions described herein.

SECTION 20 – BUNDLED SERVICES

20.7 Solutions for Business Bundle

.1 General

Solutions for Business Bundle is an optional business package that includes a network access line (or Communicatons System), calling features and Voice Messaging ¹ service offered for a month-to-month or two-year term commitment as well as three additional line types that are offered on a month-to-month basis.

Solutions for Business Bundle Main Line ² includes the following:

- One Network Access Line (or Communications system) with touch calling
- Unlimited Local and IntraLATA Toll calling
- Choice of zero to five (0 – 6) of the following calling features: ³ (T)
 - Call Waiting/Cancel Call Waiting
 - 3 Way Calling
 - Basic Call Forward
 - Caller ID
 - Voice Messaging
 - Multiline Hunt

Solutions for Business Bundle Additional Line ^{4, 5}, includes the following: (N)

Additional Bundle Line

- One Communications System or Network Access line

Additional Bundle Line-Plus

- One Communications System or Network Access line
- Caller ID and Voice Messaging

Additional Bundle Line-Unlimited

- One Communications System or Network Access Line
- Caller ID and Voice Messaging
- Unlimited Local and IntraLATA Toll calling

¹ Voice Messaging is a non-regulated service and listed for informational purposes only.

² One-line customers will be provisioned with a network access line.

³ Features may not be available in all serving areas.

⁴ Customers with two or more lines will be provisioned with Communicaitons System lines unless switch type is not provisioned with Centrex. In these instances, additional lines will be provisioned with Network Access lines.

⁵ Communications System lines include Call Waiting, 3 Way Calling and Basic Call Forward.

SECTION 20 – BUNDLED SERVICES

20.7 Solutions for Business Bundle (Cont'd)

.2 Conditions

Solutions for Business Bundle is available only where facilities and conditions permit. Solutions for Business Bundle is available only to customers who subscribe to Frontier for their Local Usage and IntraLATA Toll calls.

Solutions for Business Bundle is available only on a month-to-month or two-year term agreement.

Solutions for Business Bundle is only available with subscription to a business unlimited nationwide long-distance calling plan through Frontier Long-distance LLC.

Solutions for Business Bundle is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated.

Customers may have only one Solution for Business Bundle per account. A maximum of ten (10) lines can have unlimited calling. Customers may not combine this package with the Unlimited Dial Tone Line (DTL) Package for Business, the Unlimited Communications System Package for Business, the Single Line Business PAK for Business, Unlimited Local Usage for Business, or Unlimited Local and Toll Usage for Business.

Solutions for Business Bundle is not available with the following services:

- Flexible Digital Channel Service or Enhanced Flexible Digital Channel Service ¹
- ISDN Service
- Remote Call Forward Service
- Auto Universal call Distribution (ACD/UCD)
- PBX Trunks
- Digital Hand Off
- Digital PBX Service
- Foreign Exchange Service
- Foreign Central Office Service
- Customer Owned Pay Telephone (COPT)
- Ground Start Line or Trunks
- Business Optional Calling Plan
- Business Special Toll Plan
- Corporate Rewards
- Business Calling Plus
- Business Local Usage Package with allowances for Centrex and Business Service
- Customer Specific Pricing (CSP)
- Grandfathered Rewarding Connections
- Maximum Value Plan (MVP)
- Foreign Zone Service
- Easy Savings Flat Rate Plan for Business
- Pay Telephone Lines

¹ Flexible Digital Channel Service will no longer be available to new or existing customers, except that Frontier may in its discretion extend the deadline for any existing customer who has placed an order with Frontier to migrate to another service offered by the company, or who has requested additional time to migrate their service to another provider. Effective on December 31, 2016, or as soon thereafter as is reasonably practical, this service will be withdrawn for all migrating customers. This service will also be withdrawn at the resale level and no longer available for purchase by resale customers.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 14

EFFECTIVE: March 1, 2018

SECTION 20 – BUNDLED SERVICES

20.7 Solutions for Business Bundle (Cont'd)

.2 Conditions (Cont'd)

Solutions for Business Bundle is not available in combination with other optional calling plans or virtual private network services.

Solutions for Business Bundle does not apply to the following calls or services:

- Collect Calls – Business Basic Plan
- Calling Card - Emergency Interrupt
- Time, Lottery and Weather
- 555,700, 900, 976 Service
- IDS Type Calls (Audiotext)
- Third Number Billed (T)
- Intercept Call Completion - Circuit 9 Service
- Mass Announcement Services
- Directory Assistance
- Group Bridging Service
- Service Request Calls/Directory Assistance Call Completion
- Business Basic Plan
- Emergency Interrupt
- Repeat Calls, Return Calls (per activation)
- Person-to-Person (D)
- All other operator Handled Calls
- 3 Way Calling (per activation)

Lines with unlimited calling 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 application. These services may 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, Frontier may suspend, restrict or cancel the service.

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

Service Connection Charges will be waived in the event a class of service change is required in order to have Solutions for Business Bundle.

Applicable Service Charges will be waived for customers subscribing to a two-year agreement.

SECTION 20 – BUNDLED SERVICES

20.7 Solutions for Business Bundle (Cont'd)

.3 Termination Liability

Solutions for Business Bundle is offered on a month-to-month or a two-year term agreement. Termination liability applies to lines purchased under a term agreement, as described herein.

Lines subscribed to under termination liability Plan 3 may not be combined with other voice services or features under a term agreement. Other voice services and/or features may only be combined with lines on termination liability Plan 3 when these other voice services are purchased on a month-to-month basis.

Early termination of a Solutions for Business Bundle term agreement by the customer during any month of the 2-year term will result in early termination charges as follows:

PLAN 1 and 2

Early termination of a Solutions for Business Bundle term agreement by the customer during any month of the 2-year term will result in a one-time flat Termination Charge of \$50.00.

Customer termination of service within the first 30 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

The customer must contact Frontier prior to the end of the term agreement in order to renew it. Upon renewal, the customer shall pay the prevailing rate for the term period selected.

If the customer does not renew the term agreement before it expires, the customer shall continue to pay the same monthly rate, or the prevailing rate for the same term period, on a monthly basis, until the customer cancels the service or requests a new term agreement. Customers will be subject to all prevailing rules and terms and conditions of the package, including rate changes. Payment of such rate shall constitute the customer's acceptance of the continued service.

If the customer does not renew the term agreement before it expires, the customer shall continue to pay the same monthly rate, or the prevailing rate for the same term period, on a monthly basis, until the customer cancels the service or requests a new term agreement. Customers will be subject to all prevailing rules and terms and conditions of the package, including rate changes. Payment of such rate shall constitute the customer's acceptance of the continued service.

SECTION 20 – BUNDLED SERVICES

20.7 Solutions for Business Bundle (Cont'd)

.3 Termination Liability (Cont'd)

PLAN 3

Early termination charge of a Solutions for Business Bundle term agreement will be calculated at 100% of the monthly recurring charge(s) (excluding any promotional discounts) for the remainder of the term on a per line basis. In addition, two-year term contracts will automatically renew at the end of the existing term to a new 2-year term contract with 30 days to opt out before the end of a term to 60 days after the term automatically renews with no early termination charge. Expiration date for all 2-year terms will be coterminous based on the date of the first term established. Customer termination of service within the first 30 days, starting on the Order Completion Date, will result in customer liability for the non-recurring and recurring charges for the period of time the service was provided, termination liability will be waived.

An early termination charge will not apply under the following circumstances:

- Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- Customer 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
- 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.
- Solutions for Business Bundle Additional Lines will be offered on a month-to-month basis and the customer can add and delete the additional lines without termination charges as long as the main line remains on the account.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 17

EFFECTIVE: March 1, 2018

SECTION 20 – BUNDLED SERVICES

20.7 Solutions for Business Bundle (Cont'd)

.4 Rates and Charges

- (1) Rates for Solutions for Business customers enrolled prior to February 4, 2012. Plan 1 termination liability/early termination fees apply, as described in 20.7.3 previous.

	Monthly Rate	
	<u>Month-to-Month</u>	<u>2-Year Term</u>
<u>Solutions for Business Bundle Main Line</u> ¹	\$65.00	\$67.00
<u>Solutions for Business Bundle Additional Line:</u>	<u>Monthly Rate</u>	
Additional Bundle Line	\$35.00	
Additional Bundle Line-Plus	\$45.00	
Additional Bundle Line-Unlimited ¹	\$65.00	

Multiline Discount

Customers adding a new line (for a total of 4 or more lines) on or after April 17, 2011 will receive the following discount:

	<u>Monthly Discount</u>
Additional Bundle Line-Plus – 4th and above line	\$8.00
Additional Bundle Line-Unlimited – 4th and above line	\$10.00

- (2) Rates for Solutions for Business customers enrolled on or after February 4, 2012. Plan 2 termination liability/early termination fees apply, as described in 20.7.3 previous.

	Monthly Rate	
	<u>Month-to-Month</u>	<u>2-Year Term</u>
<u>Solutions for Business Bundle Main Line</u> ¹	\$72.00	\$74.00
<u>Solutions for Business Bundle Additional Line</u>	<u>Monthly Rate</u>	
Additional Bundle Line	\$35.00	
Additional Bundle Line-Plus	\$45.00	
Additional Bundle Line-Unlimited ¹	\$65.00	

- (3) Rates for Solutions for Business customers enrolled on or after June 1, 2014. Plan 3 termination liability/early termination fees apply, as described in 20.7.3 previous.

	Monthly Rate	
	<u>Month-to-Month</u>	<u>2-Year Term</u> ²
<u>Solutions for Business Bundle Main Line</u> ¹	\$72.00	\$74.00
<u>Solutions for Business Bundle Additional Line</u>	<u>Monthly Rate</u>	
Additional Bundle Line	<u>Month-to-Month</u>	<u>2-Year Term</u>
Additional Bundle Line	\$40.00	\$35.00
Additional Bundle Line-Plus	\$50.00	\$45.00
Additional Bundle Line–Unlimited ¹	\$70.00	\$67.00

¹ An additional discount will be available when ordering Non-LEC Services from the providers of those services for a 2-Year Term only.

² Effective December 14, 2014, customers currently subscribed to Solutions for Business – Plan 1 may elect to subscribe to Solutions for Business.

EFFECTIVE: April 1, 2016

SECTION 20 – BUNDLED SERVICES

20.8 Customer Solutions for Business Bundle Offer

If the customer notifies Company within the first thirty (30) days of service installation that it is not satisfied with the service(s) and wishes to discontinue the service(s), the customer will be entitled to a full credit of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than thirty (30) days. The Customer will also be entitled to a full credit of any one-time charges directly associated with the establishment of the service.

- This offer applies on two-year term subscriptions for new customers only. It does not apply to customers subscribing to the service on a month-to-month basis.
- Early termination liability will be waived for customers requesting discontinuation of the service pursuant to this offer.
- No customer will be entitled to discontinue service pursuant to this offer more than once per service.
- The Company will remove the service(s) from the account of a customer requesting discontinuation pursuant to this offer.
- The customer is responsible for notifying the Company to disconnect the service(s) within thirty (30) calendar days of installation.
- The monthly recurring charges and one-time charges directly associated with the establishment of service will be applied as a credit on the bill of a customer discontinuing service pursuant to this offer.
- Credits are limited to the charges identified above. No credits will be issued for other charges billed to the customer, including but not limited to toll and local usage charges, E911 surcharges, or other surcharges.
- This offer applies only to the charges for the service as a whole and not any charges for optional features offered with this service.
- This offer does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service, nor does it apply to Time and Material charges.
- This offer does not apply to service(s) to be used for less than thirty (30) consecutive days.
- This offer does not apply to any customers with voice services already provisioned.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 19

EFFECTIVE: May 1, 2019

SECTION 20 – BUNDLED SERVICES

20.9 Credit Offers – Grandfathered as of May 1, 2019

(C)

Frontier may offer residence customers who contact Frontier to disconnect their telephone service or change their local service from another provider to Frontier, a one-time benefit of either \$25 or \$50, that may either take the form of a gift card or bill credit.

Eligible customers who contact or are contacted by Frontier with repair issues may receive the \$25 benefit.

Eligible customers who contact Frontier may receive the \$50 reconnect benefit.

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

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

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

SECTION 20 – BUNDLED SERVICES

20.10 Business Feature Pack

a. General

(1.) FTR Business Basic Pack, FTR Business Complete Pack and FTR Business Deluxe Pack offer business customers discount rates off the Calling Services features as listed below.

(2.) Discounted rates are based on selection of one of the following term agreement periods:

- One-year commitment
- Two-year commitment
- Three-year commitment

(3.) Package Features

FTR Business Basic Package:

- Caller ID
- Call Waiting/Cancel Call Waiting
- Enhanced Call Forwarding, Existing Number
- 3 Way Calling, per line

FTR Business Complete Package:

- Caller ID
- Call Waiting/Cancel Call Waiting
- Call Forwarding
- 3 Way Calling, per line

FTR Business Deluxe Package:

- Caller ID
- Call Waiting/Cancel Call Waiting
- Call Forwarding
- 3 Way Calling, per line
- *69 Call Return
- Distinctive Ring

These Package features are fixed. No substitutions are permitted between the Packages. The Network Access Change Charge, in Section 4, is not applicable.

SECTION 20 – BUNDLED SERVICES

20.10 Business Feature Pack (Cont'd)

a. General (Cont'd)

(4.) Termination Liability

In the event the customer terminates service within the first 60 days, the customer will be liable for the applicable monthly charges, however, the termination liability charges will be waived. If customer terminates service after 60 days and prior to the completion of the initial 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.

If the customer terminates a business feature pack to subscribe to Unlimited Extended Calling Service (ECS) and Toll Usage for Business with Feature Package One, Two or Three on the same line, no termination liability charges will apply.

b. Rates and Charges

	<u>Monthly Rate</u>
FTR Business Basic Package	
1 Year	\$26.46
2 Year	\$24.26
3 Year	\$22.06
FTR Business Complete Package	
1 Year	\$24.96
2 Year	\$22.89
3 Year	\$20.81
FTR Business Deluxe Package	
1 Year	\$36.51
2 Year	\$33.48
3 Year	\$30.44

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 20 – BUNDLED SERVICES

20.11 Unlimited Extended Calling Service (ECS) and Toll Usage for Business

a. General

The Unlimited ECS and Toll Usage for Business package is an optional, month-to-month calling plan available to business customers with Basic Exchange Access Line Business Service (B1), Centrex Service, or Centrex Service. The plan provides unlimited ECS local and intraLATA Toll voice usage for a flat monthly rate within the customer's local, Extended Calling Service exchanges, and intraLATA areas, where facilities permit.

b. Conditions

- (1) Monthly rates for Unlimited ECS and Toll Usage for Business apply per line in addition to B1, Centrex Service, or Centrex monthly line rates.
- (2) All terms and conditions applicable to B1, Centrex Service, or Centrex Service apply to that service when offered with the Unlimited ECS and Toll Usage for Business package.
- (3) Unlimited ECS and Toll Usage for Business is only available to business customers who subscribe to Frontier as their carrier for all local and intraLATA toll calls.
- (4) Unlimited ECS and 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 ECS and Toll Usage for Business for a maximum of ten (10) lines per customer location.
- (5) Unlimited ECS and Toll Usage for Business package is not available with the following services:
 - Flexible Digital Channel Service ¹
 - ISDN Basic Service
 - ISDN Primary Service
 - Remote Call Forward Service
 - Foreign Exchange Service
 - Enhanced Call Forwarding Service – Personal Number
 - Auto Universal Call Distribution (ACD/UCD)
 - Foreign Central Office Service
 - Customer Owned Pay Telephone (COPT)
 - Flat Rate Business Extended Calling Service (ECS)
 - Message Rate Service
 - Basic Calling Plan
 - Community Plus Plan
 - Toll Block
 - PBX Trunks
- (6) Unlimited ECS and Toll Usage for Business package is not available in combination with the following business packages or optional plans:
 - Corporate Rewards

¹ Flexible Digital Channel Service will no longer be available to new or existing customers, except that Frontier may in its discretion extend the deadline for any existing customer who has placed an order with Frontier to migrate to another service offered by the company, or who has requested additional time to migrate their service to another provider. Effective on December 31, 2016, or as soon thereafter as is reasonably practical, this service will be withdrawn for all migrating customers. This service will also be withdrawn at the resale level and no longer available for purchase by resale customers.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 23

EFFECTIVE: March 1, 2018

SECTION 20 – BUNDLED SERVICES

20.11 Unlimited Extended Calling Service (ECS) and Toll Usage for Business (Cont'd)

b. Conditions (Cont'd)

(7) Unlimited ECS and Toll Usage for Business package does not apply to the following calls or services:

- Operator Assist Station-to-Station Service
- Operator Assist Person-to-Person Service
- Operator Assist Credit/Calling Card Calls
- Directory Assistance Service (Local and National)

- Info Contact 976 Service
- Info Contact 900 Service
- Wide Area Telecommunications and 800 Service
- Flat rate Extended Area Service (EAS)
- 3 Way Calling (per activation)
- *69 (per activation)

(D)

(8) This service 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 application. 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, Frontier may suspend, restrict or cancel the Service. Details on calls made will not be available for this service.

(9) Unlimited ECS and Toll Usage for Business are available with Month-to-Month or 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.

SECTION 20 – BUNDLED SERVICES

20.11 Unlimited Extended Calling Service (ECS) and Toll Usage for Business (Cont'd)

b. Conditions (Cont'd)

- (10) 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.

c. Unlimited ECS and Toll Usage for Business Feature Packages

- (1) Feature Package One is available for the customer with Unlimited ECS and Toll Usage for Business on a Flat Rate Business ECS One-Party Line. Feature Package One includes Call Forwarding, Call Waiting/Cancel Call Waiting, and/or 3 Way Calling. The customer may choose any single feature, a combination of any two of the features, or all three features for the same rate.
- (2) Feature Package Two is available for the customer with Unlimited ECS and Toll Usage on a Flat Rate Business ECS One-Party Line, Centrex or Centrex Service. Feature package Two includes Caller ID with name and/or Voice Messaging¹. The customer may choose either or both features. If the customer selects Caller ID and has Call Waiting, the customer may choose to have Call Waiting ID at the same rate.
- (3) Feature Package Three is available for the customer with Unlimited ECS and Toll Usage on a Flat Rate Business ECS One-Party Line, Centrex or Centrex Service. Feature Package Three includes Caller ID with Name and/or One Point Voice Messaging². The customer may choose either or both features. If the customer selects Caller ID, they can also choose Call Waiting ID offered for the same rate.

¹ Voice Messaging is a non-regulated service.

² One Point Voice Messaging is a non-regulated service.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 25

EFFECTIVE: April 1, 2016

SECTION 20 – BUNDLED SERVICES

20.11 Unlimited Extended Calling Service (ECS) and Toll Usage for Business (Cont'd)

d. Rates and Charges

	<u>Monthly Rate Business</u>
(1) Unlimited ECS and Toll Usage for Business ^{1, 2, 3}	
Month-to-Month	\$34.00
One Year Term Option	\$25.00
One Year Term Option with Unlimited Nationwide Long-distance Calling Plan through Frontier Long-distance LLC	\$27.00
(2) Unlimited ECS and Toll Usage for Business Feature Packages ^{4,5}	
Feature Package One	\$21.00
Feature Package Two	\$27.00
Feature Package Three	\$30.00

¹ Unlimited ECS and Toll Usage for Business does not include a B1, Centrex Service, or Centrex line. Monthly rates for Unlimited ECS and 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 at time service is initiated. Eligible Business customers may subscribe to Unlimited ECS and Toll Usage for Business for a maximum of ten (10) lines per customer location.

³ Nonrecurring charges, as set forth in Section 4, are not applicable for customers ordering Unlimited ECS and Toll Usage for Business on an existing B1, Centrex Service, or Centrex line.

⁴ Monthly rates for Feature Packages apply in addition to the monthly rate for Unlimited ECS and Toll Usage for Business.

⁵ Nonrecurring charges as set forth in Section 4 are not applicable when ordering Feature Packages on existing B1, Centrex Service, or Centrex lines with Unlimited ECS and Toll Usage for Business. Minor Software Change Charge in Section 11.2.9 does not apply for an order for Feature Package.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 26

EFFECTIVE: January 15, 2021

SECTION 20 – BUNDLED SERVICES

20.12 FTR Regional Calling Plan with Frontier® FiberOptic Internet Bundle Discounts (T)

A monthly discount may apply when FTR Regional Calling Plan is bundled with an unlimited long-distance calling plan plus the following Frontier® FiberOptic Internet services as specified by Frontier: (T)

FTR Regional Essentials Discounts

	Through 10/03/08	10/04/08 through 6/20/09	
(1) 12 Month Commitment ¹			
Frontier® FiberOptic Internet	\$16.01	\$13.01	(T)
Frontier® FiberOptic Internet TV	\$16.01	\$16.01	(T)
Frontier® FiberOptic Internet and TV	\$16.00	\$16.00	(T)
(2) 24 Month Commitment ¹			
Frontier® FiberOptic Internet	\$13.01	\$0.00	(T)
Frontier® FiberOptic Internet TV	\$16.01	\$0.00	(T)
Frontier® FiberOptic Internet and TV	\$16.00	\$0.00	(T)
	<u>On or after 6/21/09 through 1/16/2010</u>		
(3) 6 Month Commitment			
Frontier® FiberOptic Internet		\$5.01	(T)
Frontier® FiberOptic Internet TV		\$8.01	(T)
Frontier® FiberOptic Internet and TV		\$16.00	(T)
(4) 12 Month Commitment			
Frontier® FiberOptic Internet		\$5.01	(T)
Frontier® FiberOptic Internet TV		\$8.01	(T)
Frontier® FiberOptic Internet and TV		\$16.00	(T)
	<u>On or after 1/17/2010 through 6/4/2011</u>		
(5) Month - to - Month			
Frontier® FiberOptic Internet Internet		\$10.00	(T)
Frontier® FiberOptic Internet TV		\$10.00	(T)
Frontier® FiberOptic Internet and TV		\$10.00	(T)
(6) 24 Month Commitment			
Frontier® FiberOptic Internet		\$15.00	(T)
Frontier® FiberOptic Internet TV		\$15.00	(T)
Frontier® FiberOptic Internet and TV		\$15.00	(T)

Discount is not available in areas where alternative services are made available by Frontier.

(7) 24 Month Commitment	<u>Between 6/5/2011 and 1/17/2014</u>		
Frontier® FiberOptic Internet		\$15.00	(T)
Frontier® FiberOptic Internet TV		\$15.00	(T)
Frontier® FiberOptic Internet and TV		\$15.00	(T)

Effective January 18, 2014, existing customers may change their existing Frontier® FiberOptic Internet and Frontier® FiberOptic Internet TV choices and retain their existing discounts as applicable. (T)

¹ Customers who were on a 12 or 24 month commitment on or before Feb 16, 2008 will continue to receive the previous discounts until the end of their commitment.

PRODUCT GUIDE

EFFECTIVE: January 15, 2021

SECTION 20 – BUNDLED SERVICES

20.12 FTR Regional Calling Plan with Frontier® FiberOptic InternetBundle Discounts (Cont'd) (T)

Discount is not available in areas where alternative services are made available by Frontier.

(8) Month-to-Month Commitment	<u>On or after 1/18/2014</u>	
Frontier® FiberOptic Internet	\$14.00	(T)
Frontier® FiberOptic Internet TV	\$14.00	(T)
Frontier® FiberOptic Internet and TV	\$24.00	(T)

FTR Regional Calling Plan Discounts – Renewal:

(9) 12 Month Commitment – Renew ¹		
Frontier® FiberOptic Internet	\$19.01	(T)
Frontier® FiberOptic Internet TV	\$13.01	(T)
Frontier® FiberOptic Internet and TV	\$17.00	(T)

Customers who were previously on a 6 or 12 month commitment with initial periods ending on or after 9/1/09 will receive monthly discounts equal to their original/initial Frontier® FiberOptic Internet Bundle Discounts plus an additional \$4.00 on a month to month basis. (T)

Customers who initially enrolled before 1/16/2010 with a 24 Month Commitment will receive monthly discounts equal to their original/initial Frontier® FiberOptic Internet Bundle discounts plus an additional \$4.00 on a month to month basis. (T)

Customers who initially enrolled between 1/17/2010 and 6/4/2011 with a Month –to- Month or 24 Month Commitment will receive monthly discounts equal to their original/initial Frontier® FiberOptic Internet Bundle discounts plus an additional \$4.00 on a month to month basis. (T)

Customers who initially enrolled between 6/5/2011 and 1/17/2014 with a 24 Month Commitment will receive monthly discounts equal to their original/initial Frontier® FiberOptic Internet Bundle discounts plus an additional \$4.00 on a month to month basis. (T)

The applicable bundle discount will expire in 6, 12 or 24 months, based upon commitment selected, from the date it is implemented on a customer's account unless extended by the Company. Customers are limited to one discount only and cannot combine discounts.

Each product must be billed by Frontier Florida LLC.

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.

(10) Suspend/Reconnect – Frontier® FiberOptic Internet Bundle Discounts (T)

Customers enrolled in a Frontier® FiberOptic Internet Bundle may request temporary suspension of service for a period of at least one month up to nine months at no monthly charge. In addition, applicable Service Charges found in General Services Product Guide, Section 4, will be waived. Customer's number must be working for at least 90 days in a calendar year. During the period of suspension no inward or outward service is allowed. (T)

¹ Customers who were previously on a 12 month commitment with initial periods ending on or before 8/31/09 will receive monthly discounts listed below, on a month to month basis.

SECTION 20 – BUNDLED SERVICES

20.13 Unlimited Dial Tone (DTL) and Unlimited Centrex Packages ¹

a. General

(Unlimited DTL and Unlimited Centrex Basic Packages are optional business flat-rated usage packages with a network access line, calling features and Deregulated Voice Messaging Service 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. The following two (2) options are available:

a) Unlimited DTL Basic Package includes the following:

- One (1) Flat Rate Dial Tone Line with touch-tone
- Unlimited intraLATA toll calling
- Choice of one to five (1 - 5) of the following calling features:

Call Waiting, 3 Way Calling, Call Forwarding,
Caller ID and a Deregulated Voice Messaging 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 intraLATA toll usage calling and a choice of one to five (1 to 5) of the following calling features:

Call Waiting, 3 Way Calling, Call Forwarding,
Caller ID and a Deregulated Voice Messaging 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, 3 Way Calling, Call Forwarding,
Caller ID and a Deregulated Voice Messaging Service.

¹ Effective March 17, 2012, Unlimited Dial Tone Line (DTL) and Unlimited Centrex Packages are no longer available for purchase.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 29

EFFECTIVE: May 1, 2019

SECTION 20 – BUNDLED SERVICES

20.13 Unlimited Dial Tone (DTL) and Unlimited Centrex Packages ¹ (Cont'd)

a. General (Cont'd)

1. The following two (2) options are available: (Cont'd)

b. Unlimited Centrex Basic Package includes the following:

- One (1) Flat Rate Communications System K Line
- Unlimited intraLATA toll calling
- Choice of one or both of the following calling features:

Caller ID and a Deregulated Voice Messaging Service.

(1) Unlimited Centrex Expansion Lines

At least one (1) Communications System Expansion Line is required with each Unlimited Centrex Basic Package. The following two (2) options are available:

(a) Expansion Lines with unlimited calling

Centrex Expansion Lines are available for a monthly rate, per line, with unlimited intraLATA toll usage calling and a choice of one or both of the following calling features:

Caller ID and a Deregulated Voice Messaging Service.

(b) Expansion Lines without unlimited calling

Centrex Expansion Lines are available for a monthly rate, per line, and choice of one or both of the following calling features:

Caller ID and a Deregulated Voice Messaging Service.

¹ Effective March 17, 2012, Unlimited Dial Tone Line (DTL) and Unlimited Centrex Packages are no longer available for purchase.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 30

EFFECTIVE: May 1, 2019

SECTION 20 – BUNDLED SERVICES

20.13 Unlimited Dial Tone (DTL) and Unlimited Centrex Packages ¹ (Cont'd)

b. Terms and Conditions

1. Unlimited DTL and Centrex Packages are available only where facilities and conditions permit.
2. Unlimited DTL and Centrex 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.
3. Unlimited DTL and Centrex Basic Packages are only available with subscription to a business unlimited nationwide long-distance calling plan through Frontier Long-distance and High-Speed Internet Service. Each Expansion Line must also subscribe to a business long-distance calling plan through Frontier Long-distance.
4. Unlimited DTL and Centrex Basic Packages are available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) per customer location at the time service is initiated.
5. Customers must purchase at least one (1) Expansion Line with each Unlimited DTL Basic Package or Unlimited Centrex Basic Package. A customer may have up to nine (9) additional Expansion Lines with Unlimited Calling per customer location or up to 24 Expansion Lines without Unlimited Calling per customer location.
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 either with this plan or any other unlimited toll product offered by Frontier per customer location.
7. Unlimited DTL and Centrex Basic Packages are not available with the following services:
 - ISDN Service
 - Remote Call Forward Service
 - PBX Trunks
 - Foreign Exchange Service
 - Foreign Central Office Service
 - Customer Owned Pay Telephone (COPT)
 - Ground Start Lines or Trunks
 - Corporate Rewards - Maximum Value Plan (MVP)
 - Customer Specific Pricing (CSP)
 - Maximum Value Plan (MVP)
8. Unlimited DTL and Communications System Basic Packages are not available in combination with other optional calling plans or virtual private network services.

¹ Effective March 17, 2012, Unlimited Dial Tone Line (DTL) and Centrex System Packages are no longer available for purchase.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 31

EFFECTIVE: May 1, 2019

SECTION 20 – BUNDLED SERVICES

20.13 Unlimited Dial Tone (DTL) and Unlimited Centrex Packages ¹ (Cont'd)

b. Terms and Conditions (Cont'd)

9. Unlimited DTL and Centrex Basic Packages do not apply to the following calls or services:
 - Collect Calls
 - Business Basic Plan
 - 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
 - Mass Announcement Services
 - All other Operator Handled Calls
 - Directory Assistance
 - Service Request Calls/Directory Assistance Call Completion
 - Emergency Interrupt
 - Repeat Calls, Return Calls (per activation)
 - Person-to-Person
 - All other operator Handled Calls
 - 3 Way Calling (per activation)
10. Unlimited DTL and Centrex Basic Packages 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 application. These services may 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, Frontier may suspend, restrict or cancel the service.
11. Details on calls made will not be available for this service.
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 Centrex Basic Packages. Service Connection Charges will also be waived for customers subscribing to a three-year term agreement.
13. Applicable Service Charges as specified in Section A 4 will be waived for customers subscribing to a three-year agreement.

¹ Effective March 17, 2012, Unlimited Dial Tone Line (DTL) and Unlimited Centrex Packages are no longer available for purchase.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 32

EFFECTIVE: May 1, 2019

SECTION 20 – BUNDLED SERVICES

20.13 Unlimited Dial Tone (DTL) and Unlimited Centrex Packages ¹ (Cont'd)

c. Termination Liability

Unlimited DTL and Unlimited Centrex Basic Packages are offered on a one-year or a three-year term agreement.

Early termination of a Unlimited DTL Basic Package or Unlimited Centrex Package term agreement by the customer will result in a one-time flat Termination Charge of:

1-year term agreement

\$75.00

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 standard 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 standard 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 Frontier has provided 30 days notice of any change. Customers can move from a one-year to a three-year term without incurring a penalty.

¹ Effective March 17, 2012, Unlimited Dial Tone Line (DTL) and Unlimited Centrex Packages are no longer available for purchase.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 33

EFFECTIVE: May 1, 2019

SECTION 20 – BUNDLED SERVICES

20.13 Unlimited Dial Tone (DTL) and Unlimited Centrex Packages ¹ (Cont'd)

d. Rates and Charges

		<u>Monthly Rate</u>
1.	<u>Unlimited DTL Basic Packages</u> ¹	1-Year Term: \$ 65.00 ⁴ 3-Year Term 45.00 ⁴
	Expansion Line with Unlimited Calling, per line ²	36.50
	Expansion Line without Unlimited Calling, per line ^{2,3}	46.50
2.	<u>Unlimited Centrex Basic Packages</u> ¹	1-Year Term: 65.00 ⁴ 3-Year Term 45.00 ⁴
	Expansion Line with Unlimited Calling, per line ²	36.50
	Expansion Line without Unlimited Calling, per line ^{2,3}	46.50

¹ At least one (1) Expansion Line is required with each Unlimited DTL Basic Package or Unlimited Centrex 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.

⁴ New customers who subscribe to Unlimited Dial Tone (DTL) or Unlimited Centrex Packages on or after January 15, 2011, may do so at the standard rate. Existing customers who agree to a new term commitment, may restart their term commitment at the standard rate and are not obligated to complete the span of their existing term commitment. Existing customers who do not restart their term commitment are obligated to complete the span of their existing term commitment at the contracted rate.

⁵ Effective March 17, 2012, Unlimited Dial Tone Line (DTL) and Unlimited Centrex Packages are no longer available for purchase.

EFFECTIVE: January 15, 2021

SECTION 20 – BUNDLED SERVICES

20.14 Single Line Business PAK ¹

a. General

Single Line Business PAK 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 PAK 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, 3 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 or Frontier® FiberOptic Internet service. (T)

b. Terms and Conditions

1. Single Line Business PAK is available only where facilities and conditions permit.

Single Line Business PAK is available only to customers who subscribe to Frontier for their local usage and intraLATA toll calls

2. Single Line Business PAK is available only on a one-year or three-year term agreement.
3. Single Line Business PAK is only available with subscription to a business unlimited nationwide long-distance calling plan through Frontier Long-distance and Frontier High-Speed Internet service or Frontier® FiberOptic Internet service. (T)
4. Single Line Business PAK is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated.
5. Customers may only have one Single Line Business PAK 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 Centrex Packages.

¹ Effective March 17, 2012, Single Line Business PAK is no longer available for purchase. Existing customers may retain this package in accordance with the terms and conditions described herein.

PRODUCT GUIDE

EFFECTIVE: March 1, 2018

SECTION 20 – BUNDLED SERVICES

20.14 Single Line Business PAK ¹ (Cont'd)

b. Terms and Conditions (Cont'd)

6. Single Line Business PAK is not available with the following services:

- Centrex Service, Centrex Communications System
- ISDN Service
- Remote Call Forward 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

7. Single Line Business PAK is not available in combination with other optional calling plans or virtual private network services.

8. Single Line Business PAK does not apply to the following calls or services:

- Operator Handled Calls
- Calling Card - Emergency Interrupt
- Per Activation Calls (*66 Busy Number Redial, *69, 3 Way Calling, Call Trace)
- Directory Assistance Service (Local and National)
- Directory Assistance Call Completion Service

- 555, 700, 900, 976 Services
- Mass announcement services
- Time, lottery or weather calls

9. Single Line Business PAK 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 application. These services may 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, Frontier may suspend, restrict or cancel the service.

(D)

¹ Effective March 17, 2012, Single Line Business PAK is no longer available for purchase. Existing customers may retain this package in accordance with the terms and conditions described herein.

SECTION 20 – BUNDLED SERVICES

20.14 Single Line Business PAK ¹ (Cont'd)

b. Terms and Conditions (Cont'd)

- 10. Customers may not subscribe to both the Single Line Business PAK and Unlimited Dial Tone (DTL) and Unlimited Centrex Packages on the same account.
- 11. Details on calls made will not be available for this service.
- 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 PAK.
- 13. Applicable Service Charges will be waived for customers subscribing to a three-year agreement.

c. Termination Liability

Single Line Business PAK is offered on a one-year or a three-year term agreement.

Early termination of an Single Line Business PAK term agreement by the customer will result in a one-time flat Termination Charge of:

1-year term agreement:

\$75.00

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 standard 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.

¹ Effective March 17, 2012, Single Line Business PAK is no longer available for purchase. Existing customers may retain this package in accordance with the terms and conditions described herein.

SECTION 20 – BUNDLED SERVICES

20.14 Single Line Business PAK ¹ (Cont'd)

c. Termination Liability (Cont'd)

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 Frontier 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.

d. Rates and Charges

	<u>3-Year Term</u>	<u>1-Year Term</u>
Single Line Business PAK	\$72.00	\$72.00
Frontier Broadband Credit	\$12.00	\$0.00

¹ Effective March 17, 2012, Single Line Business PAK is no longer available for purchase. Existing customers may retain this package in accordance with the terms and conditions described herein.

SECTION 20 – BUNDLED SERVICES

20.15 Frontier Commercial Voice Unlimited¹ - Grandfathered as of December 20, 2017

(C)

.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 included 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
 (Touch Call) where applicable
 Basic Call Forward
 Call Forward Busy
 Call Forward No Answer
 Call Waiting/Cancel Call Waiting
 Caller ID
 (Call Waiting ID) where applicable
 3 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 Product Guide.
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. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local serviceN
5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

¹ This service offering is limited to existing subscribers.

(N)

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Second Revised Page 39

EFFECTIVE: December 20, 2017

SECTION 20 – BUNDLED SERVICES

20.15 Frontier Commercial Voice Unlimited¹ - Grandfathered as of December 20, 2017 (Cont'd)

(C)

.2 Regulations (Cont'd)

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 Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
9. At the end of the one or two year term, customers will be moved to the month to month pricing.
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. Term plans will auto renew unless notification is received from the customer sixty days in advance.

.3 Rates and Charges

1. 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.
2. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.

Monthly Rate

Month to Month	\$33.00
One Year Term	\$28.00
Two Year Term	\$28.00

¹ This service offering is limited to existing subscribers.

(N)

SECTION 20 – BUNDLED SERVICES

20.16 Frontier OneVoice

(N)

.1 Applicability

Applicable to Single-party Business Flat rate service.

.2 Territory

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

.3 General

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

Basic Bundle

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

Premium Feature Package

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

.4 Conditions

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable schedules of the price catalog.
- c. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

(N)

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Second Revised Page 41

EFFECTIVE: March 1, 2024

SECTION 20 – BUNDLED SERVICES

20.16 Frontier OneVoice (Cont'd)

.4 Conditions (Cont'd)

- d. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- e. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- f. The bundle rate will appear as a single line item on the customer's bill.
- g. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- h. The bundle cannot be used in association with a Residential Line, Remote Call Forward Service, ISDN Service, Centrex, and Foreign Exchange Services.
- i. The bundle is offered on a month-to-month, or one year term basis. (C)

.5 Rates and Charges

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

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

SECTION 20 – BUNDLED SERVICES

20.17 Frontier Digital Phone Unlimited (Challenger)

(N)

.1 General

The Frontier Digital Phone Unlimited (Challenger) Service is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line and Unlimited Extended Area Service.

Basic Bundle

Local Exchange Network Access Line
Unlimited Extended Area Service

Caller ID with Name
Call Waiting/Cancel Call Waiting

.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 Product Guide.
- c. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Product Guide rates.
- d. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Product Guide rules.
- e. Customers may add or delete any features offered in the bundle without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- h. The bundle is offered on a month-to-month basis.
- i. The bundle will appear as a single line item on the bill.
- j. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

(N)

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 43

EFFECTIVE: May 11, 2020

SECTION 20 – BUNDLED SERVICES

20.17 Frontier Digital Phone Unlimited (Challenger) (Cont'd)

.2 Conditions (Cont'd)

- k. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- l. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
- m. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing services providers. Term requirements and termination liabilities may be a condition of the Save Incentive offer.
- n. Stay Connected Seasonal Offering ¹ allows the customer to suspend the Digital Phone Unlimited (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate. (C)
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 5. The cost of the service includes the Subscriber Line Charge.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - 8. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - 9. All other applicable taxes and surcharges apply.

.3 Rates and Charges

- a. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- b. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.
- c. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

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

(C)

¹ This service offering is limited to all existing subscribers at their existing locations as of May 11, 2020.

(N)

SECTION 20 – BUNDLED SERVICES

20.18 Frontier Digital Phone Unlimited Plus (Challenger)

(N)

.1 General

The Frontier Digital Phone Unlimited Plus (Challenger) Service is a bundle offering available to residential customers and includes two flat-rate residential one-party service access lines.

Basic Bundle

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

.2 Conditions

- a. The Frontier Digital Phone Unlimited Plus (Challenger) Service is available where technically feasible.
- b. The features and services, except those listed as non-regulated or federally tariffed, are provided subject to the descriptions and regulations as specified elsewhere in the Product Guide.
- 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 Product Guide 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. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- i. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

(N)

SECTION 20 – BUNDLED SERVICES

20.18 Frontier Digital Phone Unlimited Plus (Challenger) (Cont'd)

.2 Conditions (Cont'd)

- j. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- k. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
- l. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing services providers. Term requirements and termination liabilities may be a condition of the Save Incentive offer.
- m. Stay Connected Seasonal Offering ¹ allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate. (C)
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. Customer's line will be available for 911 calls only at the time of suspension.
 - 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 6. The cost of the service includes the Subscriber Line Charge.
 - 7. This service does not change any other terms and conditions of the product.
 - 8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - 9. All other applicable taxes and surcharges apply.

.3 Rates and Charges

- a. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- b. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.
- c. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

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

(C)

¹ This service offering is limited to all existing subscribers at their existing locations as of May 11, 2020.

(N)

SECTION 20 – BUNDLED SERVICES

20.19 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 of America, Inc. The description and pricing for this component are located in the Frontier Communications of America Domestic Price List.

Basic Bundle

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

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. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
- e. Customers may add or delete any features offered in the bundle without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- g. The bundle is offered on a month-to-month basis.
- h. The bundle will appear as a single line item on the bill.
- i. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
- j. Call detail for Extended Area Service will not be displayed on the customer’s monthly telephone bill.
- k. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.

(N)

SECTION 20 – BUNDLED SERVICES

20.19 Frontier Residential Unlimited Voice Service (Cont'd)

(N)

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 Central Office Connection Charge.
- c. Frontier Residential Unlimited Voice Service is provided at the following rates:

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

(N)

SECTION 20 – BUNDLED SERVICES

20.20 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 of America, Inc. The description and pricing for this component are located in the Frontier Communications of America, Inc. Domestic Price List.

Basic Bundle

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

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 49

EFFECTIVE: May 23, 2021

SECTION 20 – BUNDLED SERVICES

20.20 Frontier Unlimited Voice and Feature Bundle (Cont'd)

(N)

2. Conditions (Cont'd)

- i. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- j. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America, Inc. Domestic Price List.
- k. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non-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 or small business. 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 Central Office Connection Charge.
- c. Frontier Unlimited Voice and Feature Bundle is provided at the following rates:

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

(N)

SECTION 21 – PROMOTIONS

21.1 Promotions

From time to time, the terms and conditions applicable to a service covered by this Product Guide may be modified for a period of time through a promotional offering of that service. Frontier may extend a promotional offer on one or any combination of services to existing and/or prospective customers. Services may be offered at a reduced rate or free of charge for promotional, market research, or rate experimentation purposes. The terms and conditions governing a promotional offer, including duration, shall be as advertised by Frontier.

1. Business Customer Acquisition/Save/Winback

A. GENERAL

As dictated by competitive market conditions, Frontier may make various offers to business customers to attract, retain, or reacquire them as Frontier local exchange customers.

B. REGULATIONS

1. Qualified customers are new, existing, or former business customers who:
 - a) cite a competitive offer or are contemplating disconnecting their Frontier service but agree to retain their Frontier local exchange service; or
 - b) as a direct result of Frontier's outbound telemarketing, direct mail campaigns, or other marketing campaigns, change their local service provider back to Frontier; or
 - c) as a direct result of Frontier's outbound telemarketing, direct mail campaigns, or other marketing campaigns, subscribe to Frontier local exchange service.
2. Qualified customers may be offered credits, discounts, gift certificates, or other items of equivalent monetary value. No customer will receive a credit, discount, gift certificate, or other items of equivalent monetary value that results in a price lower than the incremental cost of the subscribed services.
3. Qualified Frontier business customers must have annual Frontier local exchange service billing of less than \$25,000 per year.
4. Qualified customers may be offered credits, discounts, gift certificates, or other items of equivalent monetary value equal to a discount that would range up to 40% of the customer's local exchange service spend level. No individual customer will receive any combination of discounts worth more than 40% of their local exchange service spending level during any consecutive 12-month period.

PRODUCT GUIDE

SECTION 21 – PROMOTIONS

21.1 Promotions (Cont'd)

2. Business Service Promotion

Beginning October 1, 2016 through March 31, 2017, qualifying business customers that, at the time they accept this promotional offering, meet the following criteria will receive the monthly credit specified below on their monthly telephone bill.

Eligible customers are defined as customers new to Frontier (establishing a new account) that agree to subscribe to the following combination of services.

A. Unbundled Service

One or more new Business Lines or one or more new Centrex lines, under a 24 month term, with unlimited local, intralata toll and unlimited nationwide Long-distance, including the calling features Caller ID, Call Waiting, Call Forwarding, 3 Way Calling and voicemail.

Customers who receive a bundle discount for subscribing to a Frontier® FiberOptic Internet or HSI product are ineligible for this promotion.

(T)
(T)

Discount \$25.01

B. Bundled Service

New Customers who subscribe to Solutions for Business with Internet will receive a discount for 24 months (for customers with a two year term), or 12 months (for customers on a month to month plan) if the customer orders a total of three or more lines (Main Line and at least Two Additional, either Basic or Unlimited or any combination of these) or a Main Line with one Unlimited Additional line).

For all qualifying additional lines Month to Month Option

Basic Line	\$7.00
Unlimited Line	\$13.00

For all qualifying additional lines Two Year Option

Basic Line	\$12.00
Unlimited Line	\$18.00

3. Frontier Commercial Voice Unlimited

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between 5/22/17 and 8/19/17 with a term commitment of 1,2 or 3 years 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.

SECTION 21 – PROMOTIONS

21.1 Promotions (Cont'd)

4. Local Calling Plus Save

Effective August 21, 2017 thru December 31, 2017, Local Calling Plus customers that plan to cancel because of a competitive threat will be eligible to receive a:

- \$5.00 loyalty credit for sixty months or
- \$10.00 loyalty credit for forty-eight months or
- \$20.00 loyalty credit for a thirty-six-month term or
- \$30.00 loyalty credit for a twenty-four-month term

5. Frontier Commercial Voice Unlimited

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between September 15, 2017 and December 20, 2017 with a term commitment of 1year 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.

6. FTR Regional Calling Plan

Effective July 22, 2018 through October 19, 2018 new FTR Regional Calling Plan customers who purchase qualifying broadband services will be given a \$24.02 discount per month for two years.

7. Regional Essentials Save Promotion beginning December 16, 2018 through December 31, 2025

Effective December 16, 2018 through December 31, 2025, Regional Essentials customers that plan to cancel because of a competitive threat will be eligible to receive a:

- \$20.00 loyalty credit for a thirty-six-month term or
- \$30.00 loyalty credit for a twenty-four-month term

8. Between August 22, 2021 and November 19, 2021, New fiber-based Frontier OneVoice customers who purchase a qualifying broadband service will be given 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)

100. OBSOLETE SERVICE OFFERINGS

100.1 General

- .1 Service offerings listed herein are classified as obsolete. Offerings are placed in the Obsolete Section which corresponds to the active section.
- .2 Effective January 1, 1983, services listed herein are not offered for new installations, additions, moves, or changes. Maintenance for existing service is dependent upon existing available stock.
- .3 Obsolete services are furnished subject to all the rules and regulations of the tariff the same as would be applicable if the service offering were not obsolete.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 2

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

OBSOLETE TERMS AND CONDITIONS

100.2 Establishment and Furnishing of Service

.1 Vacation Service – Residential Rotary

Obsolete: The provision of Frontier Residential Rotary Vacation Service will be continued for existing customers only. This service is not offered for new installations, moves, changes or additions.

a. General

Vacation Service is the temporary suspension of service. It is available to the following class of service: flat rate residential rotary service.

b. Application of Charges

Residence Service

The charge for residence main station service during the period of suspension is as follows:

	<u>Monthly</u>
Residential Rotary	\$7.82

SECTION 100 - OBSOLETE SERVICES

OBSOLETE BASIC LOCAL EXCHANGE SERVICE

100.3 Total Solutions

Obsolete: The provision of Frontier Total Solutions, as specified in Section 102, will be continued for existing customers only. Service is not offered for new installations, moves, changes, or additions.

.1 Rate Schedules

.1 Flat Rate Schedule

a. Frontier Total Solutions

- (1) Frontier Total Solutions provides for discounted Business Flat Rate Main Stations Arranged for Rotary Service rates for customers who qualify and subscribe to a 12, 36, or 60 months Term Period. A customer must have a minimum of three (3) Business Flat Rate Main Stations Arranged for Rotary Service lines to receive the following discounted rates:

Main Stations Arranged with Rotary Service, each Business

<u>All Rate Groups</u>	<u>12 Months</u>	<u>36 Months</u>	<u>60 Months</u>
3 Minimum	\$39.00	\$37.50	\$35.00
11 Minimum	\$37.50	\$35.50	\$33.00
51 Minimum	\$36.00	\$33.50	\$31.00
101 Minimum	\$35.00	\$32.50	\$30.00

- (2) Early Termination Charges

Should the customer terminate the agreement before the expiration date, the customer shall pay 90% of the rates and charges as specified above for the minimum quantity in the agreement for the remaining life of the Term Period.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 4

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

OBSOLETE BASIC LOCAL EXCHANGE SERVICE

100.3 Total Solutions (Cont'd)

.2 Monthly Exchange Rates

.1 PBX Trunk Line Rates

a. Rates

(1) Frontier Total Solutions

(a) Frontier Total Solutions provides for discounted PBX Trunk (Flat and Message) rates for customers who qualify and subscribe to a 12, 36, or 60 months Term Period. A customer must have a minimum of three (3) PBX Trunks (Flat and/or Message rate) to receive the following discounted rates:

(.1) Flat Rate

Individual Monthly Trunk Charge, each

<u>All Rate Groups</u>	<u>12 Months</u>	<u>36 Months</u>	<u>60 Months</u>
3 Minimum	\$49.00	\$47.50	\$45.00
11 Minimum	\$47.50	\$45.50	\$43.00
51 Minimum	\$46.00	\$43.50	\$41.00
101 Minimum	\$45.00	\$42.50	\$40.00

(.2) Message Rate

Individual Monthly Trunk Charge, each

<u>All Rate Groups</u>	<u>12 Months</u>	<u>36 Months</u>	<u>60 Months</u>
3 Minimum	\$29.00	\$29.00	\$27.00
11 Minimum	\$29.00	\$27.00	\$26.00
51 Minimum	\$28.00	\$26.00	\$25.00
101 Minimum	\$27.00	\$26.00	\$24.00

(b) Early Termination Charges

Should the customer terminate the agreement before the expiration date, the customer shall pay 90% of the rates and charges as specified above for the minimum quantity in the agreement for the remaining life of the term period.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 5

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

OBSOLETE BASIC LOCAL EXCHANGE SERVICE (Cont'd)

100.3 Total Solutions (Cont'd)

.3 Network Access Register Package

.1 Rates and Charges

a. Frontier Total Solutions

Frontier Total Solutions provides for a discounted Network Access Register (NAR) rate for customers who qualify and subscribe to a 12, 36 or 60 months Term Period. A customer must have a minimum of three (3) NARs to receive the following discounted rates:

(1) Centrex Service /Digital (ISDN) Centrex Service - Flat Rate NARs

<u>Quantity of NARS, each</u>	<u>ALL RATE GROUPS</u>		
	<u>12 Months</u>	<u>36 Months</u>	<u>60 Months</u>
3 Minimum	\$22.50	\$21.00	\$18.50
11 Minimum	\$21.00	\$19.00	\$16.50
51 Minimum	\$19.50	\$17.00	\$14.50
101 Minimum	\$18.50	\$16.00	\$13.50

(2) Centrex Service /Digital (ISDN) Centrex Service - Message Rate NARs

<u>Quantity of NARS, each</u>	<u>ALL RATE GROUPS</u>		
	<u>12 Months</u>	<u>36 Months</u>	<u>60 Months</u>
3 Minimum	\$10.50	\$10.00	\$8.50
11 Minimum	\$10.00	\$9.00	\$8.00
51 Minimum	\$9.00	\$8.00	\$7.00
101 Minimum	\$8.50	\$7.50	\$6.50

(3) Integrated Digital Network Service (ISDN) - Primary Rate Interface Flat Rate NARs

<u>Quantity of NARS, each</u>	<u>ALL RATE GROUPS</u>		
	<u>12 Months</u>	<u>36 Months</u>	<u>60 Months</u>
3 Minimum	\$22.50	\$21.00	\$18.50
11 Minimum	21.00	19.00	16.50
51 Minimum	19.50	17.00	14.50
101 Minimum	18.50	16.00	13.50

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 6

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

OBSOLETE BASIC LOCAL EXCHANGE SERVICE (Cont'd)

100.3 Total Solutions (Cont'd)

.3 Network Access Register Package (Cont'd)

.1 Rates and Charges (Cont'd)

a. Frontier Total Solutions (Cont'd)

(4) Integrated Digital Network Service (ISDN) - PRI Message Rate NARs

<u>Quantity of NARS, each</u>	<u>ALL RATE GROUPS</u>		
	<u>12 Months</u>	<u>36 Months</u>	<u>60 Months</u>
3 Minimum	\$10.50	\$10.00	\$ 8.50
11 Minimum	10.00	9.00	8.00
51 Minimum	9.00	8.00	7.00
101 Minimum	8.50	7.50	6.50

(5) Digital Facility Service - Flat Rate NARs

<u>Quantity of NARS, each</u>	<u>ALL RATE GROUPS</u>		
	<u>12 Months</u>	<u>36 Months</u>	<u>60 Months</u>
3 Minimum	\$22.50	\$21.00	\$18.50
11 Minimum	21.00	19.00	16.50
51 Minimum	19.50	17.00	14.50
101 Minimum	18.50	16.00	13.50

(6) Digital Facility Service - Message Rate NARs

<u>Quantity of NARS, each</u>	<u>ALL RATE GROUPS</u>		
	<u>12 Months</u>	<u>36 Months</u>	<u>60 Months</u>
3 Minimum	\$10.50	\$10.00	\$ 8.50
11 Minimum	10.00	9.00	8.00
51 Minimum	9.00	8.00	7.00
101 Minimum	8.50	7.50	6.50

(7) Early Termination Charges

Should the customer terminate the agreement before the expiration date, the customer shall pay 90% of the rates and charges as specified above for the minimum quantity in the agreement for the remaining life of the Term Period.

In cases where Frontier Total Solutions elements are on the same billing record with another Frontier service that carries early termination charges (i.e., Centrex Service), the previously agreed to early termination rules and terms and conditions shall apply.

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.4 Frontier Local Calling Plans

Obsolete. The provision of residential Frontier Local Calling Plans, as specified in this Section, will be continued for existing residential customers only. Service is not offered for new installations, moves, changes, or additions.

.1 General

- a. This tariff applies to local exchange telephone service provided under the Frontier Local Calling Plans. The exchange areas to which the terms and conditions and rates contained herein are in addition to the applicable terms and conditions and rates specified in other sections of this Tariff.

.2 Terms and Conditions

- a. Existing customers may have the option to keep their current flat rate/message rate service or convert to the Frontier Local Calling Plans service. Should the existing customer opt to keep the current flat rate or message rate service, he will continue to dial "1+" to the expanded local calling areas and will be charged the applicable toll rates for such calls.
- b. All new customers moving into the Frontier Local Calling Plans exchanges may choose one of the Frontier Local Calling Plans options or subscribe to flat rate or message rate service. Should the new customer subscribe to flat rate or message rate service, he will dial "1+" to the expanded local calling areas and will be charged the applicable toll rates for such calls.
- c. The Plans are furnished only from central offices which have been arranged to provide these services, and are available to residence one-party, and residence rotary.
- d. Service Options of the Frontier Local Calling Plans

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

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

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

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

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.4 Frontier Local Calling Plans (Cont'd)

.2 Terms and Conditions (Cont'd)

- e. Service charges shall be waived for those customers subscribing to a Frontier Local Calling Plan (LCP), changing to or between Frontier LCP Options; as well as converting back to flat rate or message rate service.
- f. Current flat rate and LCP services will be furnished to the same customer on the same premises where both services are available in the customer's local exchange area. Should a customer request current flat rate service and any LCP on the same premises, a separate line and number will be required for each service type. The customer will receive two separate bills, one bill combining all flat rate lines and services and one for all measured rate lines and services provided.
- g. Measured rate service, where applicable, provides for calling to specified areas with each call measured on a time-of-day, day-of-week, distance called, frequency, and length-of-message basis.
- h. Rates for messages between two points are based on the airline mileage between rate centers, except when the two points are located within the same exchange. Airline mileages between rate centers are determined as specified in Section 14, Long-distance Message Telecommunications Service.
- i. Calls made to the specified areas should be dialed by the customer on a station-to-station sent-paid basis without the assistance of a Telephone Company operator. Operator-assisted calls are excluded from the Frontier Local Calling Plans.
- j. Frontier Local Calling PMetro Ethernet will not be offered in connection with Public and Semipublic Telephone Service, Public Telephone Access Service, WATS, Feature Group A, or Foreign Exchange services.
- k. Vacation Service (Reference Section 2.4.12) is not available to customers subscribing to the Frontier Local Calling Plan, Basic Calling Plan. Vacation Service is available to customers subscribing to Frontier Local Calling Plans: Community Calling Plan, Community Plus Plan, and Premium Calling Plan.

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.4 Frontier Local Calling Plans (Cont'd)

.2 Terms and Conditions (Cont'd)

I. For the purpose of determining charges, the following applies:

- (1) A flat monthly rate for provision of incoming calls and access to the local network.
- (2) Bands Local and A through E relate to incremental peak and off-peak rates based upon interexchange mileage determined by measuring the airline distance between rate centers within the expanded local service (calling) area. There are no incremental mileage charges associated with calls originating and terminating within a customer's serving exchange.
- (3) Monthly billing is based on cumulative minutes of usage with the total fraction rounded to the next higher minute.
- (4) Chargeable time for all calls begins when connection is established between the calling line and the called line or branch exchange and ends when the calling line "hangs-up" thereby releasing the network connection. If the called line "hangs-up", but the calling line does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Telephone Company operator.
- (5) Peak period rates will apply Monday through Friday, 7:00 a.m. - 7:00 p.m.
- (6) The off-peak discounts apply to all calls which are originated within the designated discount periods. The charges are determined separately for each rate period and the results are totaled.
- (7) The discount for the off-peak period given in the following table is expressed as a percent reduction of the sum of the peak charges calculated at the rates shown in 100.6 .3d. following.

	<u>From</u>	<u>Up to But Not Including</u>	<u>Discount</u>
Everyday	7:00 p.m.	7:00 a.m.	40%
Saturdays, Sundays, and Certain Holidays (See Note 1)	7:00 a.m.	7:00 p.m.	40%

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

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 10

EFFECTIVE: June 1, 2023

SECTION 100 - OBSOLETE SERVICES

100.4 Frontier Local Calling Plans (Cont'd)

.3 Rates

a. Application of Rates

The rates shown herein entitle the customer to local messages to all telephones of the exchanges of the expanded local calling area listed in 100.4 .4 following.

b. LCP Category Determination

The determination of which LCP category into which a particular exchange will fall when optional local calling plans are made available is calculated using two basic factors. The first is the current rate group where the exchange is located, which is based on the number of main station lines and PBX trunks in the existing local calling area. There are five of these groups in the tariff as shown in Section 3.2, Rate Schedules. The second factor is the total number of local access lines in the LCP expanded local calling area for a particular exchange at the time of implementation. These expanded calling scopes are divided into three classifications: 200,000 or less lines; 200,001 to 500,000 lines; and 500,001 and greater. There are nine potential LCP rating categories. Exchanges currently in Rate Groups 1 and 2 that receive LCP capability will be assigned to Categories I, II or III. Exchanges in local rate groups 3 and 4 will be assigned to Categories IV, V, or VI; and exchanges in local calling area 5 will be assigned to Categories VII, VIII, or IX. For example, an exchange in current Rate Group 3 that offers the LCP with an expanded LCP local calling area of over 200,001 local access lines, but less than 500,000 local access lines, will fall into LCP rating Category V.

c. Rate Schedule

	<u>Monthly Rate</u>	<u>Monthly Rate</u>	
	<u>II</u>	<u>V</u>	
<u>Residence One-Party</u>			
Basic Calling Plan	\$9.99	\$9.99	
Community Calling Plan	\$13.99	\$14.99	(I)
Community Plus Plan	\$16.99	\$18.99	
Premium Calling Plan	\$38.50	\$38.50	(I)
<u>Residence-Rotary</u>			
Basic Calling Plan	\$10.50	\$10.50	
Community Calling Plan	\$12.50	\$13.50	
Community Plus Plan	\$16.50	\$17.95	
Premium Calling Plan	\$38.95	\$38.95	
	<u>Exchanges</u>	<u>Exchanges</u>	
	Frostproof Indian Lake	Englewood, Lake Wales North Port, Polk City	

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 11

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.4 Frontier Local Calling Plans (Cont'd)

.3 Rates (Cont'd)

- d. Usage Charges for calls from the Basic Calling, Community Calling, and Community Plus Plans preceding (no usage charge apply to the Premium Calling Plan).

Distance Bands <u>Local</u>	Airline <u>Miles</u>	Peak ¹ <u>(Per Minute)</u>	Off-Peak ¹ <u>(Per Minute)</u>
	-	\$.06	\$.036
A	1-10	.06	.036
B	11-16	.06	.036
C	17-22	.06	.036
D	23-30	.06	.036
E	31-41	.06	.036

Residence customers who have been certified to the Telephone Company as having a hearing and/or speech impairment which requires them to communicate over telephone facilities by means other than voice and who use Data Transmitting and Receiving Terminals will be allowed the off-peak discount during regular day periods (7:00 a.m. - 7:00 p.m.).

¹ Peak/Off-Peak definitions are explained in Sections 100.6 .2, l(5), (6), and (7) preceding.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 12

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.4 Frontier Local Calling Plans (Cont'd)

.4 Frontier Local Calling Plan Exchange #

Exchange And Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	Band A	Band B	Band C	Band D	Band E

ENGLEWOOD

Residence

Basic Calling Plan	None	Englewood	Cape Haze* North Port Venice	Port Charlotte*	Punta Gorda*	Myakka	Bradenton
Community Calling Plan	Englewood	None	Cape Haze* North Port Venice	Port Charlotte*	Punta Gorda*	Myakka	Bradenton
Community Plus Plan	Cape Haze* Englewood North Port Venice	None	None Charlotte*	Port	Punta Gorda*	Myakka	Bradenton
Premium Calling Plan	Bradenton Cape Haze* Englewood Myakka North Port Port Charlotte* Punta Gorda* Venice	None	None	None	None	None	None

* Other than Frontier Service Area.

Service is not available in all exchanges listed in Section 3.5.1a. Frontier will phase Local Calling Plans in to other exchanges as appropriate.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 13

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.4 Frontier Local Calling Plans (Cont'd)

.4 Frontier Local Calling Plan Exchange # (Cont'd)

<u>Exchange And Plan Options</u>	<u>Flat Rate Local Service Area</u>	<u>Local</u>	<u>Measured Rate Local Service Area</u>				
			<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>	<u>Band E</u>
<u>Frostproof</u>							
<u>Residence</u>							
Basic Calling Plan	None	Frostproof	Avon Park*	Indian Lake Lake Wales	Bartow Fort Meade* Sebring*	Haines City Mulberry Poinciana** Winter Haven	Lakeland Polk City
Community Calling Plan	Frostproof	None	Avon Park*	Indian Lake Lake Wales	Bartow Fort Meade* Sebring*	Haines City Mulberry Poinciana** Winter Haven	Lakeland Polk City
Community Plus Plan	Bartow Frostproof Indian Lake Lake Wales Winter Haven	None	Avon Park*	None	Fort Meade* Sebring*	Haines City Mulberry Poinciana**	Lakeland Polk City
Premium Calling Plan	Avon Park* Bartow Fort Meade* Frostproof Haines City Indian Lake Lake Wales Lakeland Mulberry Poinciana** Polk City Sebring* Winter Haven	None	None	None	None	None	None

* Other than Frontier Service Area.

** Poinciana is an exception area within the Haines City exchange.

Service is not available in all exchanges listed in Section 3.5.1a. Frontier will phase Local Calling Plans in to other exchanges as appropriate.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 14

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.4 Frontier Local Calling Plans (Cont'd)

.4 Frontier Local Calling Plan Exchange # (Cont'd)

Exchange And Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					Band D	Band E
		Local	Band A	Band B	Band C			
<u>Indian Lake</u>								
<u>Residence</u>								
Basic Calling Plan	None	Indian Lake	None	Frostproof Lake Wales	Avon Park*	Fort Meade* Haines City Poinciana** Sebring* Winter Haven	Bartow Lakeland Mulberry Polk City	
Community Calling Plan	Indian Lake	None	None	Frostproof Lake Wales	Avon Park*	Fort Meade* Haines City Poinciana** Sebring* Winter Haven	Bartow Lakeland Mulberry Polk City	
Community Plus Plan	Bartow Frostproof Indian Lake Lake Wales Winter Haven	None	None	None	Avon Park*	Fort Meade* Haines City Poinciana** Sebring*	Lakeland Mulberry Polk City	
Premium Calling Plan	Avon Park* Bartow Fort Meade* Frostproof Haines City Indian Lake Lake Wales Lakeland Mulberry Poinciana** Polk City Sebring* Winter Haven	None	None	None	None	None	None	

* Other than Frontier Service Area.

** Poinciana is an exception area within the Haines City exchange.

Service is not available in all exchanges listed in Section 3.5.1a. Frontier will phase Local Calling Plans in to other exchanges as appropriate.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 15

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.4 Frontier Local Calling Plans (Cont'd)

.4 Frontier Local Calling Plan Exchange # (Cont'd)

Exchange And Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	Band A	Band B	Band C	Band D	Band E
<u>Lake Wales</u>							
<u>Residence</u>							
Basic Calling Plan	None	Lake Wales	None	Bartow Frostproof Haines City Poinciana** Winter Haven	Avon Park* Fort Meade* Indian Lake	Lakeland Mulberry Polk City Sebring*	None
Community Calling Plan	Lake Wales	None	None	Bartow Frostproof Haines City Poinciana** Winter Haven	Avon Park* Fort Meade* Indian Lake	Lakeland Mulberry Polk City Sebring*	None
Community Plus Plan	Bartow Frostproof Haines City Indian Lake Lake Wales Winter Haven	None	None	Poinciana**	Avon Park* Fort Meade*	Lakeland Mulberry Polk City Sebring*	None
Premium Calling Plan	Avon Park* Bartow Fort Meade* Frostproof Haines City Indian Lake Lake Wales Lakeland Mulberry Poinciana** Polk City Sebring* Winter Haven	None	None	None	None	None	None

* Other than Frontier Service Area.

** Poinciana is an exception area within the Haines City exchange.

Service is not available in all exchanges listed in Section 3.5.1a. Frontier will phase Local Calling Plans in to other exchanges as appropriate.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 16

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.4 Frontier Local Calling Plans (Cont'd)

.4 Frontier Local Calling Plan Exchange # (Cont'd)

Exchange And Plan Options	Flat Rate Local Service Area	<u>Measured Rate Local Service Area</u>					
		<u>Local</u>	<u>Band A</u>	<u>Band B</u>	<u>Band C</u>	<u>Band D</u>	<u>Band E</u>
<u>NORTH PORT</u>							
<u>Residence</u>							
Basic Calling Plan	None	North Port	Englewood Port Charlotte*	Cape Haze* Punta Gorda* Venice	Myakka	None	Bradenton Palmetto
Community Calling Plan	North Port	None	Englewood Port Charlotte*	Cape Haze* Punta Gorda* Venice	Myakka	None	Bradenton Palmetto
Community Plus Plan	Englewood North Port Port Charlotte* Venice	None	None	Cape Haze* Punta Gorda*	Myakka	None	Bradenton Palmetto
Premium Calling Plan	Bradenton Cape Haze* Englewood Myakka North Port Palmetto Punta Gorda* Port Charlotte* Venice	None	None	None	None	None	None

* Other than Frontier Service Area.

Service is not available in all exchanges listed in Section 3.5.1a. Frontier will phase Local Calling Plans in to other exchanges as appropriate.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 17

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.4 Frontier Local Calling Plans (Cont'd)

.4 Frontier Local Calling Plan Exchange # (Cont'd)

Exchange And Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	Band A	Band B	Band C	Band D	Band E
<u>Polk City</u>							
<u>Residence</u>							
Basic Calling Plan	None	Polk City	None	Haines City Lakeland Poinciana** Winter Haven	Bartow Mulberry	Fort Meade* Lake Wales	Frostproof Indian Lake
Community Calling Plan	Polk City	None	None	Haines City Lakeland Poinciana** Winter Haven	Bartow Mulberry	Fort Meade* Lake Wales	Frostproof Indian Lake
Community Plus Plan	Bartow Haines City Lakeland Polk City Winter Haven	None	None	Poinciana**	Mulberry	Fort Meade* Lake Wales	Frostproof Indian Lake
Premium Calling Plan	Bartow Fort Meade* Frostproof Haines City Indian Lake Lake Wales Lakeland Mulberry Poinciana** Polk City Winter Haven	None	None	None	None	None	None

* Other than Frontier Service Area.

** Poinciana is an exception area within the Haines City exchange.

Service is not available in all exchanges listed in Section 3.5.1a. Frontier will phase Local Calling Plans in to other exchanges as appropriate.

SECTION 100 - OBSOLETE SERVICES

100.5 Foreign Exchange Service

Obsolete. The provision of residential Foreign Exchange Service as specified in this Section will be continued for existing customers only. Service will not be offered for new installations, moves, changes or additions.

.1 General Description

- a. Foreign Exchange service is exchange service furnished to a Residential customer from an exchange other than the one from which the customer would normally be served.
- b. The service is provisioned via dedicated facilities from the customer's premises to the foreign central office. The service allows customers to have local presence and two-way communications in an exchange different from their own.
- c. Foreign Exchange service is provided as a voice grade service and is not represented as suitable for satisfactory transmission of data. Transmission characteristics may vary depending on the distance and routing required to originate or complete the switched portion of the call at the open (dial-tone) end.

.2 Definitions

Certain terms used generally throughout this Product Guide are defined as follows:

Closed End - The term "Closed End" denotes the station end of the Foreign Exchange service which is located in the customer's Serving Wire Center.

Open End - The term "Open End" denotes the dial-tone end of the Foreign Exchange service, which is located in the foreign exchange (foreign office) and where network switching of calls occurs.

Serving Wire Center - The term "Serving Wire Center" denotes the wire center from which a customer or authorized user would normally be served for local exchange service.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 19

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.5 Foreign Exchange Service (Cont'd)

.3 Terms and Conditions

- a. Foreign Exchange service may only be provided where all facilities and serving points are located in the same LATA.
- b. This service may be furnished on a link (partial channel) basis when connected to Digital Channel Service and/or similar services; however, in these situations, the Foreign Exchange usage charges will continue to apply regardless of any substitutions (partial or otherwise) with respect to the Local Channel and/or Interoffice channel.
- c. Other services, equipment or facilities used in connection with Foreign Exchange service, except as otherwise indicated in this Product Guide, are furnished subject to the rates and terms and conditions applying in the exchange in which the foreign office is located.
- d. Foreign Exchange service is furnished subject to the same restrictions as to the use of the service by other than the customer and his representatives, as apply in connection with other classes of service.
- e. Customers to Foreign Exchange service are not required to subscribe to other service in the exchange from which they would normally be served.
- f. When service is interrupted due to causes other than the negligence of the customer, or to the failure of facilities furnished by the customer, a credit allowance will be made upon request as set forth in Section 2, as appropriate.
- g. This service is not offered in conjunction with optional extended area local calling plans.
- h. Resale of this service is not permitted.

.4 Rate Categories

a. Service Configuration

There are two types of service configurations which can be provided. These are described as follows:

(1.) Single-Point Service

- (a.) A single-point service connects a customer premises to a central office other than the one from which the customer would normally be served.

(2.) Multipoint Service

- (a.) Multipoint (extension) service provides foreign office dial-tone for more than one customer premises.
- (b.) Multipoint bridging can be provided out of the foreign office or the customer's serving wire center.

SECTION 100 - OBSOLETE SERVICES

100.5 Foreign Exchange Service (Cont'd)

.5 Types of Rates and Charges

a. Monthly Rates

Monthly rates are recurring charges that apply each month or fraction thereof that a service is provided. For billing purposes, each month is considered to have 30 days.

b. Nonrecurring Charges

Nonrecurring Charges are one-time charges that apply for a specific work activity.

(1.) Installation of Service

The nonrecurring charges for the installation of services are set forth in the Facilities for Intrastate Access Tariff as nonrecurring charges for the Local Channel and Interoffice Channel rate elements, and Dedicated Access Ordering Charges.

(2.) Service Rearrangements

(a.) Service rearrangements are described and charged for as set forth in the Facilities for Intrastate Access Tariff.

(b.) A Telephone Number Change Charge, as set forth in Section 4, applies to any customer requested change of telephone number.

(3.) The Service Date Change Charge, Expedite Charge, Cancellation Charge and Design Change Charge as specified in the Facilities for Intrastate Access Tariff shall apply for foreign exchange service.

.6 Usage Charges

In addition to the monthly and nonrecurring charges, the customer will incur usage charges as follows:

a. Originating Minutes of Use Charge

(1.) Usage charges would apply on a customer dialed sent-paid basis, for all calls originated by the customer and terminating within the local calling area of the foreign office.

(2.) Toll charges as specified in Section 14 will apply for all calls terminating outside the local calling area of the foreign office, but within the same LATA.

b. Terminating Minutes of Use Charge

Usage charges will apply for all calls terminated to the customer's foreign exchange service.

SECTION 100 - OBSOLETE SERVICES

100.5 Foreign Exchange Service (Cont'd)

.7 Moves

Moves are described and charged for as set forth in the Facilities for Intrastate Access Tariff.

.8 Method of Applying Rates

a. The charges for Foreign Exchange service are as follows:

- (1.) Usage charges at the open end of the Foreign Exchange service are as set forth in Section 9.
- (2.) Rates and charges for the closed end of Foreign Exchange service are as set forth in following.

.9 Basic Rate Elements

Following are basic rate elements which apply to Foreign Exchange service:

a. Local Channel

- (1.) This rate element provides for a communications path between a customer's premises and the serving wire center of that premises. One local channel applies per channel termination.
- (2.) Where multipoint service¹ is provided, this rate element provides a communications path between an additional customer's premises and the serving wire center of that premises

b. Interoffice Channel

- (1.) This rate element provides for the transmission facilities between the customer's serving wire center and the foreign office.

Interoffice mileage is portrayed in mileage bands. A flat rate and a rate per mile applies to each band.

- (2.) The mileage to be used to determine the monthly rate for this rate element is calculated on an airline distance as follows, regardless of how the service is physically routed.

¹ Foreign Exchange service is normally provided on a single point basis, however, where facilities permit, multipoint service may be provided within the same LATA. Locations connected may be two or more customer designated premises.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 22

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.5 Foreign Exchange Service (Cont'd)

.9 Basic Rate Elements (Cont'd)

b. Interoffice Channel (Cont'd)

- (3.) The V & H coordinates method is used to determine mileage in accordance with the following:
 - (a.) Obtain the "V" and "H" coordinates for each wire center, as listed in the National Exchange Carrier Association Tariff F.C.C. No. 4.
 - (b.) Obtain the difference between the "V" coordinates of the two wire centers. Obtain the difference between the "H" coordinates. (The difference is always obtained by subtracting the smaller coordinate from the larger coordinate).
 - (c.) Square each difference obtained in (b.) preceding.
 - (d.) Add the squares of the "V" difference and the "H" difference obtained on (c.) preceding.
 - (e.) Divide the sum of the squares obtained in (d.) preceding by 10.
 - (f.) Obtain the square root of the result obtained in (e.) preceding. This is the rate distance in miles. (Fractional miles being considered as full miles).

EXAMPLE: The rate distance is required between City One and City Two.

	V	H
City One	7260	2083
City Two	7364	1865
Difference	104	218
Squared	10,816 + 47,524 = 58,340	

58,340 divided by 10 = 5834

Square root of 5834 = 76.38 = 77 Airline miles

c. Bridging Equipment Charge

- (1.) This rate element provides for multipoint bridging for each bridged local channel. Bridging will be provided for each bridged local channel at one of the following locations as appropriate:
 - (a.) The serving wire center of the primary local channel, or
 - (b.) The foreign office of the service.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 23

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.5 Foreign Exchange Service (Cont'd)

.9 Basic Rate Elements (Cont'd)

d. Foreign Exchange Usage Charges

- (1.) These rate elements provide traffic sensitive switching for calls originated by and terminated to the FX customer.
- (2.) Usage charges will not exceed \$58.00 per line per month for terminating usage.

.10 Rates and Charges

a. Basic Rate Elements

(1.) Local Channel

Local Channel rates are the Voiceband Facilities two-wire Local Channel rates listed in the Facilities for Intrastate Access Tariff.

(2.) Interoffice Channel

Interoffice Channel rates are the Voiceband Facilities Interoffice Channel rates listed in the Facilities for Intrastate Access Tariff.

(3.) Bridging Equipment Charge

Bridging Equipment Charge rates are the Voiceband Facilities Voice Conference Bridging rates listed in the Facilities for Intrastate Access Tariff

(4.) Usage Charges ³

- (a.) Originating Minute of Use, per Minute of Use \$.0559
- (b.) Terminating Minute of Use, per Minute of Use \$.0481 ^{1,2}

Monthly Rate

Exchange Access, per line	\$45.00
---------------------------	---------

¹ Usage charges will not exceed \$58.00 per line per month.

² The following charge will apply in those areas where terminating usage measurement and/or billing capability is not available.

³ Calls made from Foreign Exchange lines to Extended Calling Service (ECS) exchanges as specified in Section 3 will be billed usage rates.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 24

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.6 Digital (ISDN) Single Line Service³

Obsolete. The provision of the following rates to existing customers subscribing to Digital (ISDN) Single Line Service 12 months and/or 36 months contract terms will be continued only until the expiration of the customer's current contract term. Upon contract term expiration, the customer shall revert to rules, regulations, and rates for the provision of Digital (ISDN) Single Line Service.

.1 Rates (Cont'd)

	<u>12 Month Rate</u>	<u>36 Month Rate</u>
b. Business Digital (ISDN) Single Line Service		
(1.) Business Single Line	1	1
(2.) Digital (ISDN) Single Line Access	19.00	18.00
(3.) Central Office Services		
(a.) B-Voice/CSD, per line	5.00	5.00
(b.) B-Packet, per channel	100.00	100.00
(c.) D-Packet, per channel	5.00	5.00
c. Usage Options		<u>Monthly Rate</u>
(1.) 25 hour block of time		\$18.00
(2.) 50 hour block of time		33.00
(3.) 100 hour block of time		60.00
(4.) Flat Rate		40.00
(5.) Measured		²

¹ Apply appropriate rates and charges as specified in Section 3.

² The appropriate usage rates shall apply for all local originating circuit switched data calls.

³ Residence Digital (ISDN) Single Line Service is withdrawn as of November 16, 2013.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 25

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.6 Digital (ISDN) Single Line Service¹ (Cont'd)

Obsolete. The provision of features X.25, B-Packet and D-Packet as specified in this Section are grandfathered for business customers. Service will not be offered for new installations, moves, changes or additions.

.2 General

- a. Digital (ISDN) Single Line Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices. Digital (ISDN) Single Line Service utilizes Integrated Services Digital Network-Basic Rate Interface (ISDN-BRI) technology. It is a central office-based service arrangement which provides for local exchange access, interexchange access and feature packages. The rates and charges set forth for Digital (ISDN) Single Line Service provide for the furnishing of service where suitable facilities are available.
- b. Digital (ISDN) Single Line Service is furnished from digital central office equipment located on Frontier premises and associated facilities.
- c. A customer may choose to subscribe to Digital (ISDN) Single Line Service from a central office or an exchange other than his normal serving central office or exchange. In this situation, the customer will utilize the dialing plan associated with the central office that delivers the dial tone. Where available, rates and charges will be provided as shown in Section 9. If the customer is served from a central office or an exchange other than his normal serving central office or exchange, at the Frontier's discretion, Foreign Central Office Charges or Foreign Exchange Service Charges as specified in Section 9 are not applicable.
- d. Digital (ISDN) Single Line features will be grouped as follows:
 - Basic
 - Digital (ISDN) Single Line Calling Services
 - Digital (ISDN) Single Line CCLASS
 - Circuit Switched Data Features
 - Packet Switched Data Features
- e. A customer may order multiple Single Lines.

¹ Residence Digital (ISDN) Single Line Service is withdrawn as of November 16, 2013.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 26

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.6 Digital (ISDN) Single Line Service¹ (Cont'd)

.3 Terms and Conditions

- a. Digital (ISDN) Single Line Service is a set of standards which will enable access integration and establish standardization of points of interconnection all over a single digital access line. Access integration refers to the fact that by utilizing a Digital (ISDN) Single Line, a particular end-user can access a wide variety of user services such as voice, circuit switched data, and packet-switched data.
- b. Digital (ISDN) Single Line will be provided where local loops do not exceed a maximum of 68 db loss as measured at the customer's premises.
- c. Digital (ISDN) Single Line Features are listed in Section 100.6.4. These features may require customer-provided compatible terminal equipment.
- d. A mixture of Flat Rate and Message Rate Service will not be allowed within a single Digital (ISDN) Single Line account.
- e. Suspension of Digital (ISDN) Single Line Service (Vacation Service) is not permitted.
- f. Directory Listings will be furnished subject to the rates and regulations specified in Section 6.
- g. Unless otherwise noted, service charges as specified in Section 4 shall not apply.
- h. Terms and conditions specified in Section 2 are applicable to Digital (ISDN) Single Line Service unless otherwise specified elsewhere in this Product Guide.
- i. If the Digital (ISDN) Single Line subscriber elects a Message Rate Option, Message Rate Service Allowances and Additional Local Message Charges will not be applicable.
- j. Up to two primary directory numbers (DNs) are included with Digital (ISDN) Single Line Service, one for each channel. If an additional DN is required on either channel, an additional number charge as specified in 100.6.9b.(1.)e.) shall apply for each additional number.

¹ Residence Digital (ISDN) Single Line Service is withdrawn as of November 16, 2013.

SECTION 100 - OBSOLETE SERVICES

100.6 Digital (ISDN) Single Line Service¹ (Cont'd)

.4 Single Line Features

- a. All features may not be available on all types of central office switches.
- b. Basic Service Feature: Touch Call and Caller ID-Number.
- c. Digital (ISDN) Single Line Calling Services.
- d. Digital (ISDN) Single Line CCLASS.
- e. Circuit Switched Data Features:
 - (1.) Data 1000 Feature Package includes Data Call Forward, Data Multiline Hunt Group, Data Speed Call-Short List, and Data Toll Restriction.
 - (2.) Data 2000 Feature Package includes all of the Data 1000 Features plus the following: Data Circular Hunting, and Data Speed Call-Long List or any combination of Data 1000/Data 2000 features. A single line may not be equipped for both Data Multiline Hunt and Data Circular Hunting.
- f. Data Optional Feature: Data Direct Connect.
- g. Digital (ISDN) Single Line Multibutton Key System Features (MBKS): Analog Shared Directory Number, Call Alternation, Call Forwarding, Conference Calling, Drop, Feature Function Buttons, Feature Inspect, Hold, Key System Coverage for Analog Lines, Multiple Directory Number Buttons, Shared Call Appearances of Directory Numbers, Speed Calling, and Time and Date Display.
- h. Packet Switching Features. The following features are available only within a closed user group.
 - (1.) X.25 Basic Feature Package includes Flow Control Parameter Negotiation, Incoming Calls Barred, Outgoing Calls Barred, Throughput Class Negotiations, and Transmit Delay Selection and Indication.
 - (2.) X.25 Enhanced Feature Package includes Fast Select, Fast Select Acceptance, One-Way Outgoing Logical Channels, and Permanent Virtual Circuit.

¹ Residence Digital (ISDN) Single Line Service is withdrawn as of November 16, 2013.

SECTION 100 - OBSOLETE SERVICES

100.6 Digital (ISDN) Single Line Service¹ (Cont'd)

.5 Definitions

a. Standard definitions:

"B" Channel - A 64 Kbps channel primarily used for information transfer (voice/data) from user to user.

"D" Channel - A 16 kbps channel primarily used for signaling messages and/or packet-switched user data. The bit rate is fixed as a function of the interface used.

Caller ID-Number is an arrangement which permits a customer with Local Exchange Service other than foreign central office service to receive the calling telephone number for calls placed to the customer. The calling telephone number will be forwarded from the terminating central office to compatible customer provided display equipment associated with a customer's Local Exchange Service. The calling telephone number will be delivered during the first silent interval of ringing. If the calling telephone number is not available for forwarding to the called party, the customer's display device will record the time of day and date, and show "OUT OF AREA" and in some cases, dashes (--- ----), for the non-available numbers. The calling telephone number is unavailable from calls made from non-SS7 offices, some large PABX systems, and from some cellular radio calls. Compatible customer provided display equipment is required for this service.

Individual Line Loop Extension - A Digital Individual Line Loop Extension provides a physical extension of the Digital loop from approximately 18,000 feet to approximately 36,000 feet. (These distances are for planning purposes. The actual distances are dependent on decibel (db) loss and not just physical loop length.) This physical extension is accomplished by means of a CO installed power module and an outside plant installed regenerator or U-Repeater.

The deployment method is based on dB loss and not on specific cable footage. The vendor installation information indicates that up to a 34dB loss at 40kHz in either direction of the field repeater is acceptable. With the Frontier engineering practice of maximum loss for the Digital loop to be 38dB at 40kHz, it is assumed, if the customer's distance would exceed the 38dB for standard installation, the U-Repeater would be mounted within the stated range of 34dB and the customer's length would be extended another 34dB from the U-Repeater installation point. Only one power module and U-Repeater can be used per Digital line.

The customer's network access line is pre-engineered to determine when the U-Repeater/power module are required. The power module is designed to be used only with the U-Repeater and the repeater can only be used with the power module.

Primary Directory Number - The "single" telephone number provided to each Digital (ISDN) Single Line 64 Kbps channel.

Additional DN - A telephone number purchased by the customer which is in addition to the primary DN for a Digital (ISDN) Single Line.

Terminal - A CPE device connected to a Digital (ISDN) Single Line Access Line.

¹ Residence Digital (ISDN) Single Line Service is withdrawn as of November 16, 2013.

SECTION 100 - OBSOLETE SERVICES

100.6 Digital (ISDN) Single Line Service¹ (Cont'd)

.5 Definitions (Cont'd)

b. Definition of Features:

(1.) Definitions of the Calling Services Feature Packages and CCLASS Features are provided in Section 13.11.

(2.) Circuit Switched Data Features:

(a.) Data 1000 Feature Package:

Data Call Forward - This feature allows a customer to have incoming calls to a station automatically forwarded to a predetermined telephone number. Call Forward consists of three variations as follows: all calls, busy, and no answer.

Data Multiline Hunt Group - Hunting is sequential, i.e., starting at the first line assigned to the pilot directory number and ending at the last line.

Data Speed Call-Short List - The use of the Speed Calling short list is limited to an individual Switched Data line. A short list consists of a maximum of eight stored numbers.

Data Toll Restriction - Toll calls attempted from Switched Data lines with this feature are denied.

(b.) Data 2000 Feature Package:

Data Circular Hunting - Only a pilot directory number is associated with this hunt group. Hunting starts after the first idle line found by the previous hunt and continues until the hunting starting point is reached.

Data Speed Call-Long List - The use of the Speed Calling Long List is limited to an individual Switched Data line. A long list consists of a maximum of thirty stored numbers.

¹ Residence Digital (ISDN) Single Line Service is withdrawn as of November 16, 2013.

SECTION 100 - OBSOLETE SERVICES

100.6 Digital (ISDN) Single Line Service¹ (Cont'd)

.5 Definitions (Cont'd)

b. Definition of Features: (Cont'd)

(3.) Data Optional Feature:

Data Direct Connect - This feature provides an automatic connection between a calling line that goes off-hook and a predetermined location.

(4.) Single Line Multibutton Key System (MBKS) Features:

Analog Shared Directory Number allows analog lines that share directory numbers with Digital (ISDN) Single Line multibutton keysets to be assigned to switching modules that do not contain Digital (ISDN) Single Line software.

Call Alternation allows a user to hold one call, make another call, then talk alternately between the two parties.

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.

Drop allows the MBKS set user to drop the last party added to a conference call. For a two-party call, pressing the button disconnects the MBKS set from the call.

Feature Function Buttons on the MBKS set can be assigned to activate certain features (any that can be activated by dialing an activation code). Indicator lights show the activation or deactivation status of the features. The number of function buttons may vary dependent on the MBKS set design.

Feature Inspect - This 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 the terminal. This is different from inspect for Digital (ISDN) Single Line terminal feature.

¹ Residence Digital (ISDN) Single Line Service is withdrawn as of November 16, 2013.

SECTION 100 - OBSOLETE SERVICES

100.6 Digital (ISDN) Single Line Service¹ (Cont'd)

.5 Definitions (Cont'd)

b. Definition of Features: (Cont'd)

(4.) Single Line Multibutton Key System (MBKS) Features: (Cont'd)

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 Digital (ISDN) Single Line station set.

Multiple Directory Number 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.).

Shared Call Appearances of a Directory Number (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.

Speed Calling (also known as Abbreviated Dialing) permits the customer to dial selected numbers user 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.

Inspect for Digital (ISDN) Single Line 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.

¹ Residence Digital (ISDN) Single Line Service is withdrawn as of November 16, 2013.

SECTION 100 - OBSOLETE SERVICES

100.6 Digital (ISDN) Single Line Service¹ (Cont'd)

.5 Definitions (Cont'd)

b. Definition of Features (Cont'd)

(5.) Packet Switching Features

(a.) X.25 Basic Feature Package:

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 feature prohibits a data terminal from terminating an incoming call.

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

X.25 Throughput Class Negotiation feature allows the calling data terminal to request specific throughput classes in the 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.25 Reverse Charge allows the terminating end of the X.25 call to be billed for the call.

X.25 Reverse Charge Accept allows the terminating end of the X.25 call to accept or reject the Reverse Charge request.

¹ Residence Digital (ISDN) Single Line Service is withdrawn as of November 16, 2013.

SECTION 100 - OBSOLETE SERVICES

100.6 Digital (ISDN) Single Line Service¹ (Cont'd)

.5 Definitions (Cont'd)

b. Definition of Features (Cont'd)

(5.) Packet Switching Features (Cont'd)

(b.) X.25 Enhanced Feature Package:

X.25 Closed User Groups allows subscribers to establish subnetworks within which the members of a closed user group can communicate. Communication with users who are external to the closed user group is not permitted. The closed user groups are established by a service order. A user can belong to multiple closed user groups.

X.25 Fast Select allows a sending data terminal to forward up to 128 bytes of data along with call setup and clearing packets.

X.25 Fast Select Acceptance allows the switch to transmit incoming call packets with the fast select facility to a destination terminal that has this feature.

X.25 Hunt Groups allow a grouping of access lines such that an incoming packet-switched data call to the hunt group is completed if there is an available logical channel on any of the access lines within the hunt group. A Hunt Group is established by service order. Members of a Hunt Group can be distributed among the switching modules within the switch, but the Hunt Group cannot span switches. A basic rate interface 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 a subscriber to specify some number of the logical channels to be used only for calls that they originate.

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

.6 Payment Schedule

a. Digital (ISDN) Single Line Service is offered on a month-to-month, twelve (12) months, or thirty-six (36) months payment plan.

b. Termination Liability

(1.) In the even the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section 2 of this Product Guide will apply.

¹ Residence Digital (ISDN) Single Line Service is withdrawn as of November 16, 2013.

SECTION 100 - OBSOLETE SERVICES

100.6 Digital (ISDN) Single Line Service¹ (Cont'd)

.7 Digital (ISDN) Single Line Access

- a. Digital (ISDN) Single Line Access provides support for connecting a maximum of eight (8) terminals, belonging to the same customer, to a single line (2B+D). A minimum of one (1) and a maximum of eight (8) identifiable users is allowed per Digital (ISDN) Single Line.
- b. A maximum of two (2) users will be allowed simultaneous access to the "B" channels, the remaining users on the same Digital (ISDN) Single Line will be unable to access the service or will have access to the "D" channel packet network only.
- c. Up to eight users can share the same "D" channel simultaneously in a "D" channel packet switching arrangement.
- d. A maximum of eight (8) terminals belonging to the same customer are permitted per Digital (ISDN) Single Line. An additional directory number may be required for each additional terminal.

.8 Rate Structure

- a. Digital (ISDN) Single Line Service consists of six (6) basic elements:

- "B" Packet Switched Data Channel
(Deleted)
- "B" Voice/CSD Channel
- "D" Packet Switched Data Channel
- Digital (ISDN) Single Line Access
- Residence Line
- Usage Option

- b. Each Digital (ISDN) Single Line Service is comprised of a Residence Line and ISDN Access. The channel elements can be arranged to best suit the customer's needs, not to exceed the maximum 2B+D per Single Line capacity.
- c. A voice/CSD channel can be used for either voice or circuit switched data. If the measured usage option is chosen, all voice/CSD calls will be charged usage rates as specified in Frontier's Product Guide.
- d. The "B" Packet Switched Data Channel dedicates a "B" channel to packet switched data. If the customer desires that both available "B" channels be dedicated to packet switched data service, then two (2) "B" Packet Switched Data Channel elements are applicable.
- e. The "D" Packet Switched Data Channel allows the customer to utilize the "D" channel for packet switched data. A single "D" Packet Switched Data Channel is available independent of the "B" channel configuration.

¹ Residence Digital (ISDN) Single Line Service is withdrawn as of November 16, 2013.

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.6 Digital (ISDN) Single Line Service¹ (Cont'd)

.8 Rate Structure (Cont'd)

- f. End User charges as specified in the End User Common Access Service Section of Frontier Telephone Companies Tariff FCC No. 14 apply as appropriate.
- g. Presubscription of a Carrier of Preference is specified in Section 6 of the Frontier Telephone Companies Tariff FCC No. 14 and the Intrastate Access Services Tariff. All additional directory numbers will be presubscribed to the same Carrier of Preference as the customer's "primary" directory number. Access to other service providers will be via the 101XXXX access code. One interexchange carrier must be selected for all telephone numbers associated with the same digital local loop, however, 101XXXX access to other carriers is provided.
- h. Caller ID-Number is included in the Digital (ISDN) Single Line Basic Service at no extra charge.

.9 Rates and Charges

a. Nonrecurring Charges

- (1.) Unless otherwise noted, applicable Service Charges as described in Section 4 of this Product Guide shall not apply.
- (2.) The following nonrecurring charge is in addition to any applicable service charges for moves, changes, and/or installation provided for in other sections of this Product Guide.

	<u>Nonrecurring Charge</u>
(a.) Data Base Change Charge, per hour or fraction thereof	\$50.00
(.1) Change, add, or delete specific feature(s).	
(.2) Change, add, or delete Feature Packages.	
(.3) Add or delete channels.	
(.4) Add or delete directory numbers.	

¹ Residence Digital (ISDN) Single Line Service is withdrawn as of November 16, 2013.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 36

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.6 Digital (ISDN) Single Line Service ¹ (Cont'd)

.9 Rates and Charges (Cont'd)

b. Recurring Charges

- (1.) The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in Frontier's Product Guides.

Home Digital (ISDN) Single Line Service grandfathered effective October 19, 2004. For Business Digital (ISDN) Single Line Service see Section 10.4.

	<u>Monthly Rate</u>	<u>12 Month Rate</u>	<u>36 Month Rate</u>
(a.) Home Digital (ISDN) Single Line Service			
(.1) Note 1			
(.2) Measured			
Nonrecurring Charge	\$200.00	\$100.00	\$ -.00
Monthly Access (Note 2)	\$32.07	\$32.07	\$32.07
Usage (Note 3)	.025/min per channel	.020/min per channel	.015/min per channel
(.3) Flat			
Nonrecurring Charge	\$200.00	\$100.00	\$ -.00
Monthly Access	\$85.00	\$55.00	\$35.00
Usage (Note 4)	N/A	N/A	N/A

Note 1: Residence Digital (ISDN) Single Line Service is withdrawn as of November 16, 2013.

Note 2: Monthly access includes B-voice/switched data on both B-channels.

Note 3: Usage applies to all originating voice/switched data calls terminating within the local calling area. Rates apply for Extended Calling Service. Rates apply for all originating long-distance calls.

Note 4: All originating local and Extended Calling Service voice and switched data calls apply. Rates as apply for all originating long-distance calls.

Note 5: If the Digital (ISDN) Single Line subscriber elects a Message Rate residence line, Message Rate Service Allowances and additional Local Message Charges will not be applicable.

Note 6: Complementary packet services may be ordered from the appropriate Product Guide.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 37

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.6 Digital (ISDN) Single Line Service ¹ (Cont'd)

.9 Rates and Charges (Cont'd)

b. Recurring Charges (Cont'd)

(1.) (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>12 Month Rate</u>	<u>36 Month Rate</u>
(b.) Optional Features				
(.1) B-packet, per channel	\$ -	\$100.00	\$100.00	\$100.00
(.2) D-packet, per channel	-	5.00	5.00	5.00
(c.) Feature Packages, per line (Home)				
(.1) MBKS Basic Service	\$25.00	\$7.15	-	-
(.2) Data 1000	15.00	3.30	-	-
(.3) Data 2000	15.00	5.50	-	-
(.4) X.25 Deluxe	15.00	5.00	-	-
(d.) Optional Data Feature				
(.1) Data Direct Connect, per line	-	1.00	-	-
(e.) Additional Directory Numbers, each	-	2.20	-	-

¹ Residence Digital (ISDN) Single Line Service is withdrawn as of November 16, 2013.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 38

EFFECTIVE: June 12, 2022

SECTION 100 - OBSOLETE SERVICES

100.7 Frame Relay – Grandfathered ¹ (C)

.1 General

Frontier Florida LLC concurs in the rates and terms and conditions for Frame Relay service as filed by Frontier Florida LLC in its Facilities for Intrastate Access Tariff.

100.8 Multi-Media Data Service (MMDS)

Obsolete. The provision of Multi-Media Data Service (MMDS) will be continued for existing customers only. When the existing customer is beyond the Contract Term length, continuance will be on a year-to-year basis. Service is not offered for new installations.

Additions to the customer's existing service (such as adding more nodes) will be allowed when added on the customer's existing network and added at the customer's existing location. Additions will be managed through Individual Case Basis (ICB) process.

Deletions to the customer's service will be subject to termination liability agreements per the original contract with the exception of customers who migrate to Frontier's Transport LAN Connect (TLC) service or to Asynchronous Transfer Mode (ATM) ¹ service. (C)

Moves – Moving a service (i.e. from location A to location B) will be considered a new service and will not be permitted under the grandfathered MMDS service.

Upgrades to grandfathered MMDS service will be considered a disconnect (deletion) of the grandfathered MMDS service and a reconnect (addition) of a new service.

.1 General

- a. Multi-Media Data Service (MMDS) is a fiber optic based group of high speed data and video services for intraexchange and interexchange use within a LATA.
- b. MMDS will support the following types of data and/or video services: *

Ethernet (IEEE 802.3)
Token Ring (IEE 802.5)
IBM 3270
V.35
RS449/422
Non-Framed DS1
Single Channel Broad Band Video (NTSC/RS250B)

* Specific distance limitations are identified within the individual service description. Where MMDS provides IBM 3270 connectivity, the service is limited to customer locations served by the same serving wire center.

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

SECTION 100 - OBSOLETE SERVICES

100.8 Multi-Media Data Service (MMDS) (Cont'd)

.2 Terms and Conditions

- a. MMDS service is only offered where technical capabilities exist.
- b. MMDS providing IBM 3270 connectivity is limited to customer locations served by the same serving wire center.
- c. MMDS service will only be used to interconnect customer locations within the same LATA.
- d. The network demarcation point for MMDS is on the electrical side of Frontier provided network interface on the customer premises. The customer is responsible for providing all facilities and cabling necessary to connect customer equipment to the network interface.
- e. It is the customer's responsibility to ensure that the customer's equipment provides industry standard electrical signals for MMDS transmission.
- f. A Link, whether First, Additional or Video is a transport over MMDS facilities between Frontier's wire center and each customer designation location (CDL).
- g. The First Data Link is required in order to provide MMDS to a CDL.

An Additional Data Link (ADL) is only available to CDLs with at least one First Data Link. An ADL is required if:

- (1.) An additional protocol is used, e.g., Ethernet and DS1, or
- (2.) There are more than eight nodes (CDLs).
- h. A Video Link is only available to CDLs with at least one First Data Link.
- i. The First Data Link, Additional Data Link and Video Link at each CDL must be ordered for a contract period of one (1), three (3), or five (5) years. All contracts are subject to the Contract Termination Liability as specified within this section of the Product Guide.
- j. MMDS requires at least one First Data Link to a CDL. When the First Data Link is terminated, then MMDS will be terminated to the CDL. An Additional Data Link and/or Video Link can be terminated without terminating the First Data Link to the CDL.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 40

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.8 Multi-Media Data Service (MMDS) (Cont'd)

.2 Terms and Conditions (Cont'd)

- k. In the initial order for MMDS service at a CDL, the contract period for Additional Data Links or Video Links cannot be longer than the contract period selected for the First Data Link.
- l. If the customer subsequently orders an Additional Data Link(s) or a Video Link(s) and the contract period for the First Data Link has not expired, then the following applies:
 - (1.) The contract period selected for an Additional Data Link(s) or a Video Link(s) must be equal to or shorter than the remaining contract period for the First Data Link, or
 - (2.) The contract period for the First Data Link will be extended to be coterminous with the contract period selected for the Additional Data Link or Video Link. The monthly rate for the First Data Link shall be equal to the First Data Link rate for the new contract period selected for the Additional Data Link and/or Video Link.
- m. An Additional Data Link(s) or a Video Link(s) can be provided after the expiration of the contract period for the First Data Link but, the First Data Link will be placed under contract for a period equal to the contract period selected for the Additional Data Link or Video Link. The First Data Link monthly rate shall be equal to the First Data Link rate for the new contract period selected for the Additional Data Link and/or Video Link.
- n. The Contract Termination Liability will apply when any portion of the service that is subject to the Contract Termination Liability is terminated prior to completion of the elected contract period. The customer's liability will be equal to the monthly rate for the applicable link(s) times the number of months remaining in the contract period.
- o. If the customer should terminate MMDS service under contract at any CDL, the Contract Termination Liability shall apply on a CDL-by-CDL basis.
- p. Nonrecurring charges (NRCs) associated with MMDS service may, at the option of the customer when affirmed at the time that the service is ordered, be paid in three equal monthly installments.

SECTION 100 - OBSOLETE SERVICES

100.8 Multi-Media Data Service (MMDS) (Cont'd)

.3 Definitions

Additional Data Link - Subsequent Data Links ordered from the same CDL to the same serving wire center as the First Data Link are rated as Additional Data Links.

Customer Designated Location (CDL) - A location specified by the customer for purposes of terminating Network or Switched Access Service such as the customer's premises or the building where an off-premises extension terminates.

Data Link - A Data Link (DL) in MMDS is the electrical connection of the customer's data terminal equipment from the Network Interface to Frontier's network supporting MMDS. The Data Link includes the Network Interface, the Network Node, and the fiber optic transport facility.

First Data Link - The First Data Link is assessed on the first Data Link ordered by the customer for each CDL.

Interoffice Transport - Interoffice Transport provides for the transmission facilities between serving wire centers associated with two CDLs. The Interoffice Transport monthly rate applies to fiber optic transmission facilities between serving wire centers. The rate is applied to each airline mile or fraction thereof between the serving wire centers.

MMDS Ethernet Service - A Local Area Network (LAN) to Local Area Network (LAN) transport service for interconnecting IEEE 802.3 LANs data rates up to 10 Mbps. This service is distance limited to a -31 dB system loss budget. Ethernet service can be point-to-point or multipoint (a maximum of eight nodes).

MMDS IBM 3270 Host/Remote Service - A half-duplex, character oriented binary synchronous host to remote transport service offered in two configurations:

- a. Support of BNC coaxial connections supporting up to two customer provided 3274 controllers.
- b. Support of coaxial Terminal Adapter Ports for connection to customer provided 3299 type multiplexer.

SECTION 100 - OBSOLETE SERVICES

100.8 Multi-Media Data Service (MMDS) (Cont'd)

.3 Definitions (Cont'd)

MMDS IBM 3270 Host/Remote Service (Cont'd)

Distance limitations for 3270:

- with IBM Remote Polling Query - 12,000 cable feet.
- without IBM Remote Polling Query - 3,200 cable feet.

MMDS NFDS-1 Service - A non-framed, DS1 point-to-point optical transmission at 1.544 Mbps. This service is provided without synchronization and is not channelized by Frontier.

MMDS RS-449/422 Service - An Electronics Industry Association recommended electrical interface for balanced circuits. The MMDS transport supports RS-449/422 at speeds from 20 Kbps to 9.4 Mbps.

MMDS Token Ring Service - A LAN-to-LAN transport service for interconnecting IEEE 802.5 LANS at data rates up to 4 Mbps or 16 Mbps. This service is distance limited to a -31 dB system loss budget. Token Ring service can be point-to-point or multipoint (a maximum of eight nodes).

MMDS V.35 Service - A wideband electrical signal for asynchronous transmission up to 256 Kbps.

MMDS Video Service - This is the transport over MMDS facilities for single channel broad band video signals conforming to NTSC/RS250B. The service supports a single video channel with two accompanying audio channels. MMDS Video is limited to point-to-point or point-to-multipoint service where each CDL is served from the same serving wire center.

Network Interface - The Network Interface is the point of electrical interconnection on the customer's premises between Frontier's communications facilities and the customer's terminal equipment.

Network Node - The Network Node is Frontier provided electronic equipment that converts the electrical signal delivered at the network interface to an optical signal.

Video Link - A Video Link can only be ordered from a CDL for which a First Data Link rate is being assessed. The Video Link rate applies in addition to the First Data Link rate and any Additional Data Link rates. One Video Link must be ordered for each end (CDL) of a point-to-point MMDS Video service.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 43

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.8 Multi-Media Data Service (MMDS) (Cont'd)

.4 Rates and Charges

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
a. First Data Link ¹		
1 Year Contract ²	\$3,300.00	\$800.00
3 Year Contract ²	3,300.00	775.00
5 Year Contract ²	3,300.00	750.00
Month-to-Month	-	-
b. Additional Data Link ¹		
1 Year Contract ²	200.00	150.00
3 Year Contract ²	200.00	135.00
5 Year Contract ²	200.00	125.00
Month-to-Month	-	-
c. Video Link ¹		
1 Year Contract ²	3,000.00	425.00
3 Year Contract ²	3,000.00	410.00
5 Year Contract ²	3,000.00	400.00
Month-to-Month	-	-
d. Interoffice Transport	300.00	
- per airline mile		75.00

¹ The customer must subscribe to the First Data Link between the serving wire center and each customer designated location (CDL), in order to subscribe to an Additional Data Link or a Video Link. If the First Data Link is terminated, then all MMDS will be terminated to the CDL. The Additional Data Link and Video Link can be terminated without terminating the First Data Link to a CDL.

² All contracts are subject to conditions for Contract Termination Liability.

SECTION 100 - OBSOLETE SERVICES

100.9 Metro Ethernet Service

Obsolete. The provision of the Metro Ethernet Token Ring Service will be continued for existing customers only until the expiration of their current contract term. Upon contract expiration, the customer must subscribe to the Metro Ethernet service described in Section 10 of the Product Guide or discontinue the service.

.1 Definitions

Metro Ethernet Token Ring Service - The term "Metro Ethernet Token Ring Service" denotes a LAN-to-LAN transport service for interconnecting IEEE 802.5 LANs with data rates of 4 Mbps or 16 Mbps and data transmission at native speed and native protocol. This service is distance limited to a -31 db system loss. Metro Ethernet Token Ring Service can be a point-to-point or a multipoint service with up to eight (8) nodes. The serving wire centers of the LANs to be interconnected must be located on and interconnected by one or more Frontier fiber optic systems. The interoffice transport on the fiber optic system is flat rated, nondistance sensitive, and is provided at a 16 Mbps level. The link between the customer designated location (CDL) and the serving wire center (SWC) of the CDL may only consist of fiber facilities.

.2 Rates and Charges

<u>Metro Ethernet Service Activation</u>	<u>3 Year OPP</u>	<u>5 Year OPP</u>	<u>7 Year OPP</u>
Token Ring	\$110.00	\$100.00	\$90.00

SECTION 100 - OBSOLETE SERVICES

100.10 Local Packet Switching Network Service

Obsolete. The provision of Local Packet Switching Network Service will be continued for existing customers only. Service will not be offered for new installations, moves, changes or additions.

.1 General

- a. Local Packet Switching Network Service uses packet switching technology to provide a switched data transport service. This service uses analog and digital facilities to provide data transport for a variety of interactive (or bursty) data applications between two or more customer designated locations.
- b. Packet switching technology divides data streams into packets. The packet network examines, routes and transports packets individually without maintaining a physical path between bursts of data. This service is based on CCITT (Consultative Committee on International Telegraph and Telephony) X.25 protocol and the X.75 internetworking protocol. Local Packet Switching Network Service and features are available where facilities and conditions permit.
- c. Local Packet Switching Network Service can be accessed in two ways:
 - (1.) Integrated Services Digital Network (ISDN)-Primary Rate Interface (ISDN-PRI) or Intergrated Services Digital (ISDN)-Single Line Service (ISDN-SL). End-users may obtain X.25 access to the Local Packet Switching Network through ISDN-PRI or ISDN-SL service available in Sections 10.5 and 10.6 of this Product Guide. Local Packet Switching Network Services will allow ISDN services to transmit packet traffic outside the serving central office business customer group.
 - (2.) Dedicated Access. Dedicated Access, available where facilities and conditions permit, provides the ability to establish connections to the Packet Switching Network using analog or digital Special Access facilities. Connection is made at the nearest Local Packet Switching office at a dedicated access port. Each access port has a unique fourteen-digit network address. The access ports will interface with analog or digital channels at speeds of 9.6, 56, or 64 Kbps. The customer must specify the required transmission speed. Dedicated Access requires the customer and/or authorized user to furnish a modem or DSU/CSU compatible with those provided in the network. Dedicated Access provides the ability to originate and receive calls from other customer locations and/or authorized users of this service.

.2 Explanation of Terms

Authorized User: A person, firm, corporation or other entity who is authorized to use this service.

Bit: A binary digit, the smallest unit of information in the binary system of notation.

Customer: An end-user subscriber to the Local Packet Switching Network Service.

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.10 Local Packet Switching Network Service (Cont'd)

.2 Explanation of Terms (Cont'd)

Data Circuit Terminating Equipment: The equipment that connects the customer's access channel to the packet network.

Data Terminal Equipment: The equipment that comprises the data source, the data sink, or both and provides for the communication control function.

ISDN: Integrated Services Digital Network.

Logical Channel: A virtual connection operated over a physical connection that can support one or more virtual connections simultaneously.

Network Address: The alphanumeric character string used to specify the destination of each switched connection made within the network.

Octet: A group of eight binary digits operated upon as an entity.

Packet: Continuous sequence of binary digits (bits) of information that is switched through the network as an integral unit. A packet consists of a maximum of 4,096 bits (512 octets) of user information plus additional transmission and error control information. The user data is divided into segments for billing purposes. The number of segments contained in a packet is dependent upon the packet size.

Packet Switching Office: The central office where the packet switching functions are performed and access to the packet network is accomplished.

Port: An X.25 communications interface at a Packet Switching office through which the customer or authorized user obtains access to the network.

Protocol: A set of transmission rules for the exchange of data over a communications channel. The X.25 and X.75 protocols are international standards developed by the CCITT that provide the foundation for Public Packet Switched Networks.

Segment: A unit of user information consisting of 64 octets or less. The number of segments transmitted within a packet is limited only by the subscribed or negotiated maximum size of the user data filed for the customer interface.

Virtual Connection: A logical channel resulting from call establishment to a network address that exists until the call is terminated by either party.

X.25 Protocol: Interface between Data Terminal Equipment and Data Circuit Terminating Equipment for terminals operating in the packet mode on public data networks.

X.75 Protocol: Terminal and transit call control procedures and data transfer system on circuits between packet switched data networks.

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.10 Local Packet Switching Network Service (Cont'd)

.3 Rate Regulations

Rates for flat rate usage of Local Packet Switching Network Service will apply in addition to the monthly recurring charges for Dedicated Access.

a. Dedicated Access:

(1.) Applicable rate elements associated with each port include:

- A monthly recurring charge and a nonrecurring charge per dedicated access port as set forth in Section 100.10 .4b.
- Flat rate network usage specified in Section 100.10 .4c.
- Applicable monthly and nonrecurring charges as specified in other sections of this Product Guide.

.4 Rates and Charges

a. Integrated Services Digital Network (ISDN)-Primary Rate Interface or Integrated Services Digital Network (ISDN)-Single Line Services:

(1.) See rates in Sections 10.

b. Dedicated Access Port:

(1.)	<u>Speed</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
	9.6 Kbps	110.00	40.00
	56/64 Kbps	110.00	40.00

c. Flat Rate Network Usage

(1.)	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
9.6 Kbps Dedicated Access Port		
(a.) with 12 Logical Channels	-	\$48.00
(b.) with 22 Logical Channels	-	88.00
(c.) with 32 Logical Channels	-	128.00
(2.) 56 Kbps Dedicated Access Port		
(a.) with 32 Logical Channels	-	128.00
(b.) with 60 Logical Channels	-	240.00
(c.) with 90 Logical Channels	-	360.00

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.11 Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI)

Obsolete. The provision of the following rates to existing customers subscribing to Integrated Services Digital Network Primary Rate Interface (ISDN-PRI) Service for a 36 month term commitment, will be continued only until the expiration of the customer's current term commitment. Upon term expiration, the customer shall revert to the rules, terms and conditions, and rates as specified in Section 10 of this Product Guide for the provision of ISDN-PRI Service.

.1 Rates and Charges

The following rates and charges are in addition to all other rates and charges that may be applicable for accessible services which operate in conjunction with ISDN-PRI Service.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
a. PRI Access		
3 Year Term Commitment	500.00	380.00
b. Switched Facility		
(1.) First System		
(a.) 3 Year Term Commitment	-	202.50
(2.) Additional System		
(a.) 3 Year Term Commitment	-	173.00
c. "B" Channel Configuration		
Voice/Data Measured Rate Channel Activation ^{1,2}		
3 Year Contract	-	6.00

¹ The applicable Voice Flat Rate Channel Activation and/or Voice/Data Measured Rate Channel Activation rate is available to contract term customers only. Customers subscribing to the month-to-month rate shall be charged the applicable Network Access Register (NAR) rate as specified in Section 3.9. A voice measured data rate is not available under a five-year contract term.

² Applicable only to customers subscribing to PRI Access and Switched Facility on a Term Commitment basis.

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service

Obsolete. The provision of Centrex Service will be continued for existing customers only under the following Product Guide. The service allows for normal station activity including moves, changes, deletions, and station additions to existing systems subject to the availability of existing outside plant facilities and Centrex Service serving capacity of the central office from which the service is furnished.

.1 General

a. Centrex Service is furnished from Digital Central Office equipment located on Frontier premises and associated facilities so arranged as to provide the following basic Service features:

- (1.) Direct Inward Dialing (DID) and Direct Outward Dialing (DOD) of exchange and long-distance message network calls to and from stations and attendant positions of a Centrex Service system.
- (2.) Intercommunication calls between stations of the same Centrex Service system.
- (3.) Identified Outward Dialing (IOD), by station number of outgoing long-distance message calls dialed by a station. Only calls billed to the subscriber by Frontier will be provided this identification.
- (4.) Common recorded announcement interception of calls to unassigned station numbers.
- (5.) Basic Station Line Hunting.
- (6.) Touch Calling Service.

b. Centrex Service will be furnished in two categories based on the size of the subscriber's systems.

- (1.) Centrex Service Medium will serve systems with 15-200 Main Station Lines.
- (2.) Centrex Service Large will serve systems with more than 200 Main Station Lines.

c. A Centrex Service System may be comprised of the following components:

- Common Equipment ¹
- Network Access ¹
- Main Station Lines ¹
- Terminating Arrangement
- Features

- (1.) The Common Equipment, Network Access and Terminating Arrangements will be the rates and charges as specified in 100.12.7.
- (2.) Main Station Line rates will consist of the intercom charge and the appropriate center line charge. These charges will be located in 100.12.8.

¹ Every system will include these components.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 50

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.1 General (Cont'd)

c. (Cont'd)

(3.) Centrex Service Line and Service Features will be grouped as follows:

"A" Line Features Grouped
"A" Line Features Individual
"B" Line/System Features
Optional Service Features

(4.) "A" Line Features will be offered on a grouped basis to Centrex Service subscribers who have selected a Centrex Service Term Payment Plan of 36, 60, or 84 months. Subscribers selecting the month-to-month payment option will be offered the Group "A" Line features on an Individual basis only.

(5.) "B" Line/System Features will be offered to Centrex Service subscribers under all payment plan options subject to the specific requirements within each arrangement.

(6.) A Centrex Service Medium system subscriber will select A and B features in 100.12.8 of this Product Guide. A Centrex Service Large system subscriber will select A and B features in 100.12.9 of this Product Guide. Optional Service Features for subscribers are in 100.12.10 of this Product Guide.

.2 Terms and Conditions

a. Centrex Service is furnished subject to the availability of facilities and features from Digital Central Office equipment located in a central office building owned or leased by Frontier. The service allows for normal station activity including incidental additions and deletions. Major additions to and or major relocations of Centrex Service systems are subject to the same rules and terms and conditions as initial installations.

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.2 Terms and Conditions (Cont'd)

- b. Certain Auxiliary Services are available on an individual Main Station Line basis and are subject to the same rules and terms and conditions as initial installations.
- c. Optional Service Features as listed in 100.12.10 include Attendant Features. These features may require customer provided compatible terminal equipment.
- d. All console functions by the attendants at the subscriber's premises are performed at the expense of the subscriber and must conform with the operating practices and procedures of Frontier to maintain a proper standard of service.
- e. All Centrex Service main station lines must be associated with the main switching equipment. Satellite switching is not offered with Centrex Service.
- f. Tie Lines for direct connections between a basic Centrex Service system and other systems are provided primarily for communication between stations of the two systems. In such cases, rates and charges for tie line service as specified in Section 12 of this Product Guide and miscellaneous line termination charges apply. In addition, these tie line connections may be arranged to provide completion of incoming or outgoing local and long-distance calls through the Centrex Service system to or from other systems provided such connections to the exchange or long-distance network are only made at one system at a time.
- g. Where completion of incoming and outgoing local and long-distance calls through a Centrex Service system is furnished to or from main station lines of a separate Centrex Service system in another exchange, the charges applicable for the following features apply in addition to the regular charges for the facilities connecting the systems except for Subsidiary System Arrangements furnished under the terms and conditions specified in 100.12.10 of this Product Guide.
 - (1.) Rates and charges as specified in Section 12 apply to miscellaneous lines furnished with unique access codes (trunk level access) except for tie lines furnished in connection with Subsidiary System Arrangements as specified in this Product Guide.
 - (2.) Centrex Service optional feature charges as outlined in Section 100.12.10 apply for each trunk terminated main station line as offered in this Product Guide, as appropriate.

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.2 Terms and Conditions (Cont'd)

- h. Dormitory service is furnished in accordance with the rules and terms and conditions for Dormitory Communications Service specified in Section 12.
- i. A system may not be provided for Intercommunication (stand alone) service only. Access to the Exchange Network must be provided.
- j. A mixture of Flat Rate and Message Rate Service will not be allowed within a single customer system.
- k. With the exception of Network Access Registers, suspension of Centrex Service is not permitted.
- l. A 12-month minimum service period shall be required if the subscriber's system is a Centrex Service large system. The normal minimum service period, as specified in Section 2, will be applicable to Centrex Service Medium systems.
- m. Touch-Calling Service will be furnished subject to the terms and conditions specified in Section 12. The rates and charges for Centrex Service station lines include the provision of Touch-Calling Service. Rates and charges for Touch-Calling Service, as specified in Section 13, do not apply for the provision of Touch-Calling Service to Centrex Service.
- n. Directory Listings will be furnished subject to the rates and terms and conditions specified in Section 6.
- o. The number of simultaneous exchange and toll network calls to and from Main Station Lines and attendant positions of a Centrex Service system are limited by the number of Network Access Registers subscribed to by the customer. In addition, where a Centrex Service system is located within an airport telephone service area, intercommunications-type calls between stations of the Centrex Service system and stations of other airport-located Centrex Service systems or eligible stations served by airport telephone service are also limited by the number of Network Access Registers subscribed to by the customer. Each Network Access Register may be arranged for two-way, one-way incoming, or one-way outgoing operation depending upon the option of the customer at the time the Network Access Register is installed. When a change in the type of operation is requested by the customer, the appropriate Service Charges as specified in Section 4 of this Product Guide apply per Network Access Register affected.
- p. Service charges, as specified in Section 4 of this Product Guide, apply to Centrex Service systems except as provided in 100.12.5.

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.2 Terms and Conditions (Cont'd)

- q. Centrex Service installation charges are due on initial Installation or subsequent additions unless deferred over a predetermined period of time.
- r. If the Centrex Service subscriber elects a Message Rate Service option, Message Rate Service usage charges specified in Section 3 are applicable on calls to locations outside the subscriber's Centrex Service system in addition to rates and charges in this and other Product Guide sections for Centrex Service and other associated services. Usage charges are not applicable on calls originated and terminated within the same Centrex Service system.
- s. Centrex Service Main Station Lines may be restricted from dialing three-digit central office and service codes by applying Code Restriction to the line. The three-digit codes which may be restricted constitute those codes to which Public Announcements, Directory Assistance, or Dial-It Services (e.g., 900 and 976) calls are assigned which could generate billing to the originating Main Station Line. Code Restriction arrangements may also be used to prohibit toll calls to a carrier other than the Presubscribed Interexchange Carrier (dialed 101XXXX). The term "Public Announcement Services" as used herein are those services which, in the judgment of Frontier, furnish advertised recorded announcement messages to the general public (e.g., time, weather, sport scores, and stock market reports). The Public Announcement Service central office codes will be determined by Frontier and will be commonly denied access in the central office serving the Centrex Service systems subscribing to this service arrangement.
 - (1.) At the time a Code Restriction arrangement is installed, the Centrex Service system will be arranged for the Code Restriction specified by the customer and the Main Station Lines designated by the customer will be so equipped. When the customer requests the subsequent addition or removal of code restriction on a Main Station Line, the appropriate Service Charges as specified for a change in line termination apply per Main Station Line affected except that no such charges apply when the code restriction arrangement is disconnected in its entirety.
 - (2.) Where Code Restriction applies to a particular central office code, direct outward dialed Main Station Line access is denied to telephone numbers associated with that central office code.
 - (3.) Code Restriction Arrangements to deny access to Directory Assistance and/or Public Announcement Services are not assured. These features are intended to limit Main Station Line direct dialed outgoing calls, but such calls may, in certain circumstances, be completed and will be charged for in the normal manner.
- t. A minimum of fifteen (15) Main Station Lines is required for the first system established per customer within a local calling area.

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.3 Definitions

Access Code Restriction Group (ACRG) (CAT Codes). An ACRG will allow stations (assigned to that ACRG) access to predefined facilities. Station access to facilities is restricted by the station ACRG assignment to the predefined facilities. Up to eight ACRGs can be established by Frontier for each group.

Access Lines to Customer Provided Features. Allows dial access from Centrex Service for connection to customer provided features. (Recorded Telephone Dictation, Dial Code Sending Equipment and Loudspeaker Paging).

Attendant Call Transfer. Attendant can dial a code to inhibit the automatic connection of the third leg of a call to allow for private consultation before establishing the connection.

Attendant Camp-On. This feature allows incoming listed number calls, which the attendant attempts to complete to a busy Main Station Line, to be held waiting and then automatically connected when the called Main Station Line becomes available. An indication of camp-on will be given to the busy Main Station Line each time the attendant attempts a completion.

Attendant Conference. Using a six-port conference circuit, an attendant may interconnect up to five conferees on one call. The sixth port is required for attendant access.

Attendant Control of Facilities. This feature utilizes special keys on the customer provided attendant console to restrict dial access by all stations to tie lines, FX lines, etc.

Attendant Direct Station Select. An attendant can place calls to stations by depressing a non-locking key on the customer provided console.

Attendant Position. Customer provided terminal equipment utilized for attendant control and call connecting functions.

Attendant Identification of Incoming Call. Allows attendant at a customer owned console to visually identify the type of service or trunk group associated with a call to the attendant.

Attendant Service. Incoming calls to the main listed number are answered by an attendant, who may complete the call to the desired Main Station Line by means of the Call Transfer feature. An unrestricted or semi restricted Main Station Line user may dial the attendant over attendant lines to secure help in the completion of an outgoing call by means of Dial "O" calling.

Automatic Callback/Ring Again. Automatic Callback permits a Main Station Line user who attempts an intercommunication call to a busy Main Station Line to be automatically connected to that line when both called and calling lines are subsequently idle.

Automatic Line. See Direct Connect Number.

Basic Termination. See Miscellaneous Line Terminations.

Call Forwarding-Busy Line. Automatically routes all calls to the attendant or preselected Main Station Line when the called Main Station Line is busy.

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.3 Definitions (Cont'd)

Call Forwarding-Busy Line incoming Only. Automatically routes incoming calls from outside the Centrex Service System to the attendant or Preselected Main Station Line when the called Main Station Line is busy.

Call Forwarding-Don't Answer. Automatically routes calls to the attendant or a preselected Main Station Line when the called Main Station Line doesn't answer within a specified number of seconds.

Call Forwarding-Don't Answer incoming Calls Only. Automatically routes incoming calls from outside the Centrex Service System to the attendant or preselected Main Station Line when the called Main Station Line doesn't answer within a specified number of seconds.

Call Forwarding-Variable. When activated by a Main Station Line User, automatically routes calls intended to this Main Station Line to any other Main Station Line selected within the same system or optionally outside the Centrex Service system. The Main Station Line selected may also be the attendant. The attendant may also activate call forwarding for a Main Station Line.

Call Forwarding-Variable incoming Calls Only. When activated by a Main Station Line user, automatically routes incoming calls from outside the Centrex Service System intended for his Main Station Line to any other Main Station Line selected within the same system or optionally outside the Centrex Service system. The main Station Line selected may also be the attendant. The attendant may also activate call forwarding for a Main Station Line.

Call Hold. Allows a Main Station Line user to place any call involving their Main Station Line on hold by flashing and dialing a special code. The Main Station Line is then free to originate another call and is retrieved by dialing the hold code a second time.

Call Pick Up. Allows a Main Station Line user to answer calls directed to another Main Station Line within the same present call pick-up group.

Call Transfer. Call Transfer provides for the transfer, by a Centrex Service station, of calls. The Call Transfer feature is needed in addition to 3 Way Calling for this feature to work. Call Transfer Outside is required to add on or transfer a dial "9" Type Call.

Call Waiting-Terminating. 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 present connection while answering the new call and return to the original connection.

Call Waiting-Cancel. Call Waiting-Cancel allows the customer with Call Waiting service to inhibit the operation of Call Waiting for one call.

Call Waiting-Originating. Allows an equipped Main Station Line to send the Call Waiting tone to any busy Main Station Line in the same system.

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.3 Definitions (Cont'd)

Call Waiting-Dial (DCW). The Dial Call Waiting (DCW) feature provides the ability for originating Main Station Lines to invoke call waiting service on selected intragroup calls by dialing an access code followed by the extension number of the Main Station Line to be call waited.

Call Waiting-Terminating incoming Only. Informs a busy Main Station Line, when the Main Station Line is so equipped, that an incoming call from outside the Centrex Service system is waiting (burst of tone), and permits holding the present connection while answering the new call and return to the original connection.

Category (CAT) Codes. See Access Code Restriction Group and Network Class of Service.

Centrex Service System. A Centrex Service System consists of all stations of a customer with the same primary directory listing which is served by the same digital central office equipment.

Circular Hunt. See Station Hunting Arrangements.

Code Call Access. See Dial Code Sending.

Code Restriction Arrangements. A Code Restriction Arrangement automatically denies a portion of all Main Station Lines of a Centrex Service system direct outward dialing access to one or more three-digit codes within the local calling area in which the system is located. Code restriction provides a distinctive tone to indicate that access is not permitted on call attempts.

Conference Calling-Station. Allows a Main Station user to establish a conference connection of up to six conferees (including the originator) without the aid of the attendant.

Consultation Hold-All Call. Allows a Main Station user to place a call on hold by depressing the switchhook, at which time dial tone is returned. The station user may then proceed to establish connection with another internal station or outside party, and after speaking with the "consulted" party, the station user may (1) return to the call initially held, (2) depress the switchhook thereby effecting Add-On Conference or (3) hang up and effect transfer of the initial call to the consulted party.

Customer Group. A Customer Group is that portion of the memory storage in the serving central office that contains the features for a specific system.

Dial "0" Calling. Dial "0" Calling permits a Main Station Line user to reach an attendant position by dialing the single digit "0".

Dial Code Sending (Code Calling) Feature. Code Calling provides dial access to customer premises located code calling equipment by Main Station Line attendant access and tie lines of a Centrex Service system. The dialed two- or three-digit code activates signaling devices on the customer's premises to produce a coded signal corresponding to the dialed code. The called party, upon recognition of the signal, is automatically connected to the calling party by dialing a special code from any Main Station Line in the system.

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.3 Definitions (Cont'd)

Direct Connect Number/Automatic Line. Station specially programmed to dial specific internal station number or "0" for the attendant when the station user goes off-hook.

Direct Connect Number/INWATS Access. This feature provides special programming on an 800 converter number to automatically dial a predesignated main station line, or console access line, for the purpose of answering INWATS calls. The feature is only available where the 800 converter number is assigned in the same Centrex Service customer group as the predesignated answering line.

Direct Inward Dialing. Incoming calls from the exchange or toll network may be dialed directly to any called Main Station Line served by the Centrex Service main switching equipment without the help of an attendant.

Direct Outward Dialing. Outward calls may be dialed directly from any unrestricted Main Station Line served by the Centrex Service main switching equipment without the help of an attendant.

Directed Call Pick Up-Barge In. Allows calls directed to a Main Station Line with the Directed Call Pick Up feature to be answered by any Main Station Line in the group. This is accomplished by dialing an access code followed by the extension number of the Main Station Line to which the call was directed. If the Main Station Line has already answered, a three-way connection is established.

Directed Call Pick Up-Non-Barge-In. This feature is the same as Barge-In except that the party dialing the pickup code will be routed to reorder and not connected.

Distinctive Ringing. Distinctive ringing is furnished to indicate the source of calls to idle Main Station Lines.

Facility Groups (FG). Provides simulated trunk group access for miscellaneous line terminations. A FG may be one-way (incoming or outgoing) or two-way operational.

Flexible Route Selection. Flexible Route Selection is an optional feature, available where facilities permit that allows station users, by dialing a preselected code, to automatically select the preferred route subscribed for by a customer for network calls. Alternate routing to other facilities, subscribed to by the customer, is also provided. This arrangement is available for use with Foreign Exchange (FX), WATS, CCSA, off-net, Tie Lines, and Interexchange Carrier (IC) access lines which are compatible with FRS and toll network facilities. Basic FRS allows for four private routes in each routing pattern.

Hot Line Station. See Direct Connect Number.

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.3 Definitions (Cont'd)

Intercept. Intrasystem and incoming network calls dialed to unassigned numbers are routed to recorded announcements.

Main Station Extension Service. Main Station Extension Service consists of an additional station or stations on the same station circuit as the associated Main Station.

Main Station Line. A Main Station Line connects customer provided terminal equipment to the serving central office.

Miscellaneous Line Terminations. Miscellaneous lines are those lines not basic to the system such as Tie Lines, WATS, Foreign Exchange CCSA, etc., which require Centrex Service switching capabilities in order to function with Centrex Service.

Multiline Hunt Group (BASIC). See Station Hunting Arrangements.

Multiline Position Hunt. Provides ability to distribute calls over a group of console positions.

Network Access Register. The Network Access Register provides for exchange and long-distance message network calling to and from Main Stations and attendant positions of a Centrex Service system.

Network Class of Service. This feature provides the capability to allow or deny types of calls to a station on both an incoming and an outgoing basis.

Night Service. Routes calls normally directed to the attendant to preselected lines within the customer group.

Positions Made Busy. Operation of a dedicated key at customer's premises causes incoming calls to those lines assigned to this key to be given treatment.

Power Failure Transfer. Provides for the routing of calls to a business group attendant to a preassigned directory number during a commercial power failure at the customer's location.

Preferential Hunt. See Station Hunting Arrangements.

Ring Again. See Automatic Callback.

Selective Control of Facilities. Customer via key control can busy out private facilities.

Speed Calling. Lets the Main Station Line user place calls to a list of frequently called telephone numbers by dialing fewer digits than the complete directory number.

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.3 Definitions (Cont'd)

Station Semi-/Fully Restricted. Semi-restricted permits the customer to have selected Main Station Lines restricted from receiving any calls from outside the business customer group or from making any calls outside the business customer group. Intercom calling and private facilities are accessible. Fully restricted blocks calls to and from the attendant in addition to those from/to outside the customer business group.

Station Hunting Arrangement. Preferential and Circular Hunt and Uniform Call Distribution are optional Main Station Line hunt arrangements for searching over and distributing calls in a hunt group.

- Circle Hunt. The system tests all lines in the multiline hunt group regardless of the point of entry.
- Multiline Hunt Grow (Basic). When a call is originated to a busy station line in a basic multiline hunting group, the call hunts once in a prearranged order for an idle station through all remaining station lines in that group.
- Preferential Hunt. Permits a prehunt over a subset or preferential group of mainstation lines before hunting through the entire multiline hunt group. The hunt through the group may be a regular or a circular hunt. Each main station line may have its own preferential group or list.
- Uniform Call Distribution. Uniform Call Distribution provides an even distribution of incoming network and intercom calls among the individual Main Station Lines of a hunt group and includes Circular Hunt.

Station Identification. An itemized list of toll calls is shown on the toll bill with the number of each originating Main Station Line.

Station-to-Station Calling. Calls may be dialed directly to completion between any two Main Station Lines of a Centrex Service system.

Subsidiary System Arrangement. A Subsidiary System of a Centrex Service system is a customer provided equipment system which is furnished PBX trunks from the central office serving the customer's Centrex Service system and which is connected by the trunks to that system. A Subsidiary System Arrangement provides station numbers, which are in sequence with the Main Station Line numbers of the customer's Centrex Service system to the stations of one or more subsidiary systems.

3 Way Calling. Allows a station user to add a third party to an existing two-party conversation.

Toll Diversion. Toll Diversion automatically denies a Centrex Service station direct dialing access to the long-distance message network. Station users attempting to place such calls are diverted to the attendant.

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.3 Definitions (Cont'd)

Toll Restriction. Toll restriction automatically denies a Centrex Service station direct dialing access to the long-distance message network. Station users attempting to place such calls will receive an announcement to indicate that access is denied.

Transfer Outside. Allow station user to transfer an external call outside of the Centrex Service via dial "9", off network CCSA or WATS facility.

Trunk Answer from Any Station. Permits any station to answer a call to the listed directory number by dialing a special code.

Trunk Equipment. See Miscellaneous Line Termination.

Trunk Group Busy Lamps. Visual indication of the status of private facilities on customer-provided equipment.

Uniform Call Distribution (UCD). See Station Hunting Arrangements.

.4 Intercept of Calls to Unassigned Station Lines

- a. Incoming calls from the exchange and toll networks to unassigned station lines are intercepted by the same standard central office recorded announcement equipment used to intercept such calls for exchange services. The announcement provided states that the number called is not in service.
- b. Intercommunicating calls to unassigned station lines are intercepted by central office recorded announcement equipment which is common to all Centrex Service systems served out of the same office. The announcement states that the number is not in service and advises that the attendant or the directory of the caller's system should be consulted.

.5 Conversion

a. Replacement of Central Office Equipment

- (1.) The rates and charges in this and other Product Guide sections for Centrex Service and the associated features and services will continue to apply to subscribers served at a location that is converted through no desire or fault of the subscriber to Digital central office equipment. Should one of the aforementioned existing subscribers wish to utilize features and/or services specific to the Digital central office equipment, the billing for that customer's system will be converted to charges appropriate for the central office equipment providing his service.

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.5 Conversion (Cont'd)

b. Conversion of Centrex to Centrex Service

- (1.) When a Centrex customer elects to convert to Centrex Service, installation end service connection charges do not apply to Common Equipment, in-service station lines, terminating arrangements, toll diversion and toll restriction equipped station lines, conference arrangements, and other optional features and/or services provided each of the following conditions are met.
 - (a.) The customer's system must continue to be served by the same central office equipment or the customer is moved to other central office equipment at Frontier's discretion.
 - (b.) There must be no interruption of service, and
 - (c.) There are no moves, changes, or additions in existing station lines, terminating arrangements, or optional features requested by the customer.
- (2.) Centrex Services converting to Centrex Service must elect one of the following options:
 - (a.) Month-to-Month Payment Plan
 - (b.) Centrex Service Term Payment Plan of 36, 60, and 84 months
- (3.) Where the customer elects a Centrex Service Term Payment Plan of 36, 60, or 84 months and wishes to add to his system the following shall apply:
 - (a.) Such additions shall be made within a scheduled period after the conversion at the rates and charges in this and other Product Guide sections for Centrex Service and the associated Features and Services.

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.6 Payment Schedules:

a. General

(1.) Centrex Service is offered as follows,

(a.) The contract periods are:

Month-to-Month Payment Plan
36-Month Centrex Service Term Payment Plan
60-Month Centrex Service Term Payment Plan
84-Month Centrex Service Term Payment Plan

(b.) Items that may be placed under the Centrex Service Term Payment Plan

(.1) Main Station Lines
(.2) Extension Station Lines
(.3) Line Feature Options
(.4) Optional Service Features
(.5) System Common Equipment
(.6) Terminating Arrangements

(2.) The monthly rate for Centrex Service is dependent upon the payment period selected by the customer.

(3.) The monthly rate for Centrex Service under the Centrex Service Term Payment Plan for the periods of 36, 60, or 84 months is not subject to Frontier initiated rate increases.

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.6 Payment Schedules (Cont'd)

a. General (Cont'd)

- (4.) Centrex Service Medium System will be offered to subscribers having 15-200 main station lines under any of the payment options offered.
 - (a.) A Centrex Service Medium System subscriber "may elect a 36-, 60-, or 84-month payment period for any portion or all of the total system size with the remainder to be under the month-to-month payment option.
 - (.1) Group A and B Line features may be added under any of the payment plan options.
 - (.2) Auxiliary Attendant or Optional Service features may be added under any of the payment plan options provided that they are not added for a payment period of shorter duration than that associated with the Centrex Service Main Station Lines.
 - (b.) A Centrex Service Medium System subscriber may add lines up to 220, and:
 - (.1) Add those lines and associated Group "A" and "B" Line features at the month-to-month rate specified for Centrex Service Medium or,
 - (.2) Resubscribe the entire system under the payment periods offered for Centrex Service Large System.
 - (.3) There will be no termination liability, but the Centrex Service subscriber will be liable for the difference in service establishment charges between Centrex Service.Medium and Centrex Service Large.
- (5.) Centrex Service Large System will be offered to subscribers having more than 200 main station lines under month-to-month, 36-, 60-, or 84-month payment options.
 - (a.) A Centrex Service.Large System subscriber may choose a 36-, 60-, or 84-month payment period for any portion or all of the total system size with the remainder to be under the month-to-month payment option.
 - (.1) Group "A" and "8" line features may be added under any of the payment plan options.
 - (.2) Auxiliary Attendant or Optional Service features may be added under any of the payment plan options provided that they are not added for a payment period of shorter duration that that associated with the Centrex Service Main Station Lines.

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.6 Payment Schedules (Cont'd)

b. Expiration of Contract Period

- (1.) Centrex Service customers must upon the expiration of their contract:
 - (a.) Select a new contract period as offered in the current Product Guide or,
 - (b.) Revert to the current standard rates for the month-to-month payment option.
- (2.) A Centrex Service customer may at any time during his selected payment period resubscribe for an equal or longer payment period at the current rates subject to the following conditions.
 - (a.) No credit will be given for payments made during the formerly selected period. Nonrecurring charges will not be reapplied.
 - (b.) The new payment period begins with the billing date following the date the new payment period is requested.
 - (c.) No termination charge applies for the former payment period.
 - (d.) A Secondary Service Ordering charge M specified in Section 4 of this Product Guide will apply.
- (3.) A Centrex Service customer may at any time during his selected payment period resubscribe for a payment period, shorter in length than the time remaining in the existing service agreement, subject to the following conditions:
 - (a.) No credit will be given for payments made during the formerly selected period. However, nonrecurring charges will not be reapplied.
 - (b.) The new payment period begins with the date requested.
 - (c.) A termination charge applies to the former payment period.
 - (d.) A Secondary Service Ordering charge as specified in Section 4 of this Product Guide will apply

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.6 Payment Schedule (Cont'd)

c. Termination Liability

The Termination Liability applicable to Centrex Service is dependent upon the payment period selected by the customer. Termination charges for the optional payment periods are as follows:

(1.) Month-to-Month Payment Plan

- (a.) Centrex Service Medium System Customers-No Termination Liability will be applicable.
- (b.) Centrex Service.Large System-Within 12 months of date of installation--if a customer's main station line count falls below 75 percent of the Centrex Service total main stations initially Installed, they will be charged 90 percent of the amount due for the period remaining up to 12 months from the date of installation for each line disconnected thereafter. Beyond 12 months of installation--no termination liability will apply.

(2.) Centrex Service Term Payment Plan Option

- (a.) Centrex Service.Medium and Centrex Service.Large System customers that contract a portion of their system under the Centrex Service Term Payment Plan Option are subject to the following Liability charges.
 - (.1) Main Station Lines under contract--90 percent of the remaining amount due for each Main Station Line disconnected after the customer's total Main Station Line count falls below 90 percent of the total Main Station Lines initially installed or of the annually adjusted total.
 - (.2) All noncontracted items--No Termination Liability will be applicable.

(3.) Credits and Surcharges

A surcharge that is equivalent to the and user subscriber Line charge for a PBX trunk will apply to each Network Access Register. For each Centrex Service line, a credit will be applied which, when ombined with the preceding surcharge and with end user subscriber line charges applied to Centrex Service lines, will provide a monthly net billing equal to the interstate subscriber line charge for a PBX trunk multiplied by the number of subscriber's network access registers.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 66

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.7 Common Rates and Charges

a. General

(1.) Station Lines

- (a.) The rates and charges specified herein for Main Station Lines provide for Main Station Line components. The Main Station Line consists of all facilities including intercommunication outside plant facilities from the system dial switching equipment to the Network Interface of the Main Station Line.
- (b.) The rates and charges specified herein for Main Station and extension lines are applicable to each Main Station and extension station location respectively to which a customer-provided instrument can be connected.
- (c.) Service Charges as specified in Section 4 of this Product Guide apply to all customer-requested moves, changes, removals, rearrangements and maintenance of premises wiring performed by Frontier on the customer's premises.
- (d.) End User charges as specified in the End User Common Access Service Section of Frontier Telephone Operating Companies FCC Tariff #14 apply as appropriate.
- (e.) Rates for the Main Station Lines of Centrex Service customers will be based on the following criteria:
 - (.1) Main Station Group Size
 - (.2) Distance from the Serving Central Office
 - (.3) The type of payment plan selected by the customer
- (f.) The total Main Station size will consist of Main Station lines and Attendant Access Lines for all locations served by the same Centrex Service system.

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.7 Common Rates and Charges

a. General (Cont'd)

(1.) Station Lines (Cont'd)

(g.) The distance band will be based on airline mileage from the serving central office to the Network Interface Location at the customers premises.

(.1) Where Main Stations are in a foreign exchange (FX) or a foreign central office (FCO) area, the distance band will be calculated from the FX or the FCO to the Network Interface Location serving those Main Stations.

(.2) Systems with more than one location served by the same Centrex Service control group will calculate the distance band per location.

(h.) In a different central office serving area of a multi-office exchange.

(.1) The rate of Centrex Service in a FX or FCO area is the monthly rate for the Centrex Service desired, plus a FX or FCO mileage charge as specified in Section 9 of this Product Guide.

(.2) When Centrex Service Main Station Lines are connected by facilities which are routed between two or more central offices in the same exchange, the foreign central office mileage charge is calculated separately on an airline basis between the Centrex Service Central Office from which the Centrex Service system is served and the central office from which exchange service normally would be rendered.

(i.) Rates, charges, liabilities, and additional terms and conditions, if applicable, may be developed on an individual basis for Main Station Lines exceeding the maximum three (3) airline miles from the serving central office.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 68

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.7 Common Rates and Charges (Cont'd)

b. Nonrecurring

(1.) The following nonrecurring charges for service are in addition to any applicable service connection, move, change, and installation charges provided for in other sections of this Product Guide.

(a.) Service Establishment Charge

	<u>Nonrecurring Charge</u>
(.1) Initial Service Establishment Charge	
(a.) Each Centrex Service Medium System	\$1,600.00
(b.) Each Centrex Service Large System	2,000.00

(b.) Feature Establishment Charges

(.1) These charges apply as specified, when an optional feature is added or changed. These charges apply in addition to other applicable nonrecurring charges.

(.2) One or more optional features may be provided at the same time and in such instances the specified feature establishment charge will apply for each feature provided.

(c.) Installation Charges

(.1) Installation charges are in addition to other appropriate nonrecurring charges for the service.

(d.) Service Connection Charges

(.1) Service charges as specified for business service in Section 4 of this Product Guide are applicable for each Main Station Line, Console Access Loop, extension station line, etc.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 69

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

c. Recurring

	<u>Installation Charge</u>	<u>Month To</u>	<u>36 Months</u>	<u>60 Months</u>	<u>84 Months</u>
(1.) Common Equipment					
(a.) Per Main Station Line (ESS)	\$5.00	\$ -	\$ -	\$ -	\$ -
(2.) Centrex Service Exchange Access Charge					<u>Monthly Rate</u>
(a.) Network Access Registers ¹					
(.1) Flat Rate Service					
(a.) Two-way operation, each (EQA)					\$ -
(b.) One-way incoming operation, each (EQB)					-
(c.) One-way outgoing operation, each (EQC)					-
(.2) Message Rate Service					
(a.) Two-way operation initial, each (EQE)					
(b.) Two-way operation, additional each (EQG)					
(c.) One-way outgoing operation, initial, each (EQF)					
(d.) One-way outgoing operation, additional each (EQK)					
(.3) Toll Terminals					
(a.) Each ²					

¹ Apply appropriate rates and charges as specified in Section 3 for Network Access Register Packages.

² Monthly rates as contained in Section 3 for individual business main line for the serving exchange rate group are applicable for toll terminals. Installation charges for toll terminals are those contained in Section 4 for individual business main line service. Only one service order charge applies when more than one service of the same type is ordered for termination at the same premises at the same time.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 70

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.7 Common Rates and Charges (Cont'd)

c. Recurring (Cont'd)

(3.) Additional Directory Listings apply as specified in Section 6 of this Product Guide.

(4.) Service Charges apply as specified In Section 4 of this Product Guide to service establishment, move, end change of Centrex Service.

(5.) Centrex Service Extension Station Line Charges

	<u>Installation Charge</u>	<u>Month To Month</u>	<u>36 Months</u>	<u>60 Months</u>	<u>84 Months</u>
(a.) Located on different praisers from Main Station Line on non- continuous property, each ^{1,2} (EC8)	\$-	\$-	\$-	\$-	\$-

(6.) Main Station Line Terminated as a PBX Trunk

	<u>Installation Charge</u>	<u>Monthly Rate</u>
(a.) Each (RXRTX)	\$ -	\$34.00

¹ Appropriate wire center Line charges apply.

² Apply rates and charges specified in Section 12.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 71

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.7 Common Rates and Charges (Cont'd)

d. Miscellaneous Line Terminations (Dial or Touch-Call Operation) ¹

(2.) Line Termination Rates and Charges

(a.) Network Access Terminals (Terminals for Local, Interstate, and Intrastate Channels)

	<u>Feature Establishment Charge</u>	<u>Month To Month</u>	<u>36 Months</u>	<u>60 Months</u>	<u>84 Months</u>
(.1) Interexchange Carrier Access Line ²					
(.a) Per Simulated Facilities Group (EDV)	\$75.00	\$1.20	\$1.15	\$1.10	\$1.05
(.b) Per Termination via Simu-located Facilities Group (EOE)	3.00	1.35	1.30	1.25	1.20
(.c) Per Common Group of Dedicated Facilities (EOK)	75.00	1.20	1.15	1.10	1.05
(.d) Per Dedicated Analog Termination (EOM)	60.00	36.00	35.00	34.00	33.00
(.e) Per Dedicated Digital Termination (EOG)	46.00	30.00	29.25	28.75	28.25

¹ Each of the rate elements shown provide only the basic auxiliary line termination equipment and facilities located at the central office where the basic service is provided and is in addition to other rates and charges applicable for the associated services (Private Line Service and Channels, WATS, FX, etc.).

² One Feature Establishment Charge applies when any number of miscellaneous lines of the same type are installed at the same time, per occasion, per same group.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 72

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.7 Common Rates and Charges (Cont'd)

d. Miscellaneous Line Terminations (Dial or Touch-Call Operation) ¹ (Cont'd)

(1.) Line Termination Rates and Charges (Cont'd)

(b.) Other Access Terminals

	Feature Establishment Charge	Month To Month	36 Months	60 Months	84 Months
(.1) Tie Lines ^{2,3}					
Per Termination Analog (ESJ)	\$60.00	\$36.00	\$35.00	\$34.00	\$33.00
Per Termination, Digital (EJ9)	46.00	20.00	29.25	28.75	28.25
(.2) Foreign Exchange (FX) Lines ⁴					
Per FX Termination Analog (ESQ)	60.00	36.00	35.00	34.00	33.00
Per FX Termination Digital (EKG)	46.00	20.00	28.25	28.75	28.25
(.3) Foreign Central Office (FCO) Terminations ⁴					
Per FCO Termination-Analog (ESV)	60.00	36.00	35.00	34.00	33.00
Per FCO Termination-Digital (EKH)	46.00	20.00	29.25	28.75	28.25
(.4) CCSA Terminations ⁴					
Per CCSA Termination-Analog	60.00	36.00	35.00	34.00	33.00
Per CCSA Termination-Digital	46.00	20.00	20.25	28.75	28.25
(.5) Electronic Tandem Service ⁴					
Per Termination-Analog	60.00	36.00	35.00	34.00	33.00
Per Termination-Digital	46.00	20.00	29.25	28.75	28.25

¹ Each of the rate elements shown provides only the basic auxiliary line termination equipment and facilities located at the central office where the basic service is provided and is in addition to other rates and charges applicable for the associated services (Private Line Service and Channels, WATS, FX, etc.).

² Tie Line terminations are furnished to connect a system to a Private Switched Network.

³ Tie Lines are not furnished to connect a flat rate system with a message rate system.

⁴ The type of termination (Analog or Digital) will vary and will be determined by the terminating central office.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 73

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.8 Centrex Service-Medium System

a. Main Station Lines

(1.) Rates and Charges

The Centrex Service Medium Main station rate will be composed of the intercom charge and the appropriate wire center line charge.

(a.) Intercom Charge

<u>Installation Charge</u>	<u>Month To Month</u>	<u>36 Months</u>	<u>60 Months</u>	<u>84 Months</u>
----------------------------	-----------------------	------------------	------------------	------------------

(.1) Flat Rate Main Station

(a.) Per Flat Rate Main Station (NRXSX)	\$30.00	\$6.50	\$6.25	\$6.00	\$5.75
---	---------	--------	--------	--------	--------

(.2) Per Message Rate Main Station

(a.) Per Message Rate Main Station (NUN)	30.00	6.50	6.25	6.00	5.75
--	-------	------	------	------	------

(b.) Wire Center Line Charge

(.1) Each Main Station-Airline mileage from the network interface location to serving central office location.

<u>Installation Charge</u>	<u>Month To Month</u>	<u>36 Months</u>	<u>60 Months</u>	<u>84 Months</u>
----------------------------	-----------------------	------------------	------------------	------------------

(.a) 1/4 mile	\$ -	\$3.00	\$3.00	\$3.00	\$3.00
(.b) 1/2 mile	-	5.00	5.00	5.00	5.00
(.c) 3/4 mile	-	7.00	7.00	7.00	7.00
(.d) 1 mile	-	9.00	9.00	9.00	9.00
(.e) 1 1/2 miles	-	13.00	13.00	13.00	13.00
(.f) 2 miles	-	20.00	19.90	19.80	19.70
(.g) 2 1/2 miles	-	26.00	25.90	25.80	25.70
(.h) 3 miles	-	31.00	30.80	30.60	30.40
(.i) Over 3 miles ¹	-	-	-	-	-

¹ Rates, charges, liabilities, and additional terms and conditions if applicable may be developed on an individual basis for Main Station Lines exceeding the maximum three (3) airline miles from the serving central office.

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.8 Centrex Service-Medium System (Cont'd)

b. Features

(1.) General

- (a.) The features offered for Centrex Service-Medium System customers are ~~All line Features-Grouped, "A" Line Features-Individual, "B" Line Features, and Optional Service Features.
- (b.) Centrex Service-Medium System customers may add features on a per line basis from "A" Line Features-Grouped at the rates shown in (2.) (a.) following if a Centrex Service Term Payment Plan of 36, 60, or 84 months is selected.
- (c.) Centrex Service-Medium System customers may add features on a per system basis from "A" Line Features-Individual at the rates shown in (2.) (b.) following if a Centrex Service Term Payment Plan of 36, 60, 94 84 months is selected. If a feature is selected on a per system basis then any or all lines may be equipped with that feature at the system recurring rate. The feature establishment charge will apply per line.
- (d.) Centrex Service-Medium System customers choosing the month-to-month payment plan may add features from "A" Line Features-Individual at the rates shown in (2.) (b.) following. These features will be offered on a per line basis only.
- (e.) "8" Line Features will be offered to Centrex Service customers on a per line basis at rates shown in (2.) (c.) following.
- (f.) The features are offered where facilities permit. This will be dependent on the serving central office.
- (g.) All features may not be offered from all central offices.
- (h.) Features operation may vary based on the serving central office.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 75

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.8 Centrex Service-Medium System (Cont'd)

b. Features (Cont'd)

(2.) Rates and Charges

(a.) "A" Line Features Grouped ¹

(.1) The "A" Line Features will be offered grouped per line at the rates shown in (.2) following:

- 3 Way Calling
- Call Forwarding Variable
- Call Forwarding Busy Line
- Call Forwarding Don't Answer
- Call Pick-up
- Call Waiting Terminating
- Call Waiting Originating
- Call Hold
- Speed Calling
- Call Transfer

(.2) The following are the contractual rates for the "A" Line features grouped per line. ²

	Feature Establishment Charge	Month To Month	36 Months	60 Months	84 Months
(.a) Any three features shown In "A" Line Features (ELX01)	\$ 4.95	\$ -	\$1.45	\$1.40	\$1.35
(.b) Any four features shown in "A" Line Features (ELX02)	6.00	-	1.50	1.45	1.40
(.c) Any five features shown in "A" Line Features (ELX03)	7.30	-	1.55	1.50	1.45

¹ Feature availability and operation may vary according to the type of central office in which the Centrex Service System is based.

² Feature Establishment Charges as shown in 100.12.8b.(2).(b.) following apply per initial activation of that feature per system if a system feature establishment charge is applicable in addition to the per line feature establishment charges in 100.12.8(2).(d.).

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 76

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.8 Centrex Service-Medium System (Cont'd)

b. Features (Cont'd)

(2.) Rates and Charges

(a.) "A" Line Features Grouped ¹

(.2) (Cont'd) ²

	Feature Establishment Charge	Month To Month	36 Months	60 Months	84 Months
(.d) Any six features shown in "A" Line Features (ELX04)	3.55	-	1.65	1.60	1.55
(.e) Any seven features shown in "A" Line Features (ELX05)	9.95	-	1.70	1.65	1.60
(.f) Any eight features shown in "A" Line Features (ELX06)	11.30	-	1.80	1.75	1.70
(.g) Any nine features shown in "A" Line Features (ELX07)	12.90	-	1.85	1.80	1.75
(.h) Any ten features shown in "A" Line Features (ELX08)	14.40	-	1.90	1.85	1.80

¹ Feature availability and operation may vary according to the type of central office in which the Centrex Service System is based.

² Feature Establishment Charges as shown in 100.12.8b.(2.) following apply per initial activation of that feature per system if a system feature establishment charge is applicable in addition to the per line feature establishment charges in 100.12.8(2.)d.).

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 77

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.8 Centrex Service-Medium System (Cont'd)

b. Features (Cont'd)

(2.) Rates and Charges (Cont'd)

(b.) "A" Line Features-Individual

	Feature Establishment	Month To	36 Months	60 Months	84 Months
	<u>Charge</u>	<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>
(.1) Call Forwarding-Variable					
(.a) Per System (EATPS)	\$ -	\$ -	\$5.65	\$5.35	\$5.35
(.b) Per Line (EAT)	1.45	.25	- -	-	
(.2) Call Forwarding Busy Line					
(.a) Per System (EGGPS)	-	-	5.05	4.70	4.60
(.b) Per Line (EGG)	1.50	.15	- -	-	
(.3) Call Forwarding Don't Answer					
(.a) Per System (E9GPS)	1.40	-	5.65	5.35	5.35
(.b) Per Line (E9G)	1.60	.25	- -	-	
(.4) Call Hold					
(.a) Per System (EABPS)	-	-	1.25	1.25	1.05
(.b) Per Line (EAB)	1.65	.05	- -	-	

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 78

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.8 Centrex Service-Medium System (Cont'd)

b. Features (Cont'd)

(2.) Rates and Charges (Cont'd)

(b.) "A" Line Features-Individual

	Feature Establishment	Month To	36 Months	60 Months	84 Months	
	<u>Charge</u>	<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	
(.)5) Call Pick-up						
(.a)	Per System (E3PPS)	-	-	3.00	3.00	3.00
(.b)	Per Line (E3P)	1.70	.15	-	-	-
(.)6) Call Waiting Terminating						
(.a)	Per System (ESXPS)	-	-	1.00	.95	.90
(.b)	Per Line (ESX)	1.50	.05	-	-	-
(.)7) Call Waiting Originating						
(.a)	Per System (ESZPS)	-	-	1.40	1.40	1.40
(.b)	Per Line (ESZ)	1.65	.10	-	-	-
(.)8) Speed Calling I ¹ -customer Changeable						
(.a)	Per System (EGZPS)	.50	-	1.50	1.50	1.50
(.b)	Per Line (EQZ)	1.65	.10	-	-	-

¹ Speed call parameters will be determined by the serving central office. Speed calling as offered in "A" Line Features-Individual will not exceed a six-member list.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 79

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.8 Centrex Service-Medium System (Cont'd)

b. Features (Cont'd)

(2.) Rates and Charges (Cont'd)

(b.) "A" Line Features-Individual (Cont'd)

	Feature Establishment <u>Charge</u>	Month To <u>Month</u>	36 <u>Months</u>	60 <u>Months</u>	84 <u>Months</u>
(.9) Call Transfer					
(.a) Per System	\$ -	\$ -	\$ -	\$ -	\$ -
(.b) Per Line	1.70	.90	.85	.80	.75
(.10) 3 Way Calling, Consultation, Hold					
(.a) Per System (E9APS)	10.00	-	-	-	-
(.b) Per Line (E9A)	1.00	1.30	1.25	1.25	1.25
(c.) "B" Line Features					
(.1) Automatic Line/Direct Correct					
(.a) Per System (DOKPS)	-	-	-	-	-
(.b) Per Line (DOK)	1.70	.10	.10	.10	.05
(.2) Automatic Callback/Ring Again					
(.a) Per System (SAKPS)	1.50	-	-	-	-
(.b) Per Line (SAX)	1.50	.60	.60	.55	.50

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 80

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.8 Centrex Service-Medium System (Cont'd)

b. Features (Cont'd)

(2.) Rates and Charges (Cont'd)

(c.) "B" Line Features (Cont'd)

	Feature Establishment <u>Charge</u>	Month To <u>Month</u>	36 <u>Months</u>	60 <u>Months</u>	84 <u>Months</u>
(.3) Call Transfer Outside					
(.a) Per System	-	-	-	-	-
(.b) Per Line	1.70	.80	.75	.70	.65
(.4) Call Waiting-Cancel					
(.a) Per Line (D23)	1.45	.05	.05	.05	.05
(.5) Call Forwarding Don't Answer Incoming Only					
(.a) Per System	-	-	-	-	-
(.b) Per Line	1.65	.20	.15	.15	.15
(.6) Dial Call Waiting					
(.a) Per System (E6CPS)	5.00	-	-	-	-
(.b) Per Line (E6C)	1.35	.15	.15	.15	.15
(.7) Directed Call Pick-Up Barge-In					
(.a) Per System (DMAPS)	-	-	-	-	-
(.b) Per Line (DMA)	3.40	.25	.25	.25	.25

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 81

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.8 Centrex Service-Medium System (Cont'd)

b. Features (Cont'd)

(2.) Rates and Charges (Cont'd)

(c.) "B" Line Features (Cont'd)

	Feature Establishment <u>Charge</u>	Month To <u>Month</u>	36 <u>Months</u>	60 <u>Months</u>	84 <u>Months</u>
(.8) Directed Call Pick-Up Non Barge-In					
(.a) Per System (EWPS)	\$ -	\$ -	\$ -	\$ -	\$ -
(.b) Per Line (E6D)	3.40	.20	.20	.20	.20
(.9) Call Forwarding Variable Incoming Only					
(.a) Per System	-	-	-	-	-
(.b) Per Line	1.75	.25	.25	.25	.25
(.10) Call Forwarding Busy Line- Incoming Only					
(.a) Per System	-	-	-	-	-
(.b) Per Line	1.75	.25	.25	.25	.25
(.11) Call Waiting-Terminating Incoming Only					
(.a) Per System	-	-	-	-	-
(.b) Per Line	1.65	.05	.05	.05	.05

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 82

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.8 Centrex Service-Medium System (Cont'd)

b. Features (Cont'd)

(2.) Rates and Charges (Cont'd)

(c.) "B" Line Features (Cont'd)

	Feature Establishment <u>Charge</u>	Month To <u>Month</u>	36 <u>Months</u>	60 <u>Months</u>	84 <u>Months</u>
(.12) Speed Calling III					
(.a) Each Line (EJ6)	1.65	.80	.80	.80	.80
(.13) Toll Restriction					
(.a) Per Line (ETB)	1.30	-	-	-	-
(.14) Toll Diverson					
(.a) Per Line (ETA)	1.70	.05	.05	.05	.05
(.15) Station Semi-Restricted from Incoming/Outgoing Exchange Access					
(.a) Per Line (RBF)	1.90	.10	.10	.10	.05
(16.) Station Fully Restricted from Incoming/Outgoing Exchange Access					
(.a) Per Line	\$ 1.90	\$.10	\$.10	\$.10	\$.05
(17.) Change Access codes Subsequent to Initial Installation					
(.a) Per Line	29.00	-	-	-	-

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 83

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.8 Centrex Service-Medium System (Cont'd)

b. Features (Cont'd)

(2.) Rates and Charges (Cont'd)

(c.) "B" Line Features (Cont'd)

		Feature Establishment	Month To	36 Months	60 Months	84 Months
	<u>Charge</u>	<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>
(18.) Code Restriction						
(a.) To Local Directory Assistance (411) ¹						
Per System	165.00	-	-	-	-	-
Per Line Restricted	2.10	.05	.05	.05	.05	.05
(b.) To NXX Assigned to Public Announcement Services ¹						
Per System	165.00	-	-	-	-	-
Per Line Restricted	2.10	.05	.05	.05	.05	.05
(c.) To NXX assigned to 976 and 900 Services						
Per System	-	-	-	-	-	-
Per Line	2.10	-	-	-	-	-
(d.) To NXX assigned to 976 Services ²						
Per System	-	-	-	-	-	-
Per Line	2.10	-	-	-	-	-
(e.) Prohibit 101XXXX Dialing						
Per System	90.00	-	-	-	-	-
Per Line	2.10	.05	.05	.05	.05	.05

¹ Code Restriction Arrangements to deny Access to Directory Assistance an/or Public Announcement Services are not assured. These features are intended to limit main station line direct dialed outgoing calls, but such calls may, in certain circumstances, be completed and will be charged for as specified in other sections of this Product Guide.

² Service charges are not applicable. Nonrecurring charges will be waived for a period of 90 days following customer notification of this offering. Also, for new customers, nonrecurring charges will be waived for a 90 day period following initial establishment of service.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 84

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.8 Centrex Service-Medium System (Cont'd)

b. Features (Cont'd)

(2.) Rates and Charges (Cont'd)

(c.) "B" Line Features (Cont'd)

Feature	Month				
Establishment	To	36	60	84	
<u>Charge</u>	<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	

(.19) Hunting Arrangements

(.a) Circle Hunt

Per System	\$25.00	\$ -	\$ -	\$ -	\$ -
Per Line	21.25	.10	.10	.10	.10

(.b) Preferential Hunt

Per System	25.00	-	-	-	-
Per Line	25.00	.10	.10	.10	.10

(.20) Direct Connect Number/INWATS Access

(.a) Per INWATS Line	31.45	6.75	6.50	6.25	6.00
----------------------	-------	------	------	------	------

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 85

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.9 Centrex Service-Large System

a. Main Station Lines

(1.) Rates and Charges

The Centrex Service-Main Station rate will be composed of the intercom charge and the appropriate wire center line charge.

(a.) Intercom Charge

<u>Installation Charge</u>	<u>Month To Month</u>	<u>36 Months</u>	<u>60 Months</u>	<u>84 Months</u>
----------------------------	-----------------------	------------------	------------------	------------------

(.1) Flat Rate Main Station

(a.) Per Flat Rate Main Station	\$30.00	\$5.75	\$5.50	\$5.25	\$5.00
---------------------------------	---------	--------	--------	--------	--------

(.2) Per Message Rate Main Station

(a.) Per Message Rate Main Station	30.00	5.75	5.50	5.25	5.00
------------------------------------	-------	------	------	------	------

(b.) Wire Center Line Charge

(.1) Each Main Station-Airline mileage from the network interface location to serving central office location.

	<u>Installation Charge</u>	<u>Month To Month</u>	<u>36 Months</u>	<u>60 Months</u>	<u>84 Months</u>
--	----------------------------	-----------------------	------------------	------------------	------------------

(.a) 1/4 mile	\$-	\$ 2.25	\$ 2.25	\$ 2.25	\$ 2.25
(.b) 1/2 mile	-	4.00	4.00	4.00	4.00
(.c) 3/4 mile	-	5.75	5.75	5.75	5.75
(.d) 1 mile	-	7.00	7.00	7.00	7.00
(.e) 1 1/2 miles	-	11.75	11.75	11.75	11.75
(.f) 2 miles	-	14.00	13.90	13.80	13.70
(.g) 2 1/2 miles	-	21.00	20.90	20.80	20.70
(.h) 3 miles	-	30.00	29.90	29.80	29.70
(.i) Over 3 miles ¹	-	-	-	-	-

¹ Rates, charges, liabilities, and additional terms and conditions if applicable may be developed on an individual basis for Main Station Lines exceeding the maximum three (3) airline miles from the serving central office.

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.9 Centrex Service-Large System (Cont'd)

b. Features

(1.) General

- (a.) The features offered for Centrex Service Large System customers are "A" Line Features-Grouped, "A" Line Features-Individual, "B" Line Features, and Optional Service Features.
- (b.) Centrex Service-Large System customers may add features on a per line basis from "A" Line Features-Grouped at the rates shown in (2.)(a.) following if a Centrex Service Term Payment Plan of 36, 60, or 84 months is selected.
- (c.) Centrex Service-Large System customers may add features on a per system basis from "A" Line features-Individual at the rates shown in (2.)(b.) following if a Centrex Service Term Payment Plan of 36, 60, or 84 months is selected. If a feature is selected on a per system basis then any or all lines may be equipped with that feature at the system recurring rate. The feature establishment charge will apply per line.
- (d.) Centrex Service-Large System customers choosing the month-to-month payment plan may add features from "A" Line Features-Individual at the rates shown in (2.)(b.) following. These features will be offered on a per line basis only.
- (e.) "B" Line Features will be offered to Centrex Service customers on a per line basis at rates shown in (2.)(c.) following.
- (f.) The features are offered where facilities permit. This will be dependent on the serving central office.
- (g.) All features may not be offered from all central offices.
- (h.) Features operation may vary based on the serving central office.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 87

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.9 Centrex Service-Large System (Cont'd)

b. Features (Cont'd)

(2) Rates and Charges

(a.) "A" Line Features Grouped ¹

(.1) The "A" Line Features will be offered grouped per line at the rates shown in (2) following:

- 3 Way Calling
- Call Forwarding Variable
- Call Forwarding Busy Line
- Call Forwarding Don't Answer
- Call Pick-up
- Call Waiting Terminating
- Call Waiting Originating
- Call Hold
- Speed Calling-I
- Call Transfer

(.2) The following are the contractual rates for the "A" line features grouped per line. ²

	Feature Establishment Charge	Month To Month	36 Months	60 Months	84 Months
(.a) Any three features shown in "A" Line Features	\$ 4.70	\$ -	\$1.40	\$1.35	\$1.30
(.b) Any four features shown in "A" Line Features	5.90	-	1.45	1.40	1.35
(.c) Any five features shown in "A" Line Features	7.20	-	1.50	1.45	1.40
(.d) Any six features shown in "A" Line Features	8.55	-	1.60	1.55	1.50

¹ Feature availability and operation may vary according to the type of central office in which the Centrex Service System is based.

² Feature Establishment Charges as shown in 100.12.9b.(2).(a.) following apply per initial activation of that feature per system if a system feature establishment charge is applicable in addition to the per line feature establishment charges in 100.12.9b.(2).(b.).

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 88

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.9 Centrex Service-Large System (Cont'd)

b. Features (Cont'd)

(2) Rates and Charges (Cont'd)

(a.) "A" Line Features Grouped¹ (Cont'd)

(.2) (Cont'd)¹

	Feature Establishment Charge	Month To Month	36 Months	60 Months	84 Months
(.e) Any seven features shown In "A" Line Features	9.95	-	1.65	1.60	1.55
(.f) Any eight features shown in "A" Line Features	11.20	-	1.75	1.70	1.65
(.g) Any nine features shown In "A" Line Features	12.75	-	1.80	1.75	1.70
(.h) Any ten features shown in "A" Line Features	14.00	-	1.85	1.80	1.75

Note 1: Feature Establishment Charges as shown in 100.12.9b.(2).(a.) following apply per initial activation of that feature per system if a system feature establishment charge is applicable in addition to the per line feature establishment charges in 100.12.9b.(2).(b.).

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 89

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.9 Centrex Service-Large System (Cont'd)

b. Features (Cont'd)

(2.) Rates and Charges (Cont'd)

(b.) "A" Line Features-Individual

	Feature Establishment	Month To	36 Months	60 Months	84 Months
	<u>Charge</u>	<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>
(.1) Call Forwarding-Variable					
(.a) Per System	\$ -	\$ -	\$30.00	\$29.00	\$28.00
(.b) Per Line	1.35	.25	-	-	-
(.2) Call Forwarding Busy Line					
(.a) Per System	-	-	23.50	22.50	21.50
(.b) Per Line	1.45	.15	-	-	-
(.3) Call Forwarding Don't Answer					
(.a) Per System	1.40	-	26.00	25.00	24.00
(.b) Per Line	1.55	.25	-	-	-
(.4) Call Hold					
(.a) Per System	-	-	7.50	7.00	6.50
(.b) Per Line	1.55	.05	-	-	-
(.5) Call Pick-up					
(.a) Per System	-	-	14.00	13.50	13.00
(.b) Per Line	1.65	.15	-	-	-
(.6) Call Waiting Terminating					
(.a) Per System	-	-	6.25	6.00	5.50
(.b) Per Line	1.40	.05	-	-	-

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 90

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.9 Centrex Service-Large System (Cont'd)

b. Features (Cont'd)

(2.) Rates and Charges (Cont'd)

(b.) "A" Line Features-Individual

	Feature Establishment <u>Charge</u>	Month To <u>Month</u>	36 <u>Months</u>	60 <u>Months</u>	84 <u>Months</u>
(.7) Call Waiting Originating					
(.a) Per System	-	-	6.00	5.75	5.50
(.b) Per Line	1.60	.10	-	-	-
(.8) Speed Calling I ¹ -customer Changeable					
(.a) Per System	.50	-	6.00	5.50	5.00
(.b) Per Line	1.45	.10	-	-	-
(.9) Call Transfer ¹					
(.a) Per System	\$ -	\$ -	\$ -	\$ -	\$ -
(.b) Per Line	1.60	.75	.65	.60	.50
(.10) 3 Way Calling, Consultation, Hold					
(.a) Per System	10.00	-	-	-	-
(.b) Per Line	1.15	1.10	1.00	.95	.90

¹ Speed call parameters will be determined by the serving central office. Speed calling as offered in "A" Line Features-Individual will not exceed a six-member list.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 91

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.9 Centrex Service-Large System (Cont'd)

b. Features (Cont'd)

(2.) Rates and Charges (Cont'd)

(c.) "B" Line Features

	Feature Establishment <u>Charge</u>	Month To <u>Month</u>	36 <u>Months</u>	60 <u>Months</u>	84 <u>Months</u>
(.1) Automatic Line/Direct Correct					
(.a) Per System	-	-	-	-	-
(.b) Per Line	1.60	.10	.05	.05	.05
(.2) Automatic Callback/Ring Again					
(.a) Per System	-	-	-	-	-
(.b) Per Line	1.45	.50	.45	.40	.40
(.3) Call Transfer Outside					
(.a) Per System	-	-	-	-	-
(.b) Per Line	1.60	.70	.60	.55	.50
(.4) Call Waiting-Cancel					
(.a) Per Line	1.45	.05	.05	.05	.05
(.5) Call Forwarding Don't Answer Incoming Only					
(.a) Per System	-	-	-	-	-
(.b) Per Line	1.55	.15	.10	.10	.10
(.6) Dial Call Waiting					
(.a) Per System	-	-	-	-	-
(.b) Per Line	1.45	.10	.05	.05	.05
(.7) Directed Call Pick-Up Barge-In					
(.a) Per System	-	-	-	-	-
(.b) Per Line	3.30	.20	.20	.15	.15

¹ Requires feature "3 Way Calling, Consultation, Hold" specified in 100.12.9b.(2).(b).(10).

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 92

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.9 Centrex Service-Large System (Cont'd)

b. Features (Cont'd)

(2.) Rates and Charges (Cont'd)

(c.) "B" Line Features (Cont'd)

	Feature Establishment <u>Charge</u>	Month To <u>Month</u>	36 <u>Months</u>	60 <u>Months</u>	84 <u>Months</u>
(.8) Directed Call Pick-Up Non Barge-In					
(.a) Per System	\$ -	\$ -	\$ -	\$ -	\$ -
(.b) Per Line	3.30	.15	.15	.10	.10
(.9) Call Forwarding Variable Incoming Only					
(.a) Per System	-	-	-	-	-
(.b) Per Line	1.65	.20	.20	.15	.15
(.10) Call Forwarding Busy Line- Incoming Only					
(.a) Per System	-	-	-	-	-
(.b) Per Line	1.65	.20	.20	.15	.10
(.11) Call Waiting-Terminating Incoming Only					
(.a) Per System	-	-	-	-	-
(.b) Per Line	1.55	.05	.05	.05	.05
(.12) Speed Calling II ¹					
(.a) Each Line	1.55	.70	.55	.35	.25
(.13) Toll Restriction					
(.a) Per Line	1.20	-	-	-	-
(.14) Toll Diverson					
(.a) Per Line	1.60	.05	.05	.05	.05
(.15) Station Semi-Restricted from Incoming/Outgoing Exchange Access					
(.a) Per Line	1.80	.10	.10	.10	.05

¹ Speed Call Parameters will be determined by the serving central office. Speed Calling II will not exceed a 30-member list.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 93

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.9 Centrex Service-Large System (Cont'd)

b. Features (Cont'd)

(2.) Rates and Charges (Cont'd)

(c.) "B" Line Features (Cont'd)

	Feature Establishment <u>Charge</u>	Month To <u>Month</u>	36 <u>Months</u>	60 <u>Months</u>	84 <u>Months</u>
(16.) Station Fully Restricted from Incoming/Outgoing Exchange Access					
(a) Per Line	\$ 1.80	\$.10	\$.10	\$.10	\$.05
(17.) Change Access codes Subsequent to Initial Installation					
(a) Per Line	29.00	-	-	-	-
(18.) Code Restriction					
(a) To Local Directory Assistance (411) ¹					
Per System	165.00	-	-	-	-
Per Line Restricted	2.10	.05	.05	.05	.05
(b) To NXX Assigned to Public Announcement Services ¹					
Per System	165.00	-	-	-	-
Per Line Restricted	2.10	.05	.05	.05	.05
(c) To NXX assigned to 976 and 900 Services					
Per System	-	-	-	-	-
Per Line	2.10	-	-	-	-
(d) To NXX assigned to 976 Services ²					
Per System	-	-	-	-	-
Per Line	2.10	-	-	-	-
(e) Prohibit 101XXXX Dialing					
Per System	90.00	-	-	-	-
Per Line	2.10	.05	.05	.05	.05

¹ Code Restriction Arrangements to deny Access to Directory Assistance an/or Public Announcement Services are not assured. These features are intended to limit main station line direct dialed outgoing calls, but such calls may, in certain circumstances, be completed and will be charged for as specified in other sections of this Product Guide.

² Service charges are not applicable. Nonrecurring charges will be waived for a period of 90 days following customer notification of this offering. Also, for new customers, nonrecurring charges will be waived for a 90-day period following initial establishment of service.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 94

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.9 Centrex Service-Large System (Cont'd)

b. Features (Cont'd)

(2.) Rates and Charges (Cont'd)

(c.) "B" Line Features (Cont'd)

	Feature	Month				
	Establishment	To	36	60	84	
	<u>Charge</u>	<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	
(.19) Hunting Arrangements						
(.a) Circle Hunt						
Per System	\$25.00	\$ -	\$ -	\$ -	\$ -	
Per Line	21.25	.10	.10	.10	.10	.10
(.b) Preferential Hunt						
Per System	25.00	-	-	-	-	
Per Line	25.00	.10	.10	.10	.10	.10
(.20) Direct Connect Number/INWATS Access						
(.a) Per INWATS Line	31.35	6.00	5.75	5.50	5.25	

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 95

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.10 Optional Service Features

a. Access to Customer Provided Services¹

(1.) General

- (a.) Rates and Charges for the appropriate channels as specified in Section 17 of this Product Guide apply to each access code arranged (originate or answer) for connection to customer provided features.
- (b.) All rates and charges specified herein are in addition to existing rates and charges for Centrex Service and other services with which they are associated.
- (c.) For Rates and Charges applicable for control channels when required for supervision purposes with equipment and/or apparatus located on customer premises, refer to Section 17 of this Product Guide.

(2.) Rates and Charges

Feature Establishment Charge	Month To Month	36 Months	60 Months	84 Months

(a.) Access to

(.1) Code Calling

(.a) Per Trunk Termination \$25.00 \$27.00 \$26.25 \$25.75 \$25.25

(.2) Recorded Telephone Dictation

(.a) Each Trunk Equipped ² 25.00 14.00 13.50 13.00 12.50

(.3) Loudspeaker Paging ¹
Via Trunk Termination

(.a) Each Trunk \$25.00 \$13.00 \$12.50 \$12.00 \$11.50

(.4) Radio Paging ¹
Via Trunk Termination

(.a) Each Trunk 25.00 14.00 13.50 13.00 12.50

¹ This Feature provides for access only to customer provided features which may require customer provided compatible terminal equipment.

² Feature establishment charge applies only when provided subsequent to the provision of the initial arrangement.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 96

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.10 Optional Service Features (Cont'd)

b. Attendant Features Non-Data Link Console Operation ¹

(1.) General

- (a.) Central office attendant console operation is offered where all console functions are performed at the expense of the subscriber utilizing customer provided compatible terminal equipment.
- (b.) Customer provided compatible consoles may be provided only where the serving central office serving the Centrex Service has been arranged for use with such consoles.
- (c.) Control channels are required for various console optional features as indicated and are provided at the rates and charges specified in Section 17 of this Product Guide.
- (d.) Attendant features arranged to work with Non-Data Link Consoles

(.1) Access Line

Feature	Month				
<u>Establishment</u>	<u>To</u>	<u>36</u>	<u>60</u>	<u>84</u>	
<u>Charge</u>	<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	

(.a) Each	\$ -	\$ -	\$ -	\$ -	\$ -
-----------	------	------	------	------	------

(.2) Attendant Conference

(.a) Per System	16.00	22.00	22.00	21.00	20.00
-----------------	-------	-------	-------	-------	-------

¹ Requires customer provided compatible terminal equipment.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 97

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.10 Optional Service Features (Cont'd)

b. Attendant Features Non-Data Link Console Operation ¹ (Cont'd)

(1.) General (Cont'd)

(d.) Attendant features arranged to work with Non-Data Link Consoles (Cont'd)

	Feature Establishment <u>Charge</u>	Month To <u>Month</u>	36 <u>Months</u>	60 <u>Months</u>	84 <u>Months</u>
(.3) Attendant Control of Facilities-code Activated					
(.a) Per Customer Group	\$ 1.70	\$.90	\$.90	\$.85	\$.85
(.4) Power Failure Transfer					
(.a) Per Line	1.70	4.00	3.90	3.85	3.80
(.5) Multiline Position Hunt					
(.a) Per Line	5.20	.80	.75	.70	.70
(.6) Code Call Access ²					
(.a) Per Console	16.00	-	-	-	-
(.7) Attendant Call Transfer					
(.a) Per Line	1.90	.90	.90	.85	.85
(.8) Selective Control of Facilities					
(.a) Per Customer Group	30.00	13.00	13.00	12.75	12.50
(.9) Multiple Listed Directory Number					
(.a) Per Listed Directory Number	30.00	1.90	1.85	1.80	1.80
(.10) Night Service					
(.a) Per Customer Group	1.90	3.90	3.90	3.90	3.90

¹ Requires customer provided compatible terminal equipment.

² Requires feature 'Access to Code Calling,' 100.12.10 a.(2.)(a).(1).

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 98

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.10 Optional Service Features (Cont'd)

b. Attendant Features Non-Data Link Console Operation¹ (Cont'd)

(1.) General (Cont'd)

(d.) Attendant features arranged to work with Non-Data Link Consoles (Cont'd)

	Feature	Month			
	Establishment	To	36	60	84
	<u>Charge</u>	<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>
(.11) Positions Made Busy					
(.a) Per Make Busy Key \$38.00	\$ 4.50	\$ 4.00	\$ 3.75	\$ 3.50	
(.12) Trunk Answer From Any Station					
(.a) Per Customer Group	1.70	1.60	1.55	1.50	1.45
(.13) Trunk Group Busy Lamps ²					
(.a) Per Trunk Group	16.00	4.80	4.75	4.70	4.60
(.14) Attendant Camp-On					
(.a) Per Line	1.90	.10	.05	.05	.05
(.15) Attendant Identification of Incoming Call					
(.a) Per Customer Group	16.00	.75	.70	.70	.65
(.16) Attendant Direct Station Select					
(.a) Per Customer Group	16.00	1.05	1.05	1.00	1.00

¹ Requires customer provided compatible terminal equipment.

² Customer provided premises equipment is required for this feature.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 99

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.10 Optional Service Features (Cont'd)

c. Conference Features

(1.) Rates and Charges

(a.) Station Conference-Six Way

Feature Establishment Charge	Month To Month	36 Months	60 Months	84 Months
------------------------------	----------------	-----------	-----------	-----------

(.1) Station Controlled

(.a) Each Line	1.70	1.65	1.60	1.60	1.55
----------------	------	------	------	------	------

d. Distinctive Ringing

(1.) Per Line	1.70	.05	.05	.05	-
---------------	------	-----	-----	-----	---

e. Distinctive Call Waiting

(1.) Per Line	1.70	.05	.05	.05	.05
---------------	------	-----	-----	-----	-----

f. Uniform Call Distribution

(1.) For Main Station Line Groups
(Applies per UCD group)

(a.) Per Group	\$ 35.00	\$ -	\$ -	\$ -	\$ -
----------------	----------	------	------	------	------

(b.) Per Main Station Line in Group	5.20	1.00	.95	.90	.80
-------------------------------------	------	------	-----	-----	-----

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 100

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.10 Optional Service Features (Cont'd)

f. Uniform Call Distribution (Cont'd)

(2.) Queuing (UCD)

	Feature Establishment <u>Charge</u>	Month To <u>Month</u>	36 <u>Months</u>	60 <u>Months</u>	84 <u>Months</u>
(a.) Per Queue Group (UCD)	16.00	65.00	63.00	61.00	59.00
(b.) Per Line in Queue Group	1.50	4.25	4.15	4.05	3.90
(c.) Per Announcement	50.00	60.00	59.00	58.00	57.00

g. Subsidiary System Arrangement

(1.) General

- (a.) A Subsidiary System of a Centrex Service system is a customer-provided equipment system which is furnished PBX trunks from the central office serving the customer's Centrex Service system and which is connected by tie Lines to that Centrex Service system.
- (b.) A Subsidiary System Arrangement provides station numbers which are in sequence with the main station line numbers of the customer's Centrex Service system to the stations of one or more Subsidiary Systems.

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.10 Optional Service Features (Cont'd)

g. Subsidiary System Arrangement (Cont'd)

(.2) Terms and Conditions

- (a.) Subsidiary System Arrangement (SSA) station numbers are provided by the same central office equipment and facilities which furnish Direct-Inward-Dialing (DID) service and will only be furnished where adequate DID facilities are available in the central office serving the customer's system and where the Subsidiary System is properly equipped for DID service.
- (b.) The PBX trunks of the Subsidiary are provided at the same rates and charges as specified for such trunks furnished from the central office serving the customer's Centrex Service system. In addition, foreign central office or foreign exchange mileage charges are applicable to those trunks when the Subsidiary System is located outside the area of that serving central office.
- (c.) The same rates and charges as specified for DID service apply for SSA station numbers. where more than one Subsidiary System is involved, each Subsidiary System is considered a separate service and the count of station numbers furnished will commence anew at each such system for the purpose of determining the applicable rates and charges.
- (d.) Tie lines connecting the Centrex Service and Subsidiary Systems are provided at the same rates and charges as specified for Centrex Service tie line terminals, tie lines, and tie line terminals in a customer-provided equipment system.
- (e.) SSA station numbers are furnished subject to the condition that all inward and outward local and toll network calling by Subsidiary System stations be via the central office serving the customer's Centrex Service system.
 - (.1) Where the Subsidiary System station's outward local and toll network calls are placed via tie Lines and the network access registers of the Centrex Service system, the charges for such calls are identified and billed primary directory listing calls of the Centrex Service system.
 - (.2) Where the Subsidiary System station's outward local and toll network calls are placed via PBX trunks, the charges for such calls are identified as primary directory listing calls of the Centrex Service system.

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.10 Optional Service Features (Cont'd)

g. Subsidiary System Arrangements (Cont'd)

(2.) Terms and Conditions (Cont'd)

(f.) At the option of the customer, Identification of outgoing toll network calls by SSA station number will be provided at the same rates and charges as specified for Identified-Outward-Dialing (IGD) service subject to the following conditions:

(.1) The identification of outgoing toll calls by SSA station number will only be provided on calls routed via PBX trunks.

(.2) Where more than one Subsidiary System is arranged for the identification of outgoing toll calls by SSA station number, each system shall be considered a separate service and the count of connecting channels which serve as 100 trunks will commence anew at each system for the purpose of determining the applicable rates and charges.

(g.) The Centrex Service Subsidiary System Arrangement is provided solely for the furnishing of SSA station numbers to Subsidiary Systems for Local and toll network and intercommunication calling and does not provide any of the basic of optional service features of Centrex Service to stations of the Subsidiary Systems.

(3.) Rates and Charges

(a.) Each Subsidiary System Arrangement

(.1) Direct-Inward-Dialing

(.2) Identified-Outward-DiaLing

(.3) Exchange Access, per trunk

(.4) Tie Line Service

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.10 Optional Service Features (Cont'd)

h. Flexible Route Selection

(1.) General

- (a.) Flexible Route Selection (FRS) is an optional feature, available where facilities permit that allows station users, by dialing a preselected code to automatically select the preferred route subscribed to by a customer for network calls. Alternate routing to other facilities subscribed to by the customer is also provided. This arrangement is available for use with Foreign Exchange, WATS, CCSA, off-net tie lines and Interexchange Carrier (IC) access lines which are compatible with FRS and the MTS network facilities.
- (b.) Flexible Route Selection is accessed by dialing a single code (1, 2, or 3 digits) which automatically selects the appropriate route (FX, WATS, CCSA, off-net tie line, IC access line or the MTS Network) to complete the call. If all facilities in the initial route selected are busy, the call will advance to other routes in the selected pattern.
- (c.) For calls using FX, WATS, CCSA off-net or IC access line facilities, the routing may be based on a Number Plan Area (NPA) and limited to specified central office codes within the NPA as designated by the customer (NPA NXX).
- (d.) Flexible Route Selection is a call routing capability and therefore, all codes must be in a route for selection. Code blocking is not provided by this feature.

(2.) Terms and Conditions

- (a.) Flexible Route Selection is provided only in association with Centrex Service central office equipment located on Frontier premises and may be provided, subject to the availability of facilities to Centrex Service systems which are served by these same offices.
- (b.) Preferred routes and alternate routing patterns will be specified by the customer.
- (c.) All rates and charges specified for Flexible Route Selection are in addition to the rates and charges for the associated facilities.
- (d.) The number of private routes required by a customer are governed by the type and variety of facilities to which the customer subscribes.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 104

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.10 Optional Service Features (Cont'd)

h. Flexible Route Selection (Cont'd)

(3.) Rates and Charges

	Feature Establishment Charge	Month To Month	36 Months	60 Months	84 Months
(a.) FRS ¹					
(.1) Common	\$150.00	\$ -	\$ -	\$ -	\$ -
(.2) Per Line	3.50	.40	.40	.35	.35
(b.) PBX Outcalling Via FRS					
(.1) Per PBX Trunk	16.00	6.00	5.95	5.80	5.75
(c.) NPA NXX patterns					
(.1) Per Six Digit Pattern	100.00	-	-	-	-
(d.) Additions, deletions, or changes of routes					
(.1) Per NPA Pattern, NPA NXX List	100.00	-	-	-	-
(.2) Additions or deletions of a facility to an existing route	15.00	-	-	-	-

¹ The charge includes one pattern with up to four routes per NPA.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 105

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.12 Centrex Service (Cont'd)

.11 Telephone Numbers and Facilities Reserved for Future Use

a. General

- (1.) A customer may reserve preassigned 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 line additions cannot be assured and facilities necessary to growth requirements will be provided only within normal engineering and construction intervals.
- (2.) Telephone numbers reserved for future use services includes preassigned 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.
- (3.) The assignment of telephone numbers and the sequence of numbers assigned to a Centrex Service system is made at the discretion of Frontier.
- (4.) The service is furnished subject to the availability of facilities and telephone numbers.
- (5.) Calls to reserved (unassigned) telephone numbers will be routed to intercept over Centrex Service common recorded announcement facilities as specified in Section 100.12.4.
- (6.) Telephone numbers furnished herein retain their reserve status until assigned to a main station line at which time the service assumes rates and charges applicable to a Centrex Service main station line.
- (7.) Reserved numbers not assigned to a main station line as agreed in 100.12.11 will be billed at the following rates until removed from reserved status or billed as an active Centrex Service main station line.

b. Rates and Charges

- (1.) Reserved Centrex Service Telephone Numbers

	<u>Monthly Rate</u>
(a.) Per Reserved Telephone Number ¹	\$ -

¹ Apply 60 percent of the monthly rate applicable for a Station Line, as specified preceding for a main station line (Intercom and appropriate mileage).

SECTION 100 - OBSOLETE SERVICES

100.13 Electronic Tandem Switching Service

Obsolete. The provision of Electronic Tandem Switching Service will be continued for existing customers only under the following Product Guide provisions. The service allows for normal station activity including moves, changes, deletions, and station additions to existing systems subject to the availability of existing outside plant facilities and Electronic Tandem Switching Service serving capacity of the central office from which the service is furnished.

.1 General

- a. Electronic Tandem Switching (ETS) Service is furnished subject to the availability of facilities and features from digital central offices located on Frontier premises and only in association with Centrex Service.

.2 Terms and Conditions

a. Explanation of Terms

- (1) ETS features are offered where the digital central office is equipped to provide the following:

- Automatic Route Selection (ARS)
- Automatic Alternate Routing (AAR)
- Uniform Numbering (UN)
- Facility Restriction Levels (FRL)
- Authorization Codes (AC) Traveling Class Marks (TCM)
- Time of Day (TOO)
- Customer Control Line (CTRL)
- Expensive Route Warning Tones (ERWT)
- PBX Outcalling Via ARS (PBX)
- Deluxe Queuing (QUE)
- Message Detail Recording to Customer Location (ASMDR)
- Account Codes (ACCT)
- Facilities Management (FM)
- Traffic Data to Customer Location (TRF-CL)
- Automatic Circuit Assurance (ACA)

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.13 Electronic Tandem Switching Service (Cont'd)

.2 Terms and Conditions

a. Explanation of Terms (Cont'd)(2) Automatic Route Selection (ARS)

ARS provides for the origination of ten-digit, off-network calls to a public telephone number. An access code is dialed followed by the destination digits. A pattern is selected and the route list is checked for an idle route with the proper FRL (if a feature). If no idle route is available, the call is put into queue for the primary route or sent to reorder tone. Routes may include Foreign Exchange, WATS, CCSA off-net tie lines, and interexchange carrier lines. When ARS is provided in conjunction with AAR, incoming tie lines from other ETS systems or PBXs may be arranged to have automatic access to ARS. When this is done, the tie lines to ARS become dedicated and cannot be used for other than ARS calls.

(3) Automatic Alternate Routine (AAR)

On-network calls are routed similar to Automatic Access Selection. Access is gained to the ETS network by dialing an access code and the destination digits. An AAR pattern is selected and the route list is examined for an idle route. Route list entries include access tie trunks, tie trunks, and intertandem tie trunks. If an idle route with the proper facility restriction level is found, the call is completed. Otherwise, the call can be sent off network, routed to reorder tone, or put in queue for the primary route.

(4) Uniform Numbering (UN)

The ETS Uniform Numbering plan allows each on-network station to be reached from any other on-network station via a unique seven-digit number. An on-network station is any station terminated at an ETS main, satellite, or tributary location. The on-network dialing plan RNX-XXXX where the first three digits identify the location and R and N are numbers from 2 to 9. The XXXX is the ETS station. On-network dialing is accomplished after the ETS network is accessed.

SECTION 100 - OBSOLETE SERVICES

100.13 Electronic Tandem Switching Service (Cont'd)

.2 Terms and Conditions (Cont'd)

a. Explanation of Terms (Cont'd)

(5) Facility Restriction Levels (FRL)

Each main station line is assigned an FRL as is every facility in all routes. When a call is originated, the FRL of the main station line is compared to the FRL of the facility selected for routing. If the FRL on the facility is equal to or less than the main station FRL, the call is advanced. If the FRL on the facility is greater than the FRL on the line, a tone is returned. An Authorization Code can be dialed to override the FRL.

(6) Authorization Codes (AC)

The AC feature allows the customer to define a set or sets of dialing privileges, to associate an AC with each set, and to use the AC to restrict the dialing privileges to authorized personnel. The AC must be dialed before a call can be advanced.

(7) Traveling Class Marks (TCM)

Additional information is passed over private facilities that advises the terminating switch of the class of a call and allows the terminating switch to provide unique routing privileges based on the call class.

(8) Time of Day (TOD)

The TOD feature automatically activates and deactivates other features according to a preset seven-day schedule. In addition, the TOD feature can change parameters in the ID and ARS features. The TOD feature is selectively assigned to a line to which other features are assigned. The TOD feature controls the other features assigned to the line using the same control codes that can be manually dialed on the line. The TOD feature cannot be assigned to a trunk.

SECTION 100 - OBSOLETE SERVICES

100.13 Electronic Tandem Switching Service (Cont'd).2 Terms and Conditions (Cont'd)a. Explanation of Terms (Cont'd)(9) Customer Control Line (CTRL)

Customer control consists of the activation and deactivation of features and changes to feature parameters via dialed codes and key control. A line is designated as a control line and given the ability to make these changes by dialing the appropriate codes.

(10) Expensive Route Warning Tone (ERWT)

A tone will be assigned to certain routes as designated by the customer. When one of these designated routes is selected, a tone will be returned to the originating caller. The caller has a specified number of seconds to hang up or the call will be advanced on the expensive route.

(11) PBX Outcalling Via ARS (PBX)

This feature allows certain PBX ARS lines to be assigned to a serving ETS switch. The PBX is programmed to advance to these ARS lines all calls dialed with an ARS access code.

(12) Deluxe Queuing (QUE)

In the event that all network facilities are busy, a call is automatically placed in a queue for the first route in the route list. Off-hook (CHQ) and ringback (RBQ) queuing are available. If off hook is selected, the originating station is connected to music or a recorded announcement until a facility is available. If ringback is provided, the caller is rung back when a facility becomes available. Priority queuing is available as an additional option. Stations not having queuing will receive reorder tone when all facilities are busy.

(13) Message Detail Recording (MDR) to Customer Location (ASMDR)

MDR provides message detail records on main station, attendant, and tie trunk calls. The MDR records are sent, in real time, to an applications processor which stores and processes the MDR records to produce formatted reports. Records are provided on originating private facilities, incoming private facilities, and public facilities. Network summary, cost detail, cost summary exception, and network analysis reports are produced. Customer premise equipment is required with this feature.

SECTION 100 - OBSOLETE SERVICES

100.13 Electronic Tandem Switching Service (Cont'd)

.2 Terms and Conditions (Cont'd)

a. Explanation of Terms (Cont'd)(14) Account Codes (ACCT)

A customer can add an account number to an AMA record for customer allocation of charges. A special access code is dialed followed by the account code then the directory number.

(15) Facilities Management (FM)

The FM feature enables the customer to have some administrative control over the following features: Authorization codes, account codes, queuing, ARS, time of day, automatic circuit assurance, traffic data, message detail recording.

(16) Traffic Data to Customer Location (TRF-CL)

Traffic data is collected by the On switch every 30 minutes and is passed to the applications processor. The types of measurements available are: Attendant, ARS, individual dialing plan, deluxe queuing, multiline hunt, simulated facility, terminal, and trunk group. Once the traffic measurements desired are established, reports can be scheduled to be printed. Customer premise equipment is required with this feature.

(17) Automatic Circuit Assurance (AGA)

Four additional trunk measurements are produced by this feature, Nonusage Trunk Scan (NUTS), Locked-Up Trunk Scan (LUTS), Short Holding Time (SHT), Long Holding Time (LHT). The On collects this information every two hours and sends it to an applications processor. Two reports are produced from this information: NUTS/LUTS Summary Report and the SHT/LHT Summary Report. Customer premise equipment is required with this feature.

SECTION 100 - OBSOLETE SERVICES

100.13 Electronic Tandem Switching Service (Cont'd)

.2 Terms and Conditions (Cont'd)

b. Automatic Route Selection (ARS)

- (1) ARS is furnished in association with FRL.
- (2) Patterns and routes in patterns will be specified by the customer.
- (3) A maximum of three patterns will be allowed for each NPA or NPA-NXX list.
- (4) A maximum of ten routes is allowed per pattern.
- (5) Each WATS band is considered a separate route.
- (6) A maximum of 64 NPA-NXX lists will be allowed.
- (7) All rates and charges for ARS are in addition to the rates and charges for the associated facilities and facility termination.
- (8) The charges specified in 100.15.3, Rates, following for access code addition or change is applicable whether customer or Frontier initiated.
- (9) ARS does not allow for toll restriction or toll diversion.

c. Automatic alternate Routing/Uniform Numbering (MR/UN)

- (1) All calls must consist of a seven-digit called number after the access code or access code and account code (when required).
- (2) All patterns and routes in patterns must be specified by the customer.
- (3) The maximum number of routes in pattern is four.
- (4) Where calls are overflowed to the DDD network, applicable toll rates apply.
- (5) FRLs are furnished only with ARS.
- (6) The maximum number of FRLs available is eight.
- (7) Customer change of FRLs requires the Facilities Management feature.
- (8) All main station lines and incoming tie-line terminations with ARS capability must be assigned a FRL.

SECTION 100 - OBSOLETE SERVICES

100.13 Electronic Tandem Switching Service (Cont'd)

.2 Terms and Conditions (Cont'd)

e. Authorization Codes (AC)

- (1) The AC should not begin with a 1 or 0 and should not contain an * or #.
- (2) An AC should be from three to six digits in length.
- (3) A customer cannot have Authorization Codes with a different amount of digits.
- (4) Customer change of ACs requires the Facilities Management feature.

f. Time of Day (TOD)

- (1) When additional ARS patterns are required due to TOD changes, rates and charges as specified in 100.15.3, Rates, apply.
- (2) Customer change of TOD requires the Facilities Management feature.

g. Customer Control Line (CTRL)

- (1) When changes in control lines are requested, rates and charges, as specified in 100.15.3, Rates, apply.

h. Deluxe Queuing (QUE)

- (1) Deluxe Queuing is available on primary (first choice) routes in ARS and AAR patterns.
- (2) The text and announcement provided with the recorded announcement option will be provided by Frontier.
- (3) The music for music-on-queue will be provided by the customer. This requires a voice-grade channel between the central office and the customer-provided music source. This feature is only available with off-hook queuing.
- (4) The customer must specify the length of time a call is held in the queue before being routed to reorder tone.
- (5) Incoming tie lines can have only off-hook queuing.
- (6) All main station lines must be equipped with the same type of queuing.
- (7) Off-hook queuing must have either recorded announcement or music.
- (8) Customer control of the status of a queue on a private facility requires the FM feature.

SECTION 100 - OBSOLETE SERVICES

100.13 Electronic Tandem Switching Service (Cont'd)

.2 Terms and Conditions (Cont'd)

i. Message Detail Recording to the Customer Location (ASMDR)

- (1) MDR is not represented to be a provision of billing detail.
- (2) Station message details will be provided on terminal equipment located at the customer's location at the rates and charges specified in 100.15.3 following.
- (3) The customer must provide compatible equipment.
- (4) The customer must designate all main station lines and facility groups on which MDR is to be provided.
- (5) Additions or deletions to the original designations must be done on a service order or through the FM feature.
- (6) MDR includes the recording of Account Codes and Authorization Codes when these features are present.

j. Facilities Management (FM)

- (1) A business exchange access line is required in each digital office accessed. Product Guide rates and charges for a business exchange access line apply for each termination required.

- (2) The following capabilities are provided:

Administrative control over the following features: Authorization Codes, Account Codes, Queuing, ARS, Time of Day, Automatic Circuit Assurance, Traffic Data, Message Detail Recording.

- (a) The FM customer can change the active status of AC sets, display or change the Feature Class of Service assigned to an AC, activate, deactivate, or change an AC.
- (b) The FM customer is allowed to display/change the active parameter set, as well as the account group parameter data. The FM customer can also inhibit or change TOD changes to account group parameters.
- (c) The FM customer can change/display the current status for private facility queues associated with simulated facility groups and physical trunk groups.

SECTION 100 - OBSOLETE SERVICES

100.13 Electronic Tandem Switching Service (Cont'd)

.2 Terms and Conditions (Cont'd)

j. Facilities Management (FM)

(2) The following capabilities are provided: (Cont'd)

- (d) The PM customer can activate/deactivate an ARS group, display the current ARS pattern group in effect, and change to a different one. The alternate FRLs assigned to each FRL, and the status of the alternate FRL table may be displayed/ changed. The FM customer may inhibit or allow TOD changes to ARS group data.
- (e) The FM customer can review a list of all valid TOD action points for a given TOD schedule and their corresponding action times and seven-day schedules. This view gives the account, AC, and ARS group identifications that the particular TOD schedule can control. The customer can specify a specific action point and review or change the detail listing of what is to occur on that action point.
- (f) The FM business customer has the ability to display the current status of or activate/deactivate MUTS/LUTS scanning or SHT/LHT monitoring on a trunk group basis. Holding times and report thresholds can also be changed.
- (g) The FM customer has the ability to display the current status of or activate/deactivate traffic measurements for any of the groups.
- (h) The FM customer has the ability to display/change the current status of an MDR group.

k. Facilities Management (FM) (Cont'd)

- (3) Only those features listed above are provided with the Facilities Management feature.

SECTION 100 - OBSOLETE SERVICES

100.13 Electronic Tandem Switching Service (Cont'd)

.2 Terms and Conditions (Cont'd)

i. Traffic Data to Customer Location (TRF-CL)

- (1) A business exchange access line is required in each digital office accessed. Product Guide rates and charges for a business exchange access line apply for each termination required.
- (2) Traffic Data is provided on private facilities only.
- (3) The measurements are collected on trunk groups, individual dialing plans, simulated facility groups, and attendant group.
- (4) The measurements include peg count, usage, and overflow.
- (5) The measurements represent thirty minutes of data. Total day data requires the addition of the thirty-minute reports.

m. Automatic Circuit Assurance (ACA)

- (1) This feature provides data on NUTS/LUTS and SHT/LHT only.

n. Account Codes (ACCT)

- (1) Account Codes is a feature that permits the addition of a number (up to eight digits) by the calling party to the AMA record being made of that call.
- (2) The number of digits will be designated by the customer and must be uniform for all account codes per customer.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 116

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.13 Electronic Tandem Switching Service (Cont'd)

.3 Rates and Charges

a. Automatic Route Selection

	Nonrecurring <u>Charge</u>	Month <u>To</u> <u>Month</u>	<u>36</u> <u>Months</u>	<u>60</u> <u>Months</u>	<u>84</u> <u>Months</u>
(1) Common equipment, per access code					
(a) Per system ¹	\$500.00	\$ -	\$ -	\$ -	\$ -
(b) Per main station	3.50	.60	.55	.50	.45
(2) Additional patterns					
(a) NPA patterns, per pattern	8.40	-	-	-	-
(b) NPA-NXX patterns, per pattern	100.00	-	-	-	-
(3) Multiple pattern status control					
(a) Time of Day, per system	25.00	10.00	8.00	7.00	6.00
(b) Customer control, per control line	16.00	.50	.50	.45	.45
(4) Expensive Route Warning Tone per line	1.70	.05	.05	.05	.05
(5) Traveling Class Marks. per trunk equipped	2.80	.05	.05	.05	.05
(6) PBX outcalling via ARS, per PBX trunk	16.00	6.00	5.95	5.80	5.75
(7) Additions, deletions, changes					
(a) Per NPA pattern	\$ 25.00	\$ -	\$ -	\$ -	\$ -
(b) Per NPA-NXX pattern	100.00	-	-	-	-
(c) ERWT, per line	4.50	--	-	-	-
(d) TOD changes, per occasion	.40	--	-	-	-
(e) Control line, per line	16.80	--	-	-	-
(f) Facilities in a route, per facility	15.00	--	-	-	-

¹ includes one pattern with up to ten routes per NPA.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 117

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.13 Electronic Tandem Switching Service (Cont'd)

.3 Rates and Charges (Cont'd)

	Nonrecurring <u>Charge</u>	Month <u>To</u> <u>Month</u>	<u>36</u> <u>Months</u>	<u>60</u> <u>Months</u>	<u>84</u> <u>Months</u>
b. <u>Facilities Restriction Levels</u>					
(1) Main stations or tie-line terminations					
(a) Each	1.70	.05	.05	.05	.05
(2) Changes in FRLs, per line or trunk	5.60	-	-	-	-
c. <u>Authorization Codes</u>					
(1) Service establishment, per 100 codes	67.00	-	-	-	-
(2) Common equipment, per line	2.80	.30	.40	.35	.30
d. <u>Deluxe Queuing</u>					
(1) Common equipment, per system	1,250.00	-	-	-	-
(2) Queue					
(a) Per trunk group equipped	16.80	-	-	-	-
(b) Per Queue Slot	16.80	-	-	-	-
(3) Queue type					
(a) Off hook with recorded announcement					
(.1) Per line ¹	\$ 2.60	\$.40	\$.35	\$.35	\$.35
(b) Off hook with music, per line ²	2.60	.20	.15	.15	.15
(c) Ringback tone, per line	2.60	.20	.15	.15	.15
(4) Recorder Announcement Common Equipment					
(a) Each	16.80	75.00	60.00	55.00	50.00
(5) Music-on-Queue ³	60.00	36.00	35.00	34.00	33.00

¹ Recorded announcement equipment is required as specified in (4) following.

² Music-on-Queue is required as specified in (5) following.

³ Connecting channel between the serving CO and the customer location music source is required; apply appropriate rates and charges for private line voice grade channel.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 118

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.13 Electronic Tandem Switching Service (Cont'd)

.3 Rates and Charges (Cont'd)

d. Deluxe Queuing (Cont'd)

	Nonrecurring <u>Charge</u>	Month To <u>Month</u>	36 <u>Months</u>	60 <u>Months</u>	84 <u>Months</u>
(6) Priority Queue, per queue group	\$ 8.40	\$.50	\$.35	\$.20	\$.15
(7) Changes					
(a) RBQ to OHQ or vice versa	34.00	-	-	-	-
(b) Quantity of queue slots, per queue	16.80	-	-	-	-
(c) Queue threshold time limit, per queue	16.80	-	-	-	-
(d) In recorded announcement	16.80	-	-	-	-

e. MDR to the Customer Location ¹

(1) Service establishment	\$1,750.00	\$ -	\$ -	\$ -	\$ -
(2) Common equipment					
(a) Per system	67.00	340.00	325.00	310.00	300.00
(b) Per line	.90	.75	.65	.55	.50

f. Account Codes

(1) Common equipment					
(a) Per system	590.00	-	-	-	-
(b) Per OGT facility	2.80	.50	.45	.40	.40
(c) Per line	1.30	.40	.40	.40	.40
(d) Per change in account codes	16.80	-	-	-	-

¹ Compatible customer-provided premises equipment is required. Data sets are required at the customer location. A data channel is required between the CO and the customer location; apply appropriate private line rates for data channel.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 119

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.13 Electronic Tandem Switching Service (Cont'd)

.3 Rates and Charges (Cont'd)

	Nonrecurring Charge	Month To Month	36 Months	60 Months	84 Months
g. <u>Uniform Numbering/Automatic Alternate Routing</u>					
(1) Common equipment					
(a) Service establishment	1,220.00	3.00	2.50	2.00	1.75
(2) Route selection patterns					
(a) Per AAR pattern	16.80	-	-	-	-
(b) Per tie line terminated in an AAR or ARS pattern	8.40	24.00	23.00	22.00	21.00
(c) Per facility for automatic overflow to off-network facilities	16.80	-	-	-	-
(d) Per line	1.35	.60	.55	.50	.45
(3) Traveling class marks					
(a) Per trunk equipped	\$2.80	\$.05	\$.05	\$.05	\$.05
(4) Additions, deletions, changes					
(a) Per AAR pattern	25.00	-	-	-	-
(b) Trunks in a route	15.00	-	-	-	-
(c) In on-network location code routing (1) per code	15.00	-	-	-	-
h. <u>Facilities Management</u> ¹					
(1) Service establishment	725.00	-	-	-	-
(2) Common equipment, per system	500.00	290.00	285.00	285.00	280.00

¹ Compatible customer-provided premises equipment is required. Data sets are required at the CO and customer location. A data channel is required between the CO and the customer location; apply appropriate private line rates for data channel.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 120

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.13 Electronic Tandem Switching Service (Cont'd)

.3 Rates and Charges (Cont'd)

	Nonrecurring	Month	36	60	84
	<u>Charge</u>	<u>To</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>
		<u>Month</u>			
i. <u>Traffic Data to Customer Location</u> ¹					
(1) Service establishment	\$1,200.00	\$ -	\$ -	\$ -	\$ -
(2) Common equipment, per system	1,500.00	245.00	240.00	240.00	240.00
(3) Per facility group equipped	16.80	55.00	55.00	55.00	55.00
j. <u>Automatic Circuit Assurance</u> ¹					
(1) Service establishment	565.00	-	-	-	-
(2) Common equipment, per system	270.00	310.00	305.00	300.00	300.00
(3) Per facility group equipped	16.80	10.00	9.50	9.25	9.00

¹ Compatible customer-provided premises equipment is required. Data sets are required at the CO and customer location. A data channel is required between the CO and the customer location; apply appropriate private line rates for data channel.

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.14 Centrex Service 1000 Service

Obsolete. The provision of Centrex Service 1000 Service will be continued for existing customers only under the following tariff. The service allows for normal station activity including moves, changes, deletions, and station additions to existing systems subject to the availability of existing outside plant facilities and Centrex Service 1000 Service serving capacity of the central office from which the service is furnished.

.1 General

- a. Centrex Service 1000 is a central office communications system package provided in association with individual line exchange Business service furnished from Digital Central Office equipment located on Frontier premises. It is offered as a customer option and may be provided subject to the availability of facilities to individual Business service lines except services provided through public or semi-public telephone service. All exchange lines in a Centrex Service 1000 system must have the same billing arrangement, i.e., must be either flat or measured service.
- b. Centrex Service 1000 provides for a system accommodating from 2 to 30 central office lines. Centrex Service 1000 is offered only in conjunction with Individual Business Line service. The billing record of toll calls on lines using Centrex Service 1000 service will not be affected by the application of the features of this service. Intercom calls between exchange lines in the same Centrex Service 1000 system will not incur local usage charges.
- c. A customer may choose to combine exchange access lines terminating at different locations into a single Centrex Service 1000 system. All exchange access lines terminating in a Centrex Service 1000 system, however, must be served by the same central office switching equipment.
- d. The quality of transmission for calls utilizing Centrex Service 1000 Call Forwarding-Variable or 3 Way Calling may vary depending on the distance and routing involved. Frontier makes no representation as to the quality of the transmission on such calls.
- e. Centrex Service 1000 standard and optional features are not compatible with existing Custom Calling services, as described in other parts of this Product Guide.
- f. Suspension of Centrex Service 1000 service is not allowed.
- g. Feature Availability and/or operation may vary depending upon the type of central office switching equipment serving the Centrex Service 1000 systems and/or the current generic program available in the central office.

SECTION 100 - OBSOLETE SERVICES

100.14 Centrex Service 1000 Service (Cont'd)

.2 Service Description

a. Standard Features

(1) Intercom

Intercom allows customers on the same Centrex Service 1000 system to place calls to one another by dialing an access code and two digits. Two stations with the same line number cannot access each other utilizing the Intercom feature.

(2) Call Hold

Call Hold allows a customer to put any call-in progress on hold by flashing the hookswitch and then dialing a hold code. This frees the line to originate another call or to use the Call Pickup feature. Only one call per line may be placed on hold at a time.

(3) Call Pickup

This feature enables a party to answer a call that is being directed to another party in the same pickup group by dialing a pickup access code while the called station is ringing. If more than one pickup group is required, rates end charges as specified in Section 100.16.3a.(2)(d) for additional pickup groups apply, as appropriate.

(4) Call Transfer

This feature allows a user to transfer any established call to another line within or outside of the same Centrex Service 1000 system. At least one party in the final connection must be a Centrex Service 1000 customer.

(5) 3 Way Calling

This feature allows a line in the talking state to add a third party to the call by flashing the hookswitch and dialing the third party's telephone number then flashing the hookswitch to establish a three-way connection.

(6) Call Waiting-Terminating

This feature provides a burst of tone to alert the Centrex Service 1000 user who is on a call that another call is incoming. This feature may be provided on individual lines that are not arranged for hunting or on the last line of a Hunt Group. At the option of the customer, this feature may be disabled at the time the initial order for service is placed or subsequent to the installation of the service. If disabled subsequent to initial installation, service charges listed in .3a(1)(c) and .3b(2)(a) apply. If subsequently reactivated, service charges listed in .3a(1)(c) and .3b(2)(a) apply.

SECTION 100 - OBSOLETE SERVICES

100.14 Centrex Service 1000 Service (Cont'd)

.2 Service Description (Cont'd)

b. Optional Features

(1) Call Forwarding-Variable

This feature allows calls attempting to terminate to a line to be redirected to another customer-specified line served by the same office or by another office. The customer must activate and deactivate the forwarding function and specify the terminating directory number during each activation procedure.

(2) Convenience Dialing

This feature allows one party in a customer group to enter and alter a speed calling list containing directory numbers, each associated with a unique abbreviated dialing code. The speed calling list may contain up to 30 directory numbers. All members of the customer group must use the same speed calling list.

(3) Alternate Answer

This feature automatically transfers incoming calls that encounter a "don't-answer" condition after a preselected number of rings (from one to seven) on the presubscribing line to an alternate designated line within the same Centrex Service 1000 system. Because of technical limitations, the actual number of rings before a "don't answer" call is transferred may vary slightly from the preset value. The number to which calls are transferred and the appropriate number of rings before a "don't-answer" call is transferred are specified by the customer at the time the feature is ordered. This feature is in operation on a continuous basis and cannot be activated or deactivated by the customer. Changes to the feature must be requested from Frontier by service order.

(4) Toll Restriction

Toll-restricted line service is a feature that restricts the completion of originating calls to toll points. These calls are routed to an announcement.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 124

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.14 Centrex Service 1000 Service (Cont'd)

.3 Rates and Charges

The following rates and charges are for Centrex Service 1000 service only and are in addition to the applicable service charges, monthly rates, and nonrecurring charges for exchange access lines and other services or equipment with which they are associated.

This Product Guide sets forth the Minimum, maximum, and current rates for Centrex Service 1000 Service. As permitted by law, Frontier may increase or decrease rates within the minimum and maximum ranges specified in this Product Guide.

a. Monthly Rates

(1) Centrex Service 1000 Standard Features ¹

	Feature Establishment Charge	Monthly Rate		
		Minimum	Maximum	Current
(a) Service Establishment Charge, per system	\$ 65.00	\$ -	\$ -	\$ -
(b) Each exchange business line terminated in a system	10.00	9.75	15.00	11.25
(c) Standard feature change charge, per line ²	3.00	-	-	-

(2) Centrex Service 1000 Optional Features

(a) Call Forwarding-Variable, per line	\$ 3.00	\$.50	\$ 1.00	\$.75
(b) Convenience Dialing, per line	3.00	.25	.75	.50
(c) Alternate Answer, per line	3.00	1.75	4.00	2.75
(d) Call Pickup ³				
(.1) Per pickup group	10.00	--	-	
(.2) Per line	-.60	1.00	.75	
(e) Toll Restriction, per line	3.00	.25	1.25	.50
(f) Optional Feature Change Charge				
(.1) Per line	3.00	-	-	-

¹ Includes Touch Calling, Intercom, Call Hold, Call Pickup, Call Transfer, 3 Way Calling, and Call Waiting-Terminating.

² This charge is applicable when a standard feature is changed on an existing exchange line terminated in a Centrex Service 1000 system; i.e., changing the assignment of intercom codes.

³ One call-pickup group is provided for in the standard feature rates for Centrex Service 1000. When more than one pickup group is required per Centrex Service 1000 system, rates and charges apply as specified in .3a.(2)(d) for each additional pickup group required.

SECTION 100 - OBSOLETE SERVICES

100.14 Centrex Service 1000 Service (Cont'd)

.3 Rates and Charges (Cont'd)

b. Service Charges

(1) Establishment of Service

- (a) No additional service charge is applicable if Centrex Service 1000 service is established at the same time as the associated exchange access lines.
- (b) Service charges as specified in Section 4 of this Product Guide apply when Centrex Service 1000 service is established after the establishment of the associated exchange access lines.

(2) Feature Changes or Additions

- (a) Service Charges as specified in Section 4 of this Product Guide are applicable to the following changes in an established Centrex Service 1000 system.
 - (.1) Addition of optional features to an existing arrangement.
 - (.2) Changes in the Multiline Hunting Group.
 - (.3) Changing the assignment of intercom codes.
 - (.4) Subsequent disabling or reactivation of Call Waiting-Terminating feature.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 126

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.15 Line Feature Package - Series 3000 (with Remote Access to Features)

Obsolete. Remote Access to Features are longer be offered as a feature of Line Feature Package - Series 3000. Existing customers subscribing to Line Feature Package - Series 3000 shall continue to receive Remote Access to Features until such time as the customer discontinued subscription to Line Feature Package - Series 3000 and/or Centrex Service.

.1 Features

Line Feature Package - Series 3000 - Centrex Service 1000 and 2000 (as specified in Section 12.2.3a.(2.) and (3.)) plus the following features: Executive Busy Override, Incoming Call Forward, Off-Hook Queuing, Remote Access to Features, Ringback Queuing, Speed Call Long List (Individual), and Within Group Call Forward.

.2 Definition

Remote Access to Features - This feature allows authorized users to calls in from the exchange network and gain access to a business group including all features associated with that group.

.3 Rates and Charges

	<u>Rate</u>
Feature Series 3000, per station	\$ 12.15
	<u>Monthly Rate</u>
Optional System Features	
Station Message Detail Recording (Magnetic Tape), per system	1

¹ The monthly rate as specified in Section 100.14 shall apply.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 127

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.16 Centrex ServiceCustomer Moves and Changes (CMAC)

Obsolete. The following rates and charges for Centrex ServiceCustomer Moves and Changes (CMAC) are no longer offered. Existing customers subscribing to CMAC shall continue to receive these rates and charges until such time as the customer's current term commitment for Centrex Service expires, at which time they will revert to the current Product Guide.

.1 Rates and Charges

<u>Line Size</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
201 - 500 Lines	\$800.00	\$265.00

SECTION 100 - OBSOLETE SERVICES

100.17 Centrex Service/Digital (ISDN) Centrex Service

.1 Centrex Service Features

a. Digital (ISDN) Centrex Service features:

(1.) Packet Switching Features. The following features are available only for the intra-business group or within a closed user group.

(a.) ISDN X.25 Basic Feature Package includes Flow Control Parameter Negotiation, Incoming Calls Barred, Outgoing Calls Barred, Throughput Class Negotiations, and Transmit Delay Selection and Indication.

(b.) ISDN X.25 Enhanced Feature Package includes Closed User Group, Fast Select, Fast Select Acceptance, Hunt Groups, One-Way Outgoing Logical Channels, and Permanent Virtual Circuit.

.2 Definition of Features

A. Digital (ISDN) Centrex Service

(1.) Packet Switching Features

(a.) X.25 Basic Feature Package:

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 feature prohibits a data terminal from terminating an incoming call.

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

X.25 Throughput Class Negotiation feature allows the calling data terminal to request specific throughput classes in the 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.25 Reverse Charge allows the terminating end of the X.25 call to be billed for the call.

X.25 Reverse Charge Accept allows the terminating end of the X.25 call to accept or reject the Reverse Charge request.

SECTION 100 - OBSOLETE SERVICES

100.17 Centrex Service/Digital (ISDN) Centrex Service (Cont'd)

.2 Definition of Features (Cont'd)

A. Digital (ISDN) Centrex Service (Cont'd)

(1.) Packet Switching Features (Cont'd)

(b.) X.25 Enhanced Feature Package:

X.25 Closed User Groups allows Digital (ISDN) Centrex Service subscribers to establish subnetworks within which the members of a closed user group can communicate. Communication with users who are external to the closed user group is not permitted. The closed user groups are established by a service order. A user can belong to multiple closed user groups.

X.25 Fast Select allows a sending data terminal to forward up to 128 bytes of data along with call setup and clearing packets.

X.25 Fast Select Acceptance allows the switch to transmit incoming call packets with the fast select facility to a destination terminal that has this feature.

X.25 Hunt Groups allow a grouping of access lines such that an incoming packet-switched data call to the hunt group is completed if there is an available logical channel on any of the access lines within the hunt group. A Hunt Group is established by service order. Members of a Hunt Group can be distributed among the Digital (ISDN) Centrex Service switching modules within the switch, but the Hunt Group cannot span switches. A basic rate interface 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 a Digital (ISDN) Centrex Service subscriber to specify some number of the logical channels to be used only for calls that they originate.

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

SECTION 100 - OBSOLETE SERVICES

100.17 Centrex Service/Digital (ISDN) Centrex Service (Cont'd)

.3 Matrix

A. The following matrixes indicate the availability of each feature with either Analog or Digital (ISDN) Centrex Service

(1.) Data Packages Features

	X.25	X.25 Enhanced
X.25 Flow Control Parameter Negotiation	X	X
X.25 Incoming Calls Barred	X	X
X.25 Outgoing Calls Barred	X	X
X.25 Reverse Charge	X	X
X.25 Reverse Charge Acceptance	X	X
X.25 Throughput Class Negotiation	X	X
X.25 Transmit Delay Selection/Indication	X	X
X.25 Closed User Group		X
X.25 Fast Select		X
X.25 Fast Select Acceptance		X
X.25 Hunt Groups		X
X.25 One-Way Outgoing Logical Channels		X
X.25 Permanent Virtual Circuit		X

.4 Rates and Charges

A. General

(1.) Digital (ISDN) Centrex Service Rate Structure

(a.) Digital (ISDN) Centrex Service consists of the following basic elements:

- "B" Packet Switched Data Channel
- "D" Packet Switched Data Channel

(b.) The "B" Packet Switched Data Channel dedicates a "B" channel to packet switched data. If the customer desires that both available "B" channels be dedicated to packet switched data service, then two (2) "B" Packet Switched Data Channel elements are applicable.

(c.) The "D" Packet Switched Data Channel allows the customer to utilize the "D" channel for packet switched data. A single "D" Packet Switched Data Channel is available independent of the "B" channel configuration.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 131

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.17 Centrex Service/Digital (ISDN) Centrex Service (Cont'd)

.4 Rates and Charges (Cont'd)

B. Recurring

(1.) Service Line Type

(a.) Digital (ISDN) Centrex Service Channel Capability

With each Digital (ISDN) Centrex Service Line, the customer has a B-channels and one D-channel. The following options apply:

	<u>Monthly Rate</u>
(.1) B-Packet, per channel ¹	\$100.00
(.2) D-Packet, per channel	\$5.00

* In addition, Measured Usage Rates apply for data calls as specified in Section 10.1 of this Product Guide.

(2.) The following Feature Series rates apply per station for as long as the system is in service.

(a.) Analog Centrex Service

(b.) Digital (ISDN) Centrex Service Feature Packages:

Monthly	Nonrecurring	
	<u>Charge</u>	<u>Rate</u>
X.25 Enhancement, per line Attendant Package, per	\$15.00	\$5.00

SECTION 100 - OBSOLETE SERVICES

100.18 Centrex Service Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS)

Obsolete. The provision of Centrex Service Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) is no longer offered to new subscribers served from a 5ESS switch. Existing ADC/MIS customers served from a 5ESS switch will not be offered moves, additions or changes to their existing ACD/MIS service.

For Product Guide information on ACD/MIS service provided to customers from other switches where technically feasible, Centrex Service Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACE/MIS).

.1 General

- a. Centrex Service Automatic Call Distribution (ACD) is a central office-based service which allows incoming calls to be efficiently managed among agents in a call center. With Automatic Call Distribution, incoming calls are allocated and equally distributed to available agents, based on call parameters defined by the customer. Automatic Call Distribution also allows customers to efficiently manage fluctuations in calling patterns, trunk loading, and answering time frames.
- b. Centrex Service Automatic Call Distribution (ACD) can be enhanced with the extensive call handling and management capability of the Automatic Call Distribution-Management Information System (ACD/MIS). The Management Information System Data Link contains real-time call information that is forwarded to a Management Information System (MIS) located in Frontier's central office. The MIS, in turn, provides the customer with detailed call management information. With ACD/MIS, call center supervisors have the ability to monitor agents, control the origination and destination of incoming calls, and rearrange groups in response to incoming customer call demand.

.2 Terms and Conditions

- a. Centrex Service ACD/MIS is available to either existing or new Centrex Service customers.
- b. Centrex Service ACD and/or ACD/MIS will be furnished only from offices that are technically capable of and equipped for providing the service.
- c. Customers must have the Basic ACD Feature Package before they can subscribe to the Advanced ACD/MIS Features.
- d. Customers will be required to provide compatible customer premises equipment (CPE).
- e. Centrex Service Advanced ACD/MIS customers will need one MIS Data Link for each supervisor workstation access.
- f. Frontier Florida makes no guarantee and assumes no liability associated with the customer's receipt of data if the customer-provided customer premises equipment (CPE) does not meet Frontier Florida's compatibility requirements.
- g. Appropriate private line service charges as specified in Sections 17 and 18 of this Product Guide will apply to the private line facilities that are required for the Advanced Centrex Service ACD/MIS Data Link Feature.

¹ Applies in addition to appropriate service order charges as set forth in Section 4 of this Product Guide.

SECTION 100 - OBSOLETE SERVICES

100.18 Centrex Service Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) (Cont'd)

.3 Features

a. All features may not be available on all switches. Features provided in the Basic Centrex Service ACD Feature Package include:

- Access to Automatic Route Selection
- Access to Switched Network
- Activate/Deactivate Position
- Agent Alerting and Call Origination Identification
- Agent Event Codes
- Agent Monitoring with Interrupt
- Agent/Supervisor Assignment
- Automatic Call Distribution
- Call Hold Incoming/Outgoing
- Call Queuing
- Call Transfer Internal/External
- Call Waiting Indication
- Cancel Previous Entry
- Conference and Transfer on Outbound Calls
- Emergency Alert
- Enhanced Incoming Call Alerting
- Interposition Conference
- Intraflow
- Music on Hold
- Position Release with Disconnect
- Queue Slots (equal to number of agent positions)
- Service Assistant Capabilities
- Speed Call
- Standard Announcements

b. All features may not be available on all switches. Advanced Centrex Service ACD/MIS Features include:

- Additional Queue Slots
- Call Prompts
- Call Vectoring, which includes:
 - (1.) Answer Supervision Control
 - (2.) Music on Queue
- Direct Agent Access
- Management Information System (MIS) Data Link, which includes:
 - (1.) Delay Treatment
 - (2.) Fold Down
 - (3.) Interflow Control
 - (4.) Intraflow Control
 - (5.) Overload Control
 - (6.) Queue Control

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.18 Centrex Service Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) (Cont'd)

.4 Definition of Features

a. Basic Centrex Service ACD Features:

Access to Automatic Route Selection - Outbound calls made from an agent's position can utilize the customer's Automatic Route Selection.

Access to Switched Network - Each agent can be given outbound dialing permission that ranges from an inability to make outbound calls to unrestricted access to the network.

Activate/Deactivate Position - Agents can indicate that either their position is available for call processing (activate or log on) or that no new incoming calls should be routed to their position (deactivate, log off, or make busy). A sequence of key strokes that includes the agent's identity is used for activation. Deactivation occurs when the agent unplugs the headset. With this feature, no incoming calls are delivered to unattended or unavailable positions.

Agent Alerting and Call Origination Identification - This feature provides an audible tone and 10-character display of dialed digits and/or incoming trunk groups to the agent when a call is delivered to the position.

Agent Event Codes - While on a call, agents can enter a code on the terminal that designates a specific "event". Event codes can be set up to indicate various types of advertising or different types of billing problems. The frequency of these events is tabulated and reported on at the Management Information System (MIS).

Agent Monitoring with Interrupt - This feature gives a supervisor position the ability to monitor agent positions and to interrupt a monitored conversation.

Agent/Supervisor Assignment - This feature allows the assignment of a log-in identification and password to each agent and supervisor, independent of their terminals.

Automatic Call Distribution - This feature automatically distributes calls to agents who have been available for the longest period of time.

Call Hold Incoming/Outgoing - Call Hold Incoming allows an agent to place an incoming call on hold. While a call is on hold, the agent has full use of the position to consult with another agent or supervisor, or to make an outside call. Call Hold Outgoing allows an agent to place an outgoing call on hold. If an incoming call is already at the position, the agent can go back and forth between the calls with either party on hold. Both parties can be placed on hold or removed for a conference call.

Call Queuing - This feature ensures that incoming calls are entered into queues if an agent is not immediately available. Calls are distributed to agents in order of arrival (first-in, first-out).

Call Transfer Internal/External - Call Transfer Internal allows an agent to transfer a call to another agent or supervisor. Call Transfer External allows an agent to transfer a call outside of the call center.

SECTION 100 - OBSOLETE SERVICES

100.18 Centrex Service Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) (Cont'd)

.4 Definition of Features (Cont'd)

a. Basic Centrex Service ACD Features (Cont'd):

Call Waiting Indication - An indication appears on all agent terminals when the expected waiting time of any call in a queue exceeds a specified threshold.

Cancel Previous Entry - This feature allows an agent to delete previously entered digits.

Conference and Transfer on Outbound Calls - This feature allows an agent to conference an outbound call with another party and to transfer an outbound call to another party.

Emergency Alert - This feature allows an agent to identify calls of special interest (a very important customer or a bomb threat) with a single keystroke.

Enhanced Incoming Call Alerting - Provides an enhanced audible alert when a call comes in that can be heard even when the agent is not wearing a headset. Along with the tone is a visual alert.

Interposition Conference - This feature allows an agent to conference with another agent or supervisor.

Intraflow - This feature allows the designation of one principal serving team and up to eight supporting serving teams for each call queue.

Multipoint ACD - Multipoint ACD allows two agent stations to be placed on one ACD line. Each station will use one B channel and share the D channel. This service allows customers who do not want to use the second B channel for other services (i.e., Data, Voice, etc.) a cost savings by limiting the number of actual lines needed. Multipoint ACD will have a nonrecurring charge per group and a monthly recurring charge per multipoint line.

Music on Hold - When an incoming call is placed on hold by an agent, the caller hears music.

Position Release with Disconnect - This feature allows an agent to release the position from a call with one keystroke.

Queue Slots (equal to number of agents) - These are dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. A queue slot is required for each call to be held in queue.

Service Assistant Capabilities - Agents have single keystroke access to a service assistant who can provide help with difficult calls.

Speed Call - Agents have the ability to program 13 speed calling numbers on their terminals.

Standard Announcements - An announcement to callers in queue that advises them of answering delays. The announcement is Frontier-provided and located in the central office.

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.18 Centrex Service Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) (Cont'd)

.4 Definition of Features (Cont'd)

b. Advanced Centrex Service ACD/MIS Features

Additional Queue Slots - These are dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. A queue slot is required for each call to be held in queue.

Call Prompts - This feature is an enhancement of Call Vectoring that allows an announcement to be played for incoming callers. The announcement asks callers to enter Touch-Tone digits that correspond to a specific destination where the call is then routed. The Call Vectoring feature is required.

Call Vectoring - This feature provides the power to program a series of call handling steps that an incoming call will follow before it is routed to an agent. The series of steps is referred to as a call vector. Call Vectoring includes the following features:

Answer Supervision Control - This feature provides the ability to control the point at which answer supervision is returned for calls.

Music on Queue - This feature provides additional flexibility for the specification of music and/or other audio treatment that calls will receive while in queue.

Direct Agent Access - An agent can be reached directly by an external caller when a directory number is assigned to the individual agent.

Management Information System Data Link - The Data Link passes call event information to the Management Information System (MIS) located in the central office. Management Information System Data Link includes the following features:

Delay Treatment - Delay Treatment provides various types of alerting to the calling party when their call cannot be routed immediately to an agent and must be queued for service.

Fold Down - This feature provides for an orderly restriction of traffic to a smaller number of agent positions during periods of low traffic.

Interflow Control - This feature provides the ability to reroute incoming calls to destinations outside the switch.

Intraflow Control - This feature provides a way of increasing the number of agents able to handle calls by establishing specialized serving teams for call queues.

Overload Control - This feature promptly detects and properly controls an overload condition.

Queue Control - This feature alerts customers about queuing delays that exceed their predetermined control levels. The customer can modify the ACD parameters and assignments, and control the treatment received by delayed callers.

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.18 Centrex Service Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) (Cont'd)

.5 Rates and Charges

a. Moves and Changes

(1.) The charge to the customer for system adds, moves, changes, rearrangements, and removals will be the Minor Software Change Charge.

b. Basic Centrex Service ACD Feature Package

(1.) The Basic Centrex Service ACD Feature Package rate structure consists of a nonrecurring charge that will apply per ACD group and a monthly recurring charge that will be applied on a per ACD line basis.

(2.)	<u>Nonrecurring Charge</u>	<u>Rate</u>
Basic Centrex Service ACD Feature Package, Nonrecurring Charge, per ACD Group	\$ 50.00	-
Monthly Rate, per ACD Line ¹	-	\$26.50
per Multipoint Line	-	38.75

c. Advanced Centrex Service ACD/MIS Features

(1.) Customers must have the Basic Centrex Service ACD Feature Package before they can subscribe to the Advanced Centrex Service ACD/MIS Features.

(2.)	<u>Nonrecurring Charge</u>	<u>Rate</u>
<u>Advanced Centrex Service ACD/MIS Features:</u>		
Additional Queue Slots	\$ 25.00 (per system)	\$ 2.50 (per slot)
Call Prompts ² , per Step ³	100.00	150.00
Call Vectoring, Nonrecurring Charge, per ACD Group	100.00	-
Monthly Rate, per ACD Line	-	10.00
Direct Agent Access, Per access number	-	3.00
Management Information System Data Link, per Link ⁴	150.00	200.00

¹ Monthly rate includes the ACD line rate.

² Customer must subscribe to Call Vectoring.

³ The nonrecurring charge for Call Prompts will apply per step. Each announcement level is a "step", for example: the first step would ask the customer to press "1" for the Accounting Department or press "2" for Engineering. Once the customer pressed "1" or "2", the second step would then ask the customer to press "1" for Cost Accounting, "2" for Disbursement Accounting, and so on.

⁴ One MIS Data Link is required for each supervisor's workstation.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 138

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.19 Custom Calling Service

.1 Rates

	Monthly Rate	
	<u>Residence</u>	<u>Business</u>
a. Packaged Features		
(1) Call Waiting and Call Forwarding	2	N/O
(2) Call Waiting and Speed Calling (8-Code)	2	N/O
(3) Call Waiting and Speed Calling (30-Code)	2	N/O
(4) Call Waiting, Call Forwarding, and Speed Calling	2	\$7.20
(6) Call Waiting, Call Forwarding, 3 Way Calling, and Speed Calling)	2	8.95
(7) Call Waiting, Call Forwarding, 3 Way Calling, and Speed Calling	2	9.95
(8) Sharpest Call Pack ¹ (Includes Sharper Call Pack features plus Camp On/Busy Number Redial, Last Number Redial, Saved Number Redial, and Cancel Call Waiting)	2	11.25
(9) Sharpest Call Pack (Includes Sharper Call Pack [30-Code] features plus Camp On/Busy Number Redial, Last Number Redial, Saved Number Redial, and Cancel Call Waiting)	2	12.95
(10) Sharpest Call Pack with Distinctive Ring ¹ (S CALL 5/B) (S CALL 5/R) (Includes Sharper Call Pack features plus Camp On/Busy Number Redial, Last Number Redial, Saved Number Redial, and Cancel Call Waiting)	2	14.25
(11) Sharpest Call Pack (30-Code) with Distinctive Ring ¹ (S CALL 5[30]/B) (S CALL S[30]/R) (Includes Sharper Call Pack (30-Code) features plus Camp On/Busy Number Redial, Last Number Redial, Saved Number Redial, and Cancel Call Waiting)	2	15.25
(12) Business Shared Private Line PAK 2400 ¹ (S CALL 2/R) (Includes Call Waiting/Cancel Call Waiting, Call Forwarding-Variable, 3 Way Calling, and Speed Calling [8-code])	13.25	12.19
(13) Sharper Call Pack (30-Code) ¹ (S CALL 2[30]/R) (Includes Call Waiting/Cancel Call Waiting, Call Forwarding-Variable, 3 Way Calling, and Speed Calling [30-Code])	2	9.95
(15) Sharper Call Pack (30-Code) with Distinctive Ring ¹ (S CALL 4[30]/R) (Includes Call Waiting/Cancel Call Waiting, Call Forwarding-Variable, 3 Way Calling, Speed Calling [30-Code], and Distinctive Ring)	2	12.95
(16) Business Shared Private Line PAK 2300 ¹ (SC1006R) (Includes Call Forwarding-Variable, 3 Way Calling and Speed Calling (8-Code)	2	7.00

¹ The provision of these Packages will be continued for existing customers only; not available for new requests. Should an existing customer request a change from these Packages, he will automatically revert to those features as specified in Section 12.

² Material formerly on this page has been withdrawn from the Product Guide as of November 16, 2013.

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.19 Custom Calling Service (Cont'd)

.1 Rates (Cont'd)

a. Packaged Features (Cont'd)

(19) Flexible Packaging

- (a) Flexible packaging offers a monthly discount on specific Calling Services, CCLASS, and/or Enhanced Call Forwarding Service features.

Flexible packaging is available to residence individual line customers only.

When the customer orders four (4) or more of the eligible features, the discount applies to all eligible features. The discount percentage is applied to the total of the individual feature rates subscribed to by the customer. All features ordered by the customer must be on the same residence account.

Any feature may be substituted for another, or additional features may be ordered at a later date. The combination of features is not important to the discount, only the number of features.

If the customer removes an eligible feature (or features) so that the total subscribed to for this package is less than four (4), the discount percentage will not apply and the individual feature rates as specified in Sections 12.11 will apply.

Monthly Rate	
<u>Residence</u>	<u>Business</u>

- (b) The following features are eligible for the flexible packaging discount offering: ²

Automatic *66 Busy Number Redial	Distinctive Ring
Automatic Call Return	Special Call Acceptance
Call Block	Special Call Forwarding
Call Forwarding-Variable	
Call Waiting/Cancel Call Waiting	Speed Calling (8-Code)
Caller ID-Name and Number	Speed Calling (30-Code)
Caller ID – Number	3 Way Calling
Enhanced Call Forwarding Service	VIP Alert

- (c) The applicable monthly discount for flexible packaging is forty percent (40%)

(20) Basic Package

(Includes Automatic Call Return, Call Block, Call Waiting/Cancel Call Waiting, Caller ID-Name and Number and 3 Way Calling)

\$18.95 -

¹ Anonymous Call Block/Rejection and Enhanced Call Forwarding Service Optional Features are not included toward the threshold. The rates, however, will be discounted if the threshold quantity is met.

² Withdrawn as of November 16, 2013.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 140

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.19 Custom Calling Service (Cont'd)

.1 Rates (Cont'd)

b. Individual Features

(1) Remote Access ¹

- (a) This feature allows a customer to activate, change, or deactivate Call Forwarding-Variable service remotely from any line capable of Touch Call signaling rather than only from the base station line.

Feature Activation/Deactivation: To redirect Call Forwarding-Variable from a remote location, the user dials a remote-access directory number. After being prompted for the directory number to be forwarded and then the authorization code, the user can activate call forwarding, change the "forward to" destination, or deactivate call forwarding.

Remote Access is available only as an enhancement to Call Forwarding-Variable.

	Monthly Rate	
	<u>Residence</u>	<u>Business</u>
(b) Remote Access	\$5.00	\$7.00
(2) Special Call Waiting, per line ²	-	6.00
(3) Build-A-PAK ²		
(a) Call Forwarding-Variable	-	3.20
(b) 3 Way Calling	-	3.20
(c) Speed Calling (8-Code)	-	2.00
(d) Speed Calling (30-Code)	-	2.80
(e) Distinctive Ring (SR/R) ³	-	3.00
(f) Automatic *66 Busy Number Redial	-	4.80
(g) Automatic Call Return	-	4.80
(h) Call Block	-	3.20
(i) Special Call Acceptance	-	2.40
(j) Special Call Forwarding	-	4.80
(k) Special Call Waiting	-	4.80
(l) VIP Alert	-	3.20

¹ The provision of this feature will be continued for existing customers at their present locations only; not available for new requests. Should an existing customer request a change, i.e., relocation, he will no longer have the ability to subscribe to this service.

² Material formerly on this page has been withdrawn from the Product Guide. Residence Special Call Waiting and Residence Build-A-PAK Services are withdrawn as of November 16, 2013.

³ Build-A-PAK Distinctive Ring for business is withdrawn as of July 21, 2014. Effective October 18, 2014, this service is also withdrawn at the resale level and no longer available for purchase by resale customers.

SECTION 100 - OBSOLETE SERVICES

100.19 Custom Calling Service (Cont'd)

.2 Calling Services

Obsolete. The features listed below for the 150 Satellite Channel Programming PAC, Frontier Local Package, and Frontier Local Package Extra are not available to new customers. No moves, additions or changes of these features may be made to existing 150 Satellite Channel Programming PAC Service, Frontier Local Package, and Frontier Local Package Extra.

a. General

- (1) 150 Satellite Channel Programming PAC features below grandfathered to existing 150 Satellite Channel Programming PAC customers

The following services are eligible for the 150 Satellite Channel Programming PAC discount offering to existing 150 Satellite Channel Programming PAC customers only.

Call Block
Caller ID-Number Only
Priority Call

b. Rates

- (1) Bundled Local Service

The following vertical options are grandfathered to existing Frontier Local Package and Frontier Local Package Extra customers:

Call Block
Do Not Disturb
Priority Call

c. Custom Calling Local Area Signaling Service

Obsolete. The features listed below are not available to new customers and will be continued for existing customers Custom Calling Local Area Signaling Service customers only. No moves, additions or changes may be made to these existing features

- (1) Description of discontinued features within Custom Calling Local Area Signaling Service.
 - (a) Priority Call allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone.

SECTION 100 - OBSOLETE SERVICES

100.19 Custom Calling Service (Cont'd)

.2 Calling Services (Cont'd)

c. Custom Calling Local Area Signaling Service (Cont'd)

(1) Description of discontinued features within Custom Calling Local Area Signaling Service. (Cont'd)

- (b) Call Block allows a customer to block incoming calls from a maximum of 12 telephone numbers. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls.

Customers subscribing to this service may be able to automatically reject all calls that have been marked "P", "PRIVATE", "PRIVATE NUMBER", or such similar indicator by the person calling. It is not necessary to subscribe to Caller ID-Number Only to use this Call Block feature. With this feature activated (Anonymous Call Block/Rejection), the called party's telephone will not ring. The person calling, whose identification is blocked, will receive a message to hang up and call back with his number unblocked.

- (c) 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.

- (d) Caller ID-Number Only is an arrangement which permits a customer with local Exchange Service other than foreign central office service to receive the calling telephone number for calls placed to the customer. The calling telephone number will be forwarded from the terminating central office to compatible customer provided display equipment associated with a customer's local Exchange Service. The calling telephone number will be delivered during the first silent interval of ringing. If the calling telephone number is not available for forwarding to the called party, the customer's display device will record the time of day and date, and show "OUT OF AREA" and in some cases, dashes (--- ----), for the non-available numbers. The calling telephone number is unavailable from calls made from non-SS7 offices, some large PABX systems, and from some cellular radio calls, and currently from interexchange carrier calls. Compatible customer provided display equipment is required for this service.

Any customer subscribing to Caller ID-Number Only will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. Frontier assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein. Telephone numbers are not available on operator handled or credit card calls. Telephone numbers transmitted via Caller ID-Number Only are intended solely for the use of the Caller ID-Number Only subscriber. Resale of this information is prohibited by this Product Guide.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

1st Revised Page 143

EFFECTIVE: May 1, 2024

SECTION 100 - OBSOLETE SERVICES

100.19 Custom Calling Service (Cont'd)

.2 Calling Services (Cont'd)

c. Custom Calling Local Area Signaling Service (Cont'd)

(2) Rates

- (a) The following charges are for the services only and are in addition to applicable charges for service. Service Charges apply as set forth in Section 4 of this Product Guide, except as shown herein. The features listed below are discontinued for new customers and will be continued for existing customers only. No moves, additions or changes may be made to these existing features.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
(a.) Residence			
Priority Call, per line	\$5.25	1	
Call Block, per line	5.25	1	
Do Not Disturb, per line	7.00	1	
(b.) Business			
Priority Call ² , per line	5.50	1	
Call Block ² , per line	5.50	1	
Do Not Disturb, per line	6.00	1	
Caller ID-Number Only ² , per line	17.25	1	(l)

100.20 Extension Line Channels

Obsolete. The provision of Extension Line Channels as specified in Section 106 will be continued for existing customers only. Service is not offered for new installations, moves, changes, or additions except where facilities are available in place. ³

.1 Rates

- a. Extension line channels associated with Individual Line Residence and Business Service, and PBX and similar systems.

	<u>Monthly Rate</u>
For a channel between different buildings on the same continuous property, per channel	\$3.70

NOTE: When a channel between different buildings on the same continuous property requires a connection to the serving wire center, then a charge for each local channel required will apply.

¹ Service Charges apply as set forth in Sections 4.

² Refer to 150 Satellite Channel Programming PAC offer and applicable rate discount.

³ Applicable service charges as specified in Section 4 of this Product Guide shall apply.

SECTION 100 - OBSOLETE SERVICES

100.21 Network Facilities for Use with Public Announcement Services

Obsolete. The provision of Network Facilities for Use with Public Announcement Services as specified in Section 106 will be continued for customers currently subscribed to these services only. Service is not offered for new installations, moves, changes, or additions.

.1 General

- a. Public Announcement Services, for the purposes of this Product Guide, are defined as the dissemination of prerecorded announcements to the general public of messages involving promotional activities which a calling party may receive by means of the general telephone network. In order to minimize the possibility of conditions occurring which would tend to degrade general telephone service, the network facilities offered by Frontier for the dissemination of such announcements, which may be publicly advertised or promoted or used for the advertising purposes of a sponsor will be offered under the following conditions:
 - (1) Network Facilities for use with Public Announcement Services will be furnished subject to the determination by Frontier that the facilities required to prevent possible degradation of general telephone service are available.
 - (2) Frontier may refuse to continue to furnish network facilities for use with Public Announcement Services when such use interferes with or impairs the general telephone service rendered to the public by Frontier.
 - (3) Frontier will engineer and provide the calling network required for handling Public Announcement Services. Frontier will determine the appropriate quantity of facilities necessary to handle the calling volume projected by the subscriber. The announcement equipment provided and utilized by the subscriber must be of the capacity to handle the calling volume directed to it. Should the equipment at any time fail to meet this requirement, Frontier may refuse to continue to furnish the network facilities unless the subscriber agrees to add additional equipment in a reasonable period of time.
 - (4) Frontier will furnish network facilities for use with Public Announcement Services to its subscribers for use by such subscribers in providing announcements only within the limits of the local service area serving the subscriber. This limitation, however, is not intended to preclude the completion of any incoming sent paid calls placed to the announcement service from a distant exchange or local service area via long-distance telecommunications service, WATS arranged for outward service, or Optional Calling Plans.
 - (5) 800 Service network facilities may be used for Public Announcement Service, provided the 800 Service adheres to all the provisions in this Product Guide, in addition to those outlined in Section 109. The rates and charges outlined herein are not applicable when Public Announcements Services utilize 800 Service. Rates and charges for 800 Service will be as outlined in Section 109.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 145

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.21 Network Facilities for Use with Public Announcement Services (Cont'd)

.1 General (Cont'd)

a. (Cont'd)

- (6) Where Frontier determines that the messages disseminated by the announcement equipment are likely to generate unusual usage patterns, engender an excessively variable or unpredictable potential volume of incoming calls, or involve high or recurring temporary periods of peak calling, it may require that the announcement equipment be arranged to accept network overload signals transmitted by Frontier over control channels connected to such equipment and interpret these signals to effect a reduction of at least 50 percent in the length of the announcement and to effect restoration to the normal announcement length upon receipt of similar signals indicating absence of such network overload.
- (7) In order to permit the determination of anticipated incoming call volume so that facilities of the proper capacity may be furnished, the subscriber is required to designate the kind of announcement for which the Public Announcement Service is to be used. Frontier's network facilities may be used without the advance consent of Frontier only for announcements of such kind, together with advertising or promotional material as may be provided by the subscriber. The subscriber may not deliver announcements so different in kind as to engender a volume of calls in excess of that contemplated at the time service was established.

The contents of announcements shall be the responsibility of the subscriber; provided, however, that modification of announcements as described in paragraph (7) may be requested by Frontier when necessary so as to not overload the facilities provided or impair general telephone service.
- (8) Control of the message content and its dissemination by means of Public Announcement Services by anyone other than the subscriber is not permitted. However, the subscriber may sell time and/or spot announcements to a sponsor of a Public Announcement Service. In this connection, control of the content of the announcement, ramifications of usage, advertising, promotion, and all other responsibilities of the subscriber under this Product Guide remain solely with the subscriber; and Frontier shall have no responsibility or liability to any person with respect thereto.
- (9) In order to avoid excessive utilization of commonly used network facilities by the Public Announcement Service, the length of any announcement is subject to the approval of Frontier, based on the kind of announcement, potential volume of incoming calls, and on available facilities. The maximum length of any message is four minutes.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 146

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.21 Network Facilities for Use with Public Announcement Services (Cont'd)

.1 General (Cont'd)

a. (Cont'd)

- (10) Control of the message content and its dissemination by means of Public Announcement Services by anyone other than the subscriber is not permitted. However, the subscriber may sell time and/or spot announcements to a sponsor of a Public Announcement Service. In this connection, control of the content of the announcement, ramifications of usage, advertising, promotion, and all other responsibilities of the subscriber under this Product Guide remain solely with the subscriber; and Frontier shall have no responsibility or liability to any person with respect thereto.
- (11) In order to avoid excessive utilization of commonly used network facilities by the Public Announcement Service, the length of any announcement is subject to the approval of Frontier, based on the kind of announcement, potential volume of incoming calls, and on available facilities. The maximum length of any message is four minutes.
- (12) The announcement equipment must allow access to an announcement message by a calling party within a maximum time of 20 seconds and must also provide each calling party an on-hook condition upon completion of a full announcement cycle. It must not allow communications between parties calling the service. Telephone users calling the announcement number must be automatically disconnected after completion of one full announcement cycle.
- (13) Recorder/reproducers and reproducers used for telephone answering, commonly known as automatic answering and recording devices or automatic answering devices, which are not used in the manner herein, may not be used to provide public announcement-type services.
- (14) Central office lines provided and used by Frontier to extend calls from the general telephone network to announcement equipment used with Public Announcement Services are identified as Announcement Lines. The charges are shown in 100.23.2 following.
- (15) One (1) directory listing without charge will be furnished with each service, Public Announcement Service shall not be provided with nonpublished or nonlist telephone numbers.

.2 Rates and Charges

Monthly
Rate

a. Announcement Lines, per month, each

Business One-Party Flat Rate

b. The above rate and charge is in addition to applicable service charges as specified in Section 4.

SECTION 100 - OBSOLETE SERVICES

100.22 Information System Access Lines

Obsolete. The provision of Information System Access Lines as specified in Section 106 will be continued for customers currently subscribe to this service only. Service is not offered for new installations, moves, changes, or additions.

.1 General

- a. Information System Access Lines (ISAL) are exchange telephone services which are furnished to provide access to automated subscriber information systems.
- b. Automated subscriber information systems are defined as arrangements to disseminate or collect information to or from remote terminal or input devices (which may be subscriber- or Frontier-owned) and which, additionally, may store, calculate, or otherwise manipulate the information.
- c. Information System Access Lines are available for providing direct access to the subscriber information system through general exchange facilities.
- d. Information System Access Line service is provided on a one-way (inward only) basis.

.2 Terms and Conditions

- a. Information System Access Lines may be terminated in standard telephone instruments, DATATEL Data Sets, or connecting arrangements.
- b. Lines connecting input terminal devices to the general exchange network, and which are used to communicate with automated subscriber information systems, are not within the provisions of the Information System Access Line tariffs.

.3 Rates and Charges

	<u>Installation Charge</u>	<u>Monthly Rate</u>
a. Direct Exchange Access Line, each (B ISAL)	As specified in Section 4	Business One- Party Flat Rate

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 148

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.23 Enhanced Call Forward

Obsolete. The provision of Enhanced Call Forward will be continued for existing customers only. The service is not offered for new installations, moves, changes, or additions. Should an existing customer wish to change, move, or make additions to his existing service, he shall convert to the rates, rules, and terms and conditions specified in this Product Guide.

.1 Rates and Charges

	<u>Monthly Rate</u>
a. Basic Enhanced Call Forward Number, each	\$9.00
b. Optional Features ^{1,4}	
(1.) Caller Access Code, per code ²	1.00
(2.) Selective Call Acceptance, per list	2.00
(3.) User Schedule, per schedule ³	2.00
c. Enhanced Call Forward Number Package (includes Basic Enhanced Call Forwarding Number, Caller Access Code, Selective Call Acceptance, and User Schedule), each package	12.00

¹ The customer must subscribe to the Basic Enhanced Call Forwarding Number in order to subscribe to an optional feature, i.e., the optional features are not stand-alone service offerings.

² In order to subscribe to Caller Access Code, the customer must also subscribe to User Schedule.

³ The User Schedule includes one Caller Access Code.

⁴ Enhanced Call Forwarding Service optional features are not included toward the flexible packaging threshold. The rates, however, will be discounted if the threshold quantity is met.

SECTION 100 - OBSOLETE SERVICES

100.24 Enhanced Call Forwarding¹

- a. Enhanced Call Forwarding (ECF) is an Advanced Intelligent Network (AIN) based call forwarding service designed to provide/enhance personal mobility.
- b. Enhanced Call Forwarding Service is furnished only from Central Offices which have been arranged to provide this service. ECF is provided subject to the availability of facilities.
- c. Enhanced Call Forwarding is available to Business Individual Line, Residential Individual Line, and Centrex Service customers.
 - a. ECF customers will be able to forward their number from any touch call phone via a toll-free number. They will be able to forward to any dialable pager, cellular phone, work phone, or home phone.
 - b. ECF can be provided on the customer's existing telephone number (aka default number) as long as the customer's existing line resides behind an AIN capable switch, or via a personal number. This number is referred to as a default number.
 - c. A personal number is a telephone number that does not have any actual line equipment tied to the number. This is a new number that is provided to the customer at subscription. At subscription, the customer must designate what number his calls will route to, then the customer may program ECF to route his number to any location at any given time.
- d. ECF will be offered as follows:

Enhanced Call Forwarding

- The customer's existing number or a personal number can be used
- 3 Speed Forward Numbers
- Timed Forwarding

Enhanced Call Forwarding with Call Manager

- The customer's existing number or a personal number can be used
- 3 Speed Forward Numbers
- Timed Forwarding
- Automatic Forwarding
- Two schedules (normal and alternate)
- Two call acceptance lists with 20 number capacity each
- Two four-digit Caller Codes

¹ Enhanced Call Forwarding is no longer available for purchase. Existing customers of record may retain this service at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.24 Enhanced Call Forwarding¹ (Cont'd)

.1 Definitions and Features

Automatic Forwarding - This feature allows a customer to route calls automatically to the number he is dialing from. The system picks up the Calling Party's Number (CPN) from the calling phone. By using a two-stroke feature code, the customer can route his calls to the number he is at. He does not even need to know the number he is calling from; the system routes it automatically.

Note: This is dependent on the CPN being provided. If no CPN is provided, the caller will need to manually enter the number. Calls placed from PBXs and key systems will not activate Automatic Forwarding correctly if DID or DOD trunks are utilized.

Call Acceptance List - This feature can be used by the customer to allow only calls from designated locations to reach him. Two call acceptance lists, each with 20 number capacity, are included with ECF. For example, a customer has a meeting from 1:00 p.m. to 3:00 p.m. and has routed his number to the conference room. He is expecting some figures from an associate that need to be discussed at the meeting. By activating the call acceptance list and adding the associate's number to the list, the associate's number will be forwarded. The customer receives calls from the people with whom he wishes to speak, and all other calls will be routed to the default number.

Caller Codes - Caller codes are provided as a way to bypass the call acceptance list. If the customer does not want to add every number to the list, he can give out one of two four-digit codes to his callers. The caller enters the code for the call to be routed to the customer. This also allows for an alternative access in case a caller is not calling from his usual number or the CPN is not carried through the call.

Three Speed Forward Numbers - Speed Forward Numbers are provided as a convenience to the customer. With speed forward numbers, the customer can preprogram up to three numbers to allow for easier redirecting later. For example, a customer can preprogram (1) as home, (2) as office and (3) as cellular. When the customer calls the administration number, all he needs to do is press 3# to route all calls to his cellular phone. He does not need to dial the 10-digit cellular number.

Time of Day/Day of Week Scheduling - Customers can route all incoming calls to them based on their daily activities. For example, the subscriber to ECF can have all calls to the personal number routed to work from 8:00 a.m. to 5:00 p.m., then to a cellular from 5:00 p.m. to 6:00 p.m. The schedule's primary function is to create the "follow-me wherever I go" functionality. The customer can call the administrative number at any time to route calls elsewhere if he deviates from his schedule. Two Time of Day/Day of Week schedules are included with ECF to give more flexibility to the customer.

Timed Forwarding - Timed Forwarding allows the customer to route calls for a specified time period to another location. For example, a customer may route calls to his cellular phone until 3:00 p.m. At 3:00 p.m., his ECF service will return to the previous routing option.

¹ Enhanced Call Forwarding is no longer available for purchase. Existing customers of record may retain this service at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 151

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.24 Enhanced Call Forwarding¹ (Cont'd)

.2 Terms and Conditions

- a. Enhanced Call Forwarding is provided subject to the availability of technology and facilities.
- b. ECF will not be available on PBX trunks or DID/DOD trunks; or available to Public Telephone Access Service (PATS), and Customer-Owned Pay Telephone (COPT) Coin Line Service.
- c. The ECF customer is responsible for any applicable long-distance, and/or Extended Calling Service charges when calls to the ECF number are redirected to a number outside the local calling area. When a customer's ECF number is forwarded to a cellular phone, normal air time charges will apply on the redirected call.
- d. When a Caller Code is entered and if the call acceptance list(s) is activated, a call to the ECF subscriber is considered complete if the ECF subscriber utilizes answer supervision, even if the forwarded call is not answered. Applicable long-distance and/or outside the local calling area (as identified in c. above) charges will apply to the caller.
- e. ECF will not be offered on lines equipped with Selective Call Forward or Remote Call Forward. Selective Call Forward must be removed from the customer's account before adding ECF. ECF is not available as a substitute for Remote Call Forward.
- f. Except where facilities permit, ECF cannot be used to forward to locations requiring an international dialing format.
- g. ECF cannot be used to forward to 900/976/700 numbers. These numbers will always be blocked to the ECF subscriber.
- h. Where ECF is provided on a service also subscribing to Customized Code Restrictions (CCR), which prevents 1+ dialing, the ECF feature can be programmed to forward to a 1+ location at the customer's request. ECF will take precedence over the CCR feature in such circumstance, and the subscriber will be responsible for the appropriate long-distance and/or outside the local calling area charges for such calls.
- i. Customers who select a personal number will be provided one listing for their existing telephone number without charge for the exchange in which the ECF central office is located. Additional directory listings may be obtained as specified in this Product Guide.

¹ Enhanced Call Forwarding is no longer available for purchase. Existing customers of record may retain this service at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 152

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.24 Enhanced Call Forwarding¹ (Cont'd)

.3 Rates and Charges

a. Appropriate service charges as shown in this Product Guide will apply.

	Monthly Rate	
	<u>Business</u>	<u>Residence</u>
(1) Enhanced Call Forwarding		
Existing Number	\$10.00	\$7.50
Personal Number	28.00	12.75
(2) Enhanced Call Forwarding with Call Manager		
Existing Number	12.35	9.00
Personal Number	29.25	14.25

¹ Enhanced Call Forwarding is no longer available for purchase. Existing customers of record may retain this service at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.25 Custom Routing Service - Flexible Call Forwarding

Obsolete. The provision of Custom Routing Service - Flexible Call Forwarding as specified in Section 106 will be continued customers currently subscribed to this service only. The service is not offered for new installations, moves, changes, or additions. Should an existing customer wish to change, move, or make additions to his existing service, he shall convert to the rates and terms and conditions applicable to Enhanced Call Forwarding. However, existing customers will be allowed to change their PIN number at rates specified in Section 100.27 .5.6 b.

.1 General

a. Flexible Call Forwarding

Flexible Call Forwarding offers a user at an individual line the capability to personally forward calls to another location. The user can activate Flexible Call Forwarding from a remote location if needed. The customer has a choice of several methods of forwarding calls:

- To a default destination. The default destination is assigned at the time the customer places his order with Frontier.
- To an override destination. This destination can be changed by the customer once he has entered the Custom Routing Service system. Once he has activated call forwarding and has entered this destination; the new destination "overrides" the default destination.
- To either of two pre-defined forwarding schedules which can determine the destination according to Time-of-Day/Day-of-Week.

b. Custom Routing Service - Flexible Call Forwarding Optional Features

Time-of-Day/Day-of-Week Redirection - An optional feature which allows a user to redirect calls to another location at predesignated times. For example, particular numbers can be redirected to another location after 5 PM, or, just on Saturdays. Time-of-Day/Day-of-Week Redirecting may be used in schedule one or two. If this feature is used in both Schedule 1 and Schedule 2, two optional feature charges would apply.

.2 Rates and Charges

a. The Time-of-Day/Day-of-Week functionality is the same as that for Group Redirect as specified in Section 100.26.1b. (1.).

b. Flexible Call Forwarding Service Monthly Rate

(1.) <u>Basic Service</u>	
Monthly, per Line or DID Number ¹	
5 - 50	\$3.00
51 - 100	2.70
101 - 500	2.40
501 - 1000	2.10
1001 Plus	1.75
(2.) <u>Optional Charges</u>	
Time-of -Day/Day-of-Week Redirection, per Number	.35

¹ A six-month termination liability will apply. If the service is discontinued prior to six months, the remaining months up to a maximum of six must be paid in a lump sum.

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.26 Special Billing Services

Obsolete. Special Billing Services of Individual Punched Cards, Machine Tape Records and Instant Call Accounting are available to customers currently subscribed to this service only. The following features, Individual Punched Cards, Machine Tape Records and Instant Call Accounting, are not offered for new installations, moves, changes, or additions.

.1 Individual Punched Cards

a. General

Where Frontier records are in the form of punched cards showing details of (1) PBX or Centrex station equipment; (2) message toll calls, or (3) teletypewriter exchange service calls, and a subscriber requests a duplicate thereof for machine processing to allocate costs or for other reasons, and such cards are reproduced solely for use by the subscriber, with the understanding that the card format may change from time to time to serve Frontier purposes.

b. Rates and Charges

A charge of .05 cents per card applies with a minimum charge of \$6.00 per billing period, per account, for each class of information as listed in a.(1) above.

.2 Machine Tape Records

a. General

Copies of machine tape records for the preparation of local exchange service, long-distance message telecommunications service, and other charge and credit billing will be furnished where requested by subscribers at rates specified below.

- (a) The initial blank tape is furnished by the subscriber and thereafter tapes are exchanged.
- (b) The tape will be written in the format and machine code used by this Frontier, and the subscriber will be responsible for making the tape compatible with his data processing equipment.

b. Rates

Monthly Rate

(1) Local service and equipment records	\$45.00
(2) Other charge and credit records	45.00
(3) Long-distance message records	45.00
(4) Bill print image	45.00

.3 Instant Call Accounting

a. General

- (1) Instant Call Accounting provides customers with a detailed record of outgoing calls that can be accessed by a dedicated connection.
- (2) Each call record will contain the date, time, duration of the call, the calling station number, facility used, and the number that was called.

PRODUCT GUIDE

SECTION 100 - OBSOLETE SERVICES

100.26 Special Billing Services (Cont'd)

.3 Instant Call Accounting (Cont'd)

a. General (Cont'd)

- (3) Records will be provided for calls originated and include toll billable, local measured, and calls made over private facilities (FX, WATS, CCSA) and private networks.
- (4) Records will NOT be provided for incoming calls, station-to-station (intercom) calls, or local calls (except in measured service areas).
- (5) The records produced by this service are not represented to be a provision of billing detail.
- (6) Instant Call Accounting will be furnished only from offices that are technically capable of, and that are equipped for, providing the service.
- (7) Customers will be required to provide compatible customer-provided equipment (CPE) to process the call detail records.
- (8) Call accounting records will be provided on terminal equipment located at the customer's location.
- (9) Frontier Florida makes no guarantee and assumes no liability associated with the customer's receipt of the call detail records if the customer-provided CPE does not meet Frontier's compatibility requirements.

b. Definitions

Dedicated Instant Call Accounting - The customer's call records are continually transmitted from the central office to the customer's premises equipment through a dedicated private line connection.

c. Terms and Conditions

(1) Dedicated Instant Call Accounting

- (a) A dedicated data channel (four-wire private line facility) between the serving central office and the customer's premises equipment is required.
- (b) The appropriate intraexchange private line rates and charges will be applied from Section 17.
- (c) A private line modem is required. This modem will be provided by the customer.
- (d) Call records that have been transmitted to the customer cannot be re-transmitted.

d. Rates and Charges ¹

	Nonrecurring Charge	Monthly Rate
(1) Dedicated Instant Call Accounting ²	\$2,000.00	\$1,000.00

¹ Rates and charges are applicable per system/customer.

² In addition, one customer-provided private line modem is required.

SECTION 100 - OBSOLETE SERVICES

100.27 Custom Routing Service

Obsolete. Custom Routing Service is available to customers currently subscribed to this service only. The service is not offered for new installations, moves, changes, or additions. Should an existing customer wish to change, move, or make additions to his existing service, he shall convert to the rates and terms and conditions applicable to Custom Redirect Service as specified in this Product Guide.

.1 General

a. Custom Routing Service will enable a customer to redirect all or part of the customer's incoming voice calls to other telephone numbers of the customer's choice.

b. This service consists of one main option: Group Redirect

(1.) Group Redirect

(a.) For each group of main numbers, this option offers three choices to redirect calls to as many as five sets of telephone numbers. One or more of the following features are used:

- DN-Based Redirect
- Group-Based Redirect
- Incoming Number Identification
- Percentage Distribution
- Time-of-Day/Day-of-Week

(b.) The choices are determined by the customer.

c. A Custom Routing Service number cannot be used to trigger a call to be redirected to another number with a call forwarding service attached. Redirected calls must directly terminate at either a customer-assigned location, an Interexchange Carrier's point of presence, a Voice Mail system, an Auto Attendant system, or an Announcement frame within the LATA of call termination.

SECTION 100 - OBSOLETE SERVICES

100.27 Custom Routing Service (Cont'd)

.2 Terms and Conditions

a. Explanation of Terms

(1.) DN-Based Redirect

DN-Based Redirect is one feature offered under Group Redirect Service. DN-Based Redirect can be used in each option (one, two, and/or three), or, the customer may select a Group Redirect Optional Feature. DN-Based Redirect allows the customer to Redirect calls to as many as three telephone numbers.

Incoming Number Identification Redirection, Percentage Redirection and/or Time-of-Day/Day-of-Week Redirection can be added to DN-Based Redirect for an additional charge.

(2.) Group

A group is a group of telephone numbers that will be Redirected in the same way, i.e., same time and same manner. For example, if Redirection is activated, all telephone numbers within that group will be Redirected. Another example is, if the customer chooses to have option three active in a particular group, then all main numbers in this group will be Redirected to the telephone numbers in option three.

If an option has time-of-day Redirecting, the times that the numbers are Redirected are the same for all numbers in the group. The actual telephone numbers that the calls are being 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. There is no maximum number of telephone numbers included in a group, however, the maximum number of groups a customer can have is 50.

(3.) Main Number

Main Number is the customer's directory number that has Custom Routing Service.

(4.) Supergroup

A Supergroup is a preassigned group that is used to Redirect calls for two or more groups. For example, a customer has four groups: 101, 102, 103, 104. If the customer occasionally wants to activate Option 1 on all four groups, these four groups could be assigned to a Supergroup (at provisioning time).

SECTION 100 - OBSOLETE SERVICES

100.27 Custom Routing Service (Cont'd)

.2 Terms and Conditions (Cont'd)

b. Conditions

(1.) This service is subject to the following conditions:

(a.) There is no maximum number of lines or trunks.

(b.) Each group may have a maximum of three Redirect options.

(c.) A Type I or Type II service charge applies for each line having the capability of completing a call.

(d.) The customer must have sufficient lines and associated facilities to handle the estimated or actual number of calls Redirected without interfering with exchange or toll service. In the event that there is interference with exchange or toll service, Frontier reserves the right to disconnect the service immediately in accordance with the terms and conditions contained in Section 2 of this Product Guide.

(e.) Frontier does not guarantee the availability or reliability of Custom Routing Service in the event of a network affecting disaster or otherwise.

(f.) Custom Routing Service is not designed to restore telephone service in the event of service interruptions at Company central offices.

(g.) Except as specified in Section 2 of this Product Guide, Frontier shall not be liable for any losses or damages resulting from the unavailability of Custom Routing Service.

(h.) Custom Routing Service will be provisioned only on telephone numbers provisioned with central office line equipment or Remote Call Forward Service.

c. Message Charges

(1.) Charges for calls between the Custom Routing Service number and the telephone number to which these calls are Redirected are the responsibility of the Custom Routing Service customer. Usage charges, including toll, extended calling area and other measured charges will apply if the Custom Routing Service number is forwarded to a location which would normally incur those charges.

(2.) Custom Routing Service may not be used by customers to avoid toll charges. If a customer is using the service to avoid such charges, Frontier reserves the right to disconnect the service immediately and bill all appropriate toll charges.

SECTION 100 - OBSOLETE SERVICES

100.27 Custom Routing Service (Cont'd)

.2 Terms and Conditions (Cont'd)

d. Service Activation

- (1.) If the customer elects to activate the Redirection of calls, the customer dials into the Frontier network controller using a Touch Call telephone. Upon reaching the network controller, the customer must enter a personal identification number (PIN) to access the system. If, after three attempts, the customer fails to enter his PIN number correctly, he will automatically be disconnected.
- (2.) After entering the system, the customer may forward all telephone numbers assigned to a group.
- (3.) Each group may have a maximum of three Redirect options. The customer may call into the system as frequently as desired to Redirect calls.

.3 Custom Routing Service - Group Redirect Optional Features

- a. Incoming Number Identification Redirecting - Incoming Number Identification Redirecting is an optional feature. It allows the customer to Redirect calls based upon the originating telephone number, NPA-NXX, or NPA of the incoming caller. If an incoming caller's number, NPA-NXX, or NPA is on a list of numbers furnished by the customer, the call will be Redirected to a preselected telephone number. If the incoming caller's telephone number is not on the list, the call will be completed as dialed or routed to a default number (selected by the customer). Incoming Number Identification Redirection may not be used to pass the calling party's number to the customer.
- b. Percentage Redirecting - As an optional feature, Redirecting may also be done by percentages.
- c. Time-of-Day/Day-of-Week Redirection - An optional feature which allows the customer to Redirect the customer's calls to another location at predesignated times.

.4 Application of Rates

a. Type I Charges

- (1.) Service Establishment Charge - The Service Establishment Charge will apply for the original order for Custom Routing Service.
- (2.) Monthly Charge Per Line - There will be a monthly charge for each line, i.e., exchange access line, DID number, or Centrex line. This charge does not apply when lines are used as, or in, multiline hunt groups. In those cases, the trunk/multiline hunt group charge will apply. The monthly rate per line will be based on the number of telephone numbers with Custom Routing Service.
- (3.) Rearrangement Charges - A nonrecurring charge will apply to each rearrangement performed by Frontier in addition to applicable Service Charges as specified in Section 4 of this Product Guide.

SECTION 100 - OBSOLETE SERVICES

100.27 Custom Routing Service (Cont'd)

.4 Application of Rates (Cont'd)

b. Type II Charges

- (1.) Service Establishment Charges - The Service Establishment Charge will apply for the original order for Custom Routing Service.
- (2.) Monthly Charge Per Trunk - A monthly charge will apply for each trunk, each DID number associated with a trunk, or line number that terminates in a multiline hunt group. Unless the customer has made other arrangements, Custom Routing Service will be provisioned only on the pilot number of the hunt group; however, per line charges will be based on the number of lines currently in the customer's hunt group.

The charge per trunk will be based on the number of trunk telephone numbers installed. As the customer moves from one size category to the next, the rates will apply for all trunk members. In addition, a nonrecurring charge will apply to each trunk or multiline hunt number installed.

c. Optional Feature Charges

- (1.) Incoming Number Identification Redirection - A monthly charge and a nonrecurring charge will apply to each 100 numbers, or fraction thereof, listed for Incoming Number Identification Redirecting.
- (2.) Percentage Redirecting - A nonrecurring charge will apply at the time of the establishment of this feature. In addition to a flat monthly rate, a charge per telephone number to be Redirected will apply.
- (3.) Time-of-Day/Day-of-Week - A nonrecurring charge will apply at the time of the establishment of this feature. In addition to a flat monthly rate, a charge per telephone number to be Redirected will apply.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 161

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.27 Custom Routing Service (Cont'd)

.5 Rates and Charges

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
a. Group Redirect Service		
(1.) <u>DN-Based Service for Type I</u>		
Service Establishment Charge	\$150.00	-
Monthly, per Line or DID Number ¹		
2 - 50	2.00	\$3.00
51 - 100	2.00	2.70
101 - 500	2.00	2.40
501 - 1000	2.00	2.10
1001 Plus	2.00	1.75
<u>Line/DID Number Rearrangement Charges</u>		
System Charge, per Rearrangement	72.00	-
Per Number Changed/Moved	2.00	-
(2.) <u>Group-Based Service for Type I</u>		
Service Establishment Charge	150.00	-
Monthly, per Line or DID Number ¹		
2 - 50	2.00	\$3.00
51 - 100	2.00	2.70
101 - 500	2.00	2.40
501- 1000	2.00	2.10
1001 Plus	2.00	1.75
<u>Line/DID Number Rearrangement Charges</u>		
System Charge, per Rearrangement	72.00	-
Per Number Changed/Moved	2.00	-

¹ The Termination Liability in Section 2 will apply.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 162

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.27 Custom Routing Service (Cont'd)

.5 Rates and Charges (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
--	--------------------------------	-------------------------

a. Group Redirect Service (Cont'd)

(3.) DN-Based Service for Type II

Service Establishment Charge	\$185.00	-
Monthly, per Trunk, Line, and per DID Number associated with a trunk number. ¹		
2 - 0	4.50	8.25
11 - 50	4.50	8.00
51 - 100	4.50	7.75
101 - 250	4.50	7.50
251 - 500	4.50	7.25
501 Plus	4.50	7.00

(4.) Group-Based Service for Type II

Service Establishment Charge	\$185.00	-
Monthly, per Trunk, Line, and per DID Number associated with a trunk number. ¹		
2 - 10	4.50	\$8.25
11 - 50	4.50	8.00
51 - 100	4.50	7.75
101 - 250	4.50	7.50
251 - 500	4.50	7.25
501 Plus	4.50	7.00

Trunk/Multiline Hunt Rearrangement Charges

System Charge, per Rearrangement	80.00	-
Per Number Changed/Moved	4.50	-

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 163

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.27 Custom Routing Service (Cont'd)

.5 Rates and Charges (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
a. Group Redirect Service (Cont'd)		
(5.) <u>Type I and Type II Charges:</u>		
<u>Group Charges</u>		
First Group	-	-
Each Additional Group or per Supergroup	\$17.00	-
<u>Group Rearrangement Charges</u> Same as Line or Trunk Rearrangement Charges		
<u>Time-of-Day/Day-of-Week Redirection</u>	16.00	-
Per Number	-	\$.40
<u>Percentage Redirecting</u>	16.00	-
Per Number	-	.30
<u>Incoming Number Identification Redirecting (Each 100 Numbers)</u>	75.00	-
Per Number	-	.30
b. Charges Applicable to Group Redirect		
(1.) PIN Number Change (Per Occasion)	24.00	-

SECTION 100 - OBSOLETE SERVICES

100.28 Redirect Service

Obsolete. Redirect Service is available to customers currently subscribed to the service only. The service is not offered for new installations, moves, changes, or additions. Should an existing customer wish to change, move, or make additions to his existing service, he shall convert to the rates and terms and conditions applicable to Custom Redirect Service as specified in Section 12.

.1 General

- a. Redirect Service (RDS) enables a customer to redirect all or part of the customer's incoming voice calls to other telephone numbers of the customer's choice by means of four features.

.2 Terms and Conditions

- a. Explanation of Terms

(1.) Administrative User Interface

The Administrative User Interface allows the customer to change the redirection option in effect or to change any customer changeable data in the customer's record. To access the Administrative User Interface, the customer calls the Administrative User Interface number. If the option the customer activates is Group-Based Redirect, the customer must enter the common destination number of the group.

(2.) Group

A group is a group of telephone numbers that will be redirected in the same way, i.e., same time and same manner.

If a customer chooses the feature Time-of-Day/Day-of-Week redirecting, the times that the numbers are redirected are the same for all numbers in the group. The actual telephone numbers that the calls are being redirected to do not have to be the same. The maximum number of telephone numbers included in a group is 15.

(3.) Main Number

Main Number is the customer's directory number that has RDS.

(4.) Redirect Feature

SECTION 100 - OBSOLETE SERVICES

100.28 Redirect Service (Cont'd)

.2 Terms and Conditions (Cont'd)

b. Conditions

(1.) This service is subject to the following conditions:

- (a.) Redirect Service is available where facilities permit.
- (b.) There is a maximum number of 15 lines.
- (c.) Each group may have a maximum of three Redirect options.
- (d.) The customer must have Touch Call capability.
- (e.) N11, 0+ or 00+ will not be allowed as destination numbers.

c. Message Charges

Charges for calls between the RDS number and the telephone number to which these calls are Redirected are the responsibility of the RDS customer.

d. Service Activation

(1.) If the customer elects to activate the Redirection of calls, the customer dials into Frontier network Administrative User Interface using a Touch Call telephone. Upon reaching the network Administrative User Interface, the customer must enter a Personal Identification Number (PIN) to access the system. If, after three attempts, the customer fails to enter his PIN number correctly, he will automatically be disconnected.

(2.) After entering the system, the customer may forward all telephone numbers assigned to a group.

e. The customer must have sufficient lines and associated facilities to handle the estimated or actual number of calls Redirected without interfering with exchange or toll service. In the event there is interference with exchange or toll service, Frontier reserves the right to immediately disconnect the service in accordance with the terms specified in Section 2 of this Product Guide.

f. Per line charges will be based on the number of simultaneous calls the customer wants to Redirect, and RDS will be provisioned on each member of the hunt group. Charges will be based on the number of lines currently in the customer's hunt group.

g. RDS is not designed to restore telephone service in the event of service interruptions at Frontier central offices.

h. Redirected calls must directly terminate at either a customer-assigned location, an Interexchange Carrier's point of presence, a voicemail system, an auto attendant system, or an announcement frame within the LATA of call termination.

i. RDS may not be used by customers to avoid toll charges.

j. A customer should not route a call to a destination number which is a Redirect Service number.

SECTION 100 - OBSOLETE SERVICES

100.28 Redirect Service (Cont'd)

.3 Feature Descriptions (Cont'd)

b. Incoming Number Redirect

This feature routes calls based on the Calling Party Number (CPN) of the incoming call. The customer will define a list of screening numbers by an area code, an area code plus local exchange code, or a 10-digit destination number.

When this Redirection feature is activated, incoming calls will be matched against the list. If there is a match, the call is routed to the destination number defined on the list which corresponds to the CPN.

The customer can designate all other calls from CPNs not defined on the list to route to a specific destination number. Any call that has an unknown or unavailable CPN [i.e. international calls outside of the North American Numbering Plan (NANP) or calls from a Private Branch Exchange (PBX)] will be routed to the specific destination number.

There can be a maximum of 20 numbers on a list.

Incoming Number Redirect may not be used to pass the calling party's number or to identify the calling party to the customer.

c. Percentage Redirect

This Redirection feature allows only three destination numbers with corresponding percentages. The Redirection is determined based on a predefined percentage distribution.

d. Time-of-Day/Day-of-Week Redirect

Time-of-Day/Day-of-Week Redirect offers three choices to Redirect calls within three time slots over a 24-hour period any day of the week.

A maximum of three time slots for each day of the week is allowed for this feature. Within a time slot, the customer must define both the range of time and the destination number. The customer can Redirect calls to another location at predesignated times. For example, particular numbers can be Redirected to another location after 5:00 p.m., or, just on Saturdays. The system will automatically route these calls until the customer changes specifications. This will allow the customer to use a single office to perform the work of many locations during off-peak hours.

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.28 Redirect Service (Cont'd)

.4 Application of Rates

a. Monthly Charge Per Feature

There will be a monthly charge per feature activated for each exchange access line, DID numbers other than the DID main number, Centrex Service /Digital (ISDN) Centrex Service line, Digital (ISDN) Single Line Service line, and/or when the line terminates in a hunting arrangement.

b. Rearrangement Charges

(1.) System Charge

A nonrecurring charge will apply to each rearrangement performed by Frontier in addition to the Network Access Change Charge as specified in Section 4. Each change to a directory number will result in a nonrecurring charge.

(2.) Personal Identification Number (PIN) Charge

This charge applies each time, after service establishment, the customer requests Frontier to change the Personal Identification Number (PIN).

(3.) Group Charges

There will be no additional charges for the first group ordered. A nonrecurring charge will apply to each additional group.

.5 Rates and Charges

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
a. Group-Based Redirect Service, per line	\$ 10.00	-
b. Incoming Number Redirect, per incoming number	4.00	1
c. Percentage Redirect, per line	6.00	1
d. Time-of-Day/Day-of-Week Redirect, per line	4.00	1
e. Rearrangement Charges		
(1.) System Charge		
Per rearrangement	-	80.00
Per number changed/moved	-	4.50
(2.) PIN Number Change, per occasion	-	24.00
(3.) Group Charges, each Additional Group ²	-	17.00

¹ Any additions or changes to the feature, after the initial order, will incur the applicable rearrangement charge specified in Section 12.33 and the Network Access Change Charge as specified in Section 3.

² There is no monthly rate nor nonrecurring charge associated with the first group ordered.

SECTION 100 - OBSOLETE SERVICES

100.29 Reserve Telephone Numbers

Obsolete. Reserve Telephone Numbers is available to customers currently subscribed to this service only. Service will not be offered for new installations, moves, changes or additions.

.1 General

- a. Reserve Telephone Numbers are telephone numbers reserved by a residential customer for future use.
- b. Reserve Telephone Numbers are offered subject to availability for a period not to exceed 180 days and are not guaranteed until activated in the network.
- c. Appropriate Service Charges, as stated in Section 4 of this Product Guide, apply.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 169

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.30 Dial Datalink Service

Obsolete. Dial Datalink Service is available to customers currently subscribed to this service only. Service will not be offered for new installations, moves, changes or additions.

.1 General

- a. This grade of access line meets higher quality transmission standards than those for regular voice transmission. This data access line will meet parameters developed to allow transmission speeds of up to 4800 bps.
- b. Customers may use regular access lines for data transmission if this level of service is adequate to meet their needs; however, Frontier will not support data parameters on these access lines.
- c. Dial Datalink lines may also be used for voice communication.
- d. Call Waiting Service is not offered with this grade of service.
- e. Dial Datalink lines are not offered on Foreign Exchange Service.
- f. General makes no guarantee that any transmission speed or bit error rate will be achieved on any given call.

.2 Rates and Charges ¹

	<u>Installation Charge</u>	<u>Monthly Rate</u>
a. ²		
b. Business Line	\$25.00	5.00

¹ A network access change charge is applicable to this service when provided on a separate order.

² Residence Dial Datalink Service is withdrawn as of November 16, 2013.

SECTION 100 - OBSOLETE SERVICES

100.31 Discount Calling Plan

.1 Regional Toll Call Business Plan for Business Multi-Tenant Plan

Obsolete: The provision of Regional Toll Call Business Plan for Business Multi-Tenant Plan will be continued for existing customers only. Service is not offered for new installations, moves, changes, or additions.

a. Terms and Conditions

- (1) The Multi-tenant plan is available for use in an environment serving multiple business tenants located in a building or buildings on the same continuous or contiguous properties. The property area for each Multi-tenant plan must be specifically identified and under the control of a single owner or management unit. Multi-tenant service shall be offered at the sole discretion of Frontier
- (2) Each tenant in the multi-tenant environment subscribing to business exchange service as specified in Section 3 of this Product Guide has the option of subscribing to a one-year or a three-year optional calling plan. The one-year plan provides the tenants with a 30% discount off their monthly Frontier long-distance charges. The three-year plan provides the tenants with a 40% discount off their monthly toll charges. The termination liability for this offer will be \$50 for the one-year plan and \$150 for the three-year plan.

b. Term Periods

In the event the Regional Toll Call Business Plan is terminated by the business customer prior to completion of the initial one-year or three-year Term Period, the customer shall be liable for the Early Termination charge. The customer shall be required to make the immediate payment of the following applicable amount:

<u>Term Period</u>	<u>Early Termination Charge</u>
Multi-Tenant One-Year Term	\$ 50.00
Multi-Tenant Three-Year Term	150.00

c. Volume Discounts

Business customers who subscribe to Regional Toll Call Business Plan will receive the following discounts on all toll usage billed for the month when their monthly toll usage exceeds:

<u>Monthly Toll Usage Volume</u>	<u>Multi-Tenant 1-Year Disc.</u>	<u>Multi-Tenant 3-Year Disc.</u>
\$ 0 - 4.99	30%	40%
\$ 25.00 - 99.99	30%	40%
\$100.00 - 199.99	30%	40%
\$200.00 and Over	30%	40%

SECTION 100 - OBSOLETE SERVICES

100.31 Discount Calling Plan (Cont'd)

.2 Frontier Total Solutions

Obsolete: The provision of Frontier Total Solutions, as specified in Section 107, will be continued for existing customers only. Service is not offered for new installations, moves, changes, or additions.

a. General

- (1) Frontier Total Solutions is an optional 1+, 0+ and 0-Intrastate Intra-LATA Long-distance Message Telecommunications Service offered only to business customers in Frontier exchanges.

Frontier Total Solutions provides business customers with incentives encouraging term and volume commitments on Frontier Long-distance, Centrex Service /Digital (ISDN) Centrex Service, Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI), Business Main Stations Arranged for Rotary Service, Digital Facility Service, and other products and services not regulated by the Florida Public Service Commission.

b. Terms and Conditions

- (1) Discounts are provided on Frontier Long-distance Message Telecommunications Service IntraLATA calls to exchanges within the customer's LATA and on the local loop services identified in .1 preceding. The discounts apply when the customer meets and/or exceeds the following requirements:

- minimum of 3 Business Flat Rate Main Stations Arranged with Rotary Service or
- minimum of 3 Centrex Service Digital (ISDN) Centrex Service Network Access Registers (NARs) or
- minimum of 3 PBX Trunks or
- minimum of 3 ISDN-PRI NARs or
- minimum of 3 Digital Facility NARs

and

- average monthly Frontier Long-distance usage of \$5.00 per Main Station Arranged with Rotary Service and/or per Centrex Service/Digital (ISDN) Centrex Service NAR or \$20.00 per PBX Trunk, ISDN-PRI NAR, and/or Digital Facility Service NAR.

SECTION 100 - OBSOLETE SERVICES

100.31 Discount Calling Plan (Cont'd)

.2 Frontier Total Solutions (Cont'd)

b. Terms and Conditions (Cont'd)

- (2) If the customer's "Actual Total Monthly Frontier Long-distance Usage" does not meet or exceed the "average minimum monthly Frontier Long-distance usage" as described above the customer will be billed the difference between the actual and average minimum monthly Frontier Long-distance Usage.

An example is:

- Customer has 3 Main Stations Arranged with Rotary and commits to an average minimum monthly Frontier Long-distance usage of \$5.00 per station and signs a one (1) year Term Period agreement: 3 x \$5.00 = \$15.00
- Customer's Actual Total Monthly Frontier Long-distance Usage for all three stations is only \$3.00.
- Customer will be billed a minimum differential of \$12.00 (\$15.00 minus \$3.00)
- The Volume Discounts as specified in 100.32 .2 e.(1) will be applied to the customer's Actual Total Monthly Frontier Long-distance Usage, i.e., [\$3.00 less 10% (1 year discount for \$0 - \$24.99) = \$.30]. The customer will be billed actual discounted usage of \$2.70 plus the minimum differential:

\$ 3.00
 - .30
 \$ 2.70 Actual usage less appropriate discount %
 +12.00 minimum differential
 \$14.70 Frontier Total Solutions Usage

- (3) Frontier Total Solutions is applicable to all Rate Periods messages:

Customer Dialed Direct Station-to-Station
 Customer Dialed Calling Card Station-to-Station
 Operator Assisted Dialed Station-to-Station
 Person-to-Person Station-to-Station

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 173

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.31 Discount Calling Plan (Cont'd)

.2 Frontier Total Solutions (Cont'd)

b. Terms and Conditions (Cont'd)

(4) Frontier Total Solutions Multi-Tenant Plan

(a) The Multi-tenant plan is available for use in an environment serving multiple business tenants located in a building or buildings on the same continuous or contiguous properties. The property area for each Multi-tenant plan must be specifically identified and under the control of a single owner or management unit. Multi-tenant service shall be offered at the sole discretion of Frontier

(b) Each tenant in the multi-tenant environment subscribing to business exchange service as specified in Section 3 of this Product Guide has the option of subscribing to a one-year, three-year, or a five-year plan. The one-year plan provides the tenants with a 30% discount off their monthly Frontier long-distance charges. The three-year or five-year plan provides the tenants with a 40% discount off their monthly toll charges. The early termination charge for this offer will be \$50 for the one-year plan and \$150 for the three-year or five-year plan.

(5) The minimum service period for Frontier Total Solutions is one year (12 months).

(6) The application of time-of-day rates. Sub-minute rating will be utilized for the timing and rating of Frontier Total Solutions messages. Sub-minute rating consists of the initial 18 seconds of the first minute rated at the appropriate initial period rate and then each increment of 6 seconds thereafter is rated at the appropriate additional period rate. Rates shown in the following table are applicable for the Frontier Total Solutions messages.

(a) Rate table for Frontier Total Solutions messages:

Peak		
Rate Mileage	Initial 18 Seconds	Each Additional 6 Second Increment
0 - 10	.057	.019
11 - 22	.057	.019
23 - 55	.057	.019
56 - 124	.057	.019

Off-Peak		
Rate Mileage	Initial 18 Seconds	Each Additional 6 Second Increment
0 - 10	.033	.011
11 - 22	.033	.011
23 - 55	.033	.011
56 - 124	.033	.011

SECTION 100 - OBSOLETE SERVICES

100.31 Discount Calling Plan (Cont'd)

.2 Frontier Total Solutions (Cont'd)

c. Application of Discounts

- (1) The discounts are provided to Frontier's customer only and shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any other person, firm or corporation for such use. Therefore, Frontier Total Solutions is not available for resale.
- (2) Frontier Total Solutions discounts apply to the monthly rate for the following local loop services:

Business Flat Rate Main Stations Arranged for Rotary Service
Centrex Service NAR
PBX Trunks
ISDN-PRI NAR
Digital Facility NAR

Frontier Total Solutions Discount percentages apply to the message toll portion of the call and to the Operator Assisted Services Charges, if applicable.

- (3) These discounts are applicable to the Frontier Total Solutions only and do not apply to any other Frontier offered plan.
- (4) The discount percentages apply to all Rate Periods messages.

d. Term Periods

- (1) A customer may select a Term Period of one, three or five years for Frontier Total Solutions. The Term Periods allow a customer to take advantage of higher discount percentages on their toll usage volumes when he/she commits to a three-year or five-year term period.
- (2) The customer must specify the Term Period at the time Frontier Total Solutions is ordered. The Term Period selected must be the same length for the local loop service and the Frontier Long-distance.
- (3) During a Term Period, the customer may elect to convert to a new Term Period of the same or different length. Conversion to a new Term Period will be allowed without penalty if the expiration date of the new Term Period is greater than the remainder of the original Term Period.

SECTION 100 - OBSOLETE SERVICES

100.31 Discount Calling Plan (Cont'd)

.2 Frontier Total Solutions (Cont'd)

d. Term Periods (Cont'd)

(4) Early Termination Charges

(a) Local Loop Services

Should the customer terminate his/her agreement on Centrex Service NARs, ISDN-PRI NARs, Business Flat Rate Main Stations Arranged for Rotary Service, or Digital Facility NARs prior to the expiration date, the customer shall pay 90% of the rates and charges as specified in his/her agreement for the minimum quantity in the agreement for the remaining life of the Term Period. Specific rates for the local loop services identified above are as specified in their respective Sections of this Product Guide.

(b) Intrastate IntraLATA Messages

In the event Frontier Total Solutions is terminated by the business customer prior to completion of the initial one-year, two-year, three-year or five-year Term Period, the customer shall be liable for the Early Termination Charge. The customer shall be required to make the immediate payment of the following applicable amount:

<u>Term Period</u>	<u>Early Termination Charge</u>
One-Year Term	\$100.00
Two-Year Term	200.00
Three-Year Term	300.00
Five-Year Term	300.00
Multi-Tenant One-Year Term	50.00
Multi-Tenant Three-Year Term	150.00
Multi-Tenant Five-Year Term	150.00

SECTION 100 - OBSOLETE SERVICES

100.31 Discount Calling Plan (Cont'd)

.2 Frontier Total Solutions (Cont'd)

e. Volume Discounts

- (1) Business customers who subscribe to Frontier Total Solutions will receive the following discounts on all toll usage billed for the month when their monthly toll usage exceeds:

Monthly Toll Usage Volume	1-Year Discount	2-Year Discount	3-Year Discount	5-Year Discount	Multi-Tenant 1-Year Disc.	Multi-Tenant 3-Year Disc.	Multi-Tenant 5-Year Disc.
\$0 - 24.99	10%	15%	20%	15%	30%	40%	40%
\$25.00 - 99.99	15%	20%	25%	20%	30%	40%	40%
\$100.00 - 199.99	20%	25%	30%	25%	30%	40%	40%
\$200.00 and Over	25%	30%	35%	30%	30%	40%	40%

- (2) Or Business Customers who have executed a Long-distance contract with Frontier shall pay the rates as specified per the contract.
- (3) No Service Charges, as specified in Section 4 of this Product Guide, will apply when subscribing to Frontier Total Solutions.

.3 Regional Toll Call Business Plan

Obsolete. The provision of Regional Toll Call Business Plan is available for customers currently subscribed to the service only. Service will not be offered for new installations, moves, changes or additions. Month-to-month customers may retain the service as long as they do not request changes to it. Customers with either the one, two or three year term agreement will remain under their current agreements until they expire. Upon expiration of the term usage agreement, the customer may remain grandfathered at the current month-to-month usage rates.

a. General

- (1) Regional Toll Call Business Plan is an optional 1+, 0+ and 0-Intrastate IntraLATA Long-distance Message Telecommunications Service offered only to business customers in Frontier exchanges.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 177

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.31 Discount Calling Plan (Cont'd)

.3 Regional Toll Call Business Plan (Cont'd)

b. Terms and Conditions

- (1) The minimum service period for Regional Toll Call Business Plan is one month.
- (2) The application of time-of-day rates. Sub-minute rating will be utilized for the timing and rating of Regional Toll Call Business Plan for Business messages. Sub-minute rating consists of the initial 18 seconds of the first minute rated at the appropriate initial period rate and then each increment of 6 seconds thereafter is rated at the appropriate additional period rate. Rates shown in the following table are applicable for the Regional Toll Call Business Plan messages.

(a) Rate table for Regional Toll Call Business Plan Customer Dialed Direct Station-to-Station messages:

<u>Rate Mileage</u>	<u>Peak</u>	
	<u>Initial 18 Seconds</u>	<u>Each Additional 6 Second Increment</u>
0 - 10	.093	.031
11 - 22	.093	.031
23 - 55	.093	.031
56 - 124	.093	.031

<u>Rate Mileage</u>	<u>Off-Peak</u>	
	<u>Initial 18 Seconds</u>	<u>Each Additional 6 Second Increment</u>
0 - 10	.093	.031
11 - 22	.093	.031
23 - 55	.093	.031
56 - 124	.093	.031

c. Application of Discounts

- (1) The discounts are provided to Frontier's customer only and shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any other person, firm or corporation for such use. Therefore, this plan is not available for resale.
- (2) Frontier Regional Toll Call Business Plan discount percentages apply to the message toll portion of the call and to the Operator Assisted Services Charges, if applicable.
- (3) These discounts are applicable to the Regional Toll Call Business Plan only and do not apply to any other Company offered plan.
- (4) The discount percentages apply to all Rate Periods messages.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 178

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.31 Discount Calling Plan (Cont'd)

.3 Regional Toll Call Business Plan (Cont'd)

d. Term Periods

- (1) A customer may select a Term Period for Regional Toll Call Business Plan. The Term Periods allow a customer to take advantage of higher discount percentages on their toll usage volumes for a one- or three-year term period.
- (2) The customer must specify the Term Period at the time the Plan is ordered.
- (3) During a Term Period, the customer may elect to convert to a new Term Period of the same or different length. Conversion to a new Term Period will be allowed without penalty if the expiration date of the new Term Period is greater than the remainder of the original Term Period.
- (4) Early Termination Charges

In the event the Regional Toll Call Business Plan is terminated by the business customer prior to completion of the initial one-year or three-year Term Period, the customer shall be liable for the Early Termination Charge. The customer shall be required to make the immediate payment of the following applicable amount:

<u>Term Period</u>	<u>Early Termination Charge</u>
One-Year Term	\$100.00
Two-Year Term	200.00
Three-Year Term	300.00

e. Volume Discounts

- (1) Business customers who subscribe to Regional Toll Call Business Plan will receive the following discounts on all toll usage billed for the month when their monthly toll usage exceeds:

<u>Monthly Toll Usage Volume</u>	<u>Month-to-Month Discount</u>	<u>1-Year Discount</u>	<u>2-Year Discount</u>	<u>3-Year Discount</u>
\$ 0 - 24.99	0%	10%	15%	20%
\$ 25.00 - 99.99	10%	15%	20%	25%
\$100.00 - 199.99	15%	20%	25%	30%
\$200.00 and Over	20%	25%	30%	35%

- (2) No Service Charges, as specified in Section 4 of this Product Guide, will apply when subscribing to this Plan.

SECTION 100 - OBSOLETE SERVICES

100.32 Conference Service-Reservation System

1. DID Conference Lease

Obsolete: DID Conference Lease is available to customers currently subscribed to the service only. Service is not offered for new installation, moves, changes, or additions.

a. General

- (1) DID Conference Lease allows a customer to Lease Frontier’s Conference Service facilities on a per month, 24 hours per day, 7 days a week basis. Frontier will not provide enhanced services or operator assistance during the lease period.
- (2) DID Conference Lease is a straight lease of ports based on minutes of use. The minimum port reservation is 3 ports. These dedicated ports will be placed in reserve for the duration of the lease period (minimum period of 1 month; maximum period of 12 months).

b. Rates and Charges

	Monthly Rate Per Port (Minimum of 3 Ports)
6 – 3,000 minutes	\$240.00
3,001 – 6,000 minutes	360.00
6,001 – 9,000 minutes	454.00
9,000+ minutes	480.00

SECTION 100 - OBSOLETE SERVICES

100.33 Business Line 800/Residential Line 800 Service

Obsolete. Business Line 800/Residential Line 800 Service is available for customers currently subscribed to the service only. Service is not available for new installations, moves, changes or additions. Month-to-month customers may retain the service as long as they do not request changes to it. Customers with either the one, two or three year usage contracts will remain under their current agreements until they expire. Upon expiration of the term usage agreement, the customer may remain grandfathered at the current month-to-month usage rates or contact any of the numerous carriers who can provide a wider variety of 800 services.

.1 General

- a. Business Line 800/Residential Line 800 Service will be terminated on an exchange access line purchased from the appropriate Product Guide. See Section 100.33.5 following for applicable charges when terminating on an exchange access line.
- b. For service terminating on an exchange access line, only one 800/888 number can be assigned to terminate on any one exchange access line.

.2 Description

Business Line 800/Residential Line 800 Service is provided utilizing 800/888 Number Service.

a. 800/888 Number Assignment

800/888 Number Assignment provides for the assignment of a single ten-digit 800/888 Number (i.e., 800+XXX+XXXX or 888+XXX-XXXX) to the customer which can be used for intraLATA calling. 800/888 Number Service allows for but does not require the 800/888 Number customer to use one 800/888 number for intraLATA calling. 800/888 Number Service can be selected for an area by specifying the desired Area of Service. Business Line 800/Residential Line 800 Service customers shall contain in all advertisements, publications, or any other communication containing the Business Line 800/Residential Line 800 number a commonly understood description of all geographic calling limitations. Area of Service is described in b. following. The assigned 800/888 number will terminate to an exchange access line. Section 100.33.5 following provides the applicable charges for Business Line 800/Residential Line 800 Service terminating to an exchange access line.

b. Area of Service

Area of Service defines the geographic locations (LATAs) from which the intraLATA only 800/888 Service customer desires to accept calls for a given 800/888 Number. An exchange access line is required within each LATA specified by the Area of Service for termination of 800/888 Service traffic that originated within that LATA. The desired Area of Service must be specified by the customer at the time Business Line 800/Residential Line 800 Service is ordered. Customers requesting an Area of Service encompassing more than one LATA are required to subscribe to the Variable Call Destination feature described in c. following.

PRODUCT GUIDE

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.33 Business Line 800/Residential Line 800 Service (Cont'd)

.2 Description (Cont'd)

c. Variable Call Destination

The Variable Call Destination feature provides for multiple terminations (one ten-digit telephone number per LATA) of Business Line 800/Residential Line 800 Service when the customer specifies an Area of Service greater than one LATA. This allows for the assignment of one 800/888 Number with termination to an exchange access line within the LATA where the 800/888 call originated. Rates for Variable Call Destination record establishment and record changes are provided in 100.33.5 following.

.3 Monthly Usage Charges ¹

a. Business Line 800/Residential Line 800 Service, per hour of use

	<u>Day</u>	<u>Evening</u>	<u>N/Wknd.</u>
(1) No Contract			
0-10 hours	\$12.21	\$ 8.64	\$ 5.00
10.1-25 hours	10.74	7.54	5.00
25.1-50 hours	9.16	6.41	5.00
50.1-80 hours	8.46	5.92	5.00
Over 80 hours	7.72	5.48	5.00
(2) One-Year Contract			
0-10 hours	\$11.60	\$ 8.64	\$ 5.00
10.1-25 hours	9.99	7.54	5.00
25.1-50 hours	8.52	6.41	5.00
50.1-80 hours	7.87	5.92	5.00
Over 80 hours	7.18	5.48	5.00
(3) Two-Year Contract			
0-10 hours	\$10.99	\$ 8.64	\$ 5.00
10.1-25 hours	9.13	7.54	5.00
25.1-50 hours	7.79	6.41	5.00
50.1-80 hours	7.19	5.92	5.00
Over 80 hours	6.18	5.48	5.00
(4) Three-Year Contract			
0-10 hours	\$10.38	\$ 8.64	\$ 5.00
10.1-25 hours	8.06	7.54	5.00
25.1-50 hours	6.87	6.41	5.00
50.1-80 hours	6.35	5.92	5.00
Over 80 hours	5.79	5.48	5.00

¹ Monthly Usage Charges will be reduced by the amount of the gross receipts tax for certified vendors of telecommunications services.

SECTION 100 - OBSOLETE SERVICES

100.33 Business Line 800/Residential Line 800 Service (Cont'd)

.4 Method of Determining Usage Charges

For Business Line 800/Residential Line 800 Service terminating on an exchange access line, monthly usage charges are calculated separately for each LATA in which the service terminates on an exchange access line. The usage charge applies as follows:

- a. For each exchange access line (telephone number) termination of a given 800/888 number (maximum of one per LATA), the total chargeable hours for each rate period for each termination is the greater of (1.) or (2.) following, rounded to the nearest tenth (one decimal place).

- (1.) Determine the total actual Business Line 800/Residential Line 800 Service hours associated with a given 800/888 number and exchange access line for each rate period (chargeable time for each call is specified in 100.33.4) or

- (2.) Determine the total "equivalent" hours associated with a given 800/888 number for the exchange access line termination used for each rate period by applying the minimum average time requirement of 30 seconds per call (1 call x 30 seconds).

- b. Using the total chargeable hours per rate period determined in a. preceding and the table of hourly rates from 100.33.3, preceding, multiply the hourly rate(s) in the appropriate taper(s) by the number of hours used in each taper. The total charge is the sum of all the usage tapers.

- c. Optional Contract Periods

- (1.) Description

- A customer may elect to participate in an Optional Contract Period for Business Line 800/Residential Line 800 Service. The Optional Contract Periods allow a customer to take advantage of a lower per hour usage rate for a one-, two-, or three-year contract period.

- (2.) Expiration of a Contract Periods

- At the expiration of a Contract Period, Frontier will continue to provide Business Line 800/Residential Line 800 Service at the month-to-month usage rates.

SECTION 100 - OBSOLETE SERVICES

100.33 Business Line 800/Residential Line 800 Service (Cont'd)

.4 Method of Determining Usage Charges (Cont'd)

c. Optional Contract Periods (Cont'd)

(3.) Termination Liability

If a customer terminates prior to the expiration date of the contract, the customer's contract period's to-date usage (to a maximum of twelve months) will be re-rated at the month-to-month Product Guide rate, and the payments made to date shall be deducted from the re-rated total. The customer's termination liability would be the difference between these two figures.

(4.) Unique Ringing Feature

A unique ringing signal is available as an option to Business Line 800/Residential Line 800 Service customers. A unique ringing signal will allow the customer to distinguish if the incoming call was placed by dialing the customer's 800/888 number or the customer's local exchange number.

A unique ringing signal is available only where facilities permit. This feature is not available for use on Centrex Service, PBX trunks, or on local exchange facilities arranged for rotary service.

If the customer has Business Line 800/Residential Line 800 Service configured for multiple terminations, unique ringing will be provided on only one termination. The termination, when applying unique ringing, must be in Frontier's service area.

There is no additional monthly charge for this feature for customers who subscribe to Business Line 800/Residential Line 800 Service for a one-, two-, or three-year contract period.

d. Minimum Average Time Requirement for Business Line 800/Residential Line 800 Service, usage is subject to an average of 30 seconds per completed call for each billing period in each service group for each rate period.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 184

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.33 Business Line 800/Residential Line 800 Service (Cont'd)

.5 Rates and Charges

a. 800/888 Number Service Termination on an Exchange Access Line

- (1) The following rate applies when Business Line 800/Residential Line 800 Service terminated on an exchange access line.

Monthly Rate

(a) Per 800/888 Number Service Terminating on an Exchange Access Line, per LATA	
- Business	\$ 3.00
- Residence	11.00

b. Variable Call Destination Rates

- (1) The following rates apply when an Area of Service greater than one LATA is selected. It provides for multiple terminations (one ten-digit telephone number per LATA) of IntraLATA Only 800/888 Service.

(a) Per 800/888 Number record established	\$2.00
---	--------

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.34 Wide Area Telecommunications Service

Obsolete. Wide Area Telecommunications Service is provided to customers currently subscribed to the service only. Service will not be offered for new installations, moves, changes or additions. Month-to-month customers may retain the service as long as they do not request changes to it. Customers with either the one, two or three year usage contracts will remain under their current agreements until they expire. Upon expiration of the term usage agreement, the customer may remain grandfathered at the current month-to-month usage rates or contact any of the numerous carriers who can provide a wider variety of 800 services.

.1 General

- .a Wide Area Telecommunications Service (WATS) is the furnishing of facilities by Frontier and, when applicable, an inter-LATA carrier for dial-type telecommunications between a station associated with a WATS access line and stations using the public switched network within the State of Florida in accordance with the regulations and schedule of charges specified in this Product Guide and, when applicable, the Product Guide of the inter-LATA carrier. The WATS charges set forth in this Product Guide are in payment for the service furnished between the calling and called stations within Florida. The intra-LATA and inter-LATA portions of 800/877/888 Service are only offered in combination with each other and may not be subscribed to separately. For Outward WATS, the intra-LATA service may be subscribed to separately, or may be offered in combination with an inter-LATA WATS. For WATS Access Lines arranged for bijurisdictional use, refer to 100.34 .4.a(5) following.
 - (1) The rates and charges specified herein for WATS provide for a WATS access line. The WATS access line consists of all central office line equipment and all outside plant facilities up to and including the Frontier-provided standard network interface as defined in Section 1 of this Product Guide.
 - (2) WATS access line extensions associated with an intra-LATA WATS access line must be located within the same LATA as the WATS access line. ¹
- .b Dial-type telecommunications, as specified in 100.34.1.a preceding, is a call dialed and completed from or to a WATS access line. In all cases, communications must be completed without the assistance of a Frontier operator ², except that a Company operator will:
 - (1) Reestablish a call which has been interrupted after the called number has been reached.
- .c Each WATS access line will be arranged at the customer's option for either Outward WATS or 800/877/888 Service but not for both. These services are subject to the provisions and regulations outlined herein and in Section 2 of this Product Guide.

¹ Refer to the inter-LATA carrier's Product Guide for rates and charges applicable to WATS access line extensions terminated in a LATA other than the WATS access line.

² Due to the technical limitations of certain inter-LATA carriers' services, operator assistance as specified in 100.34.1 .b preceding cannot be provided with the Combined Outward WATS offered in conjunction with inter-LATA carriers having these technical limitations.

SECTION 100 - OBSOLETE SERVICES

100.34 Wide Area Telecommunications Service (Cont'd)

.1 General (Cont'd)

- .d WATS arranged for Statewide ¹ or combined outward service provides for the origination of calls from a station associated with WATS for telecommunications with stations within this State by way of the WATS access line and the public switched network. WATS arranged for intra-LATA only outward service provides for the origination of calls from a station associated with WATS for telecommunications with stations within the same LATA and this same State by way of the WATS access line and the public switched network. WATS arranged for inter-LATA only outward service provides for the origination of calls from a station associated with WATS for telecommunications with stations in a different LATA and the same state by way of the WATS access line and the public switched network ².
- .e WATS arranged for 800/877/888 Service provides for the termination of calls from stations within this state, for telecommunications with a station associated with an 800/877/888 Service access line located within the LATA.
- .f Service Group
 - (1) The term "Service Group" as used in connection with Outward WATS denotes one or more Outward WATS access lines for the same service area terminated in the same multi line terminating system at the same premises.
 - (2) The term "Service Group" as used in connection with 800/877/888 Service denotes the WATS access lines arranged in central office equipment furnished by Frontier as part of a given hunting arrangement.
- .g WATS is furnished only if the necessary facilities are available in the offices technically capable of providing the service.
- .h Combined Outward WATS is furnished only in offices where the inter-LATA carrier has purchased appropriate Feature Group C or D access facilities.
- .i Directory Assistance Service for customers of Frontier requesting the telephone number of subscribers who are located outside their local calling area but within the same Number Plan Area is furnished under the provisions of Section 14.3. Such calls will be included in the determination of WATS usage charges.

¹ Due to the technical limitations of certain inter-LATA carriers' services, operator assistance as specified in 100.34.1 .b preceding cannot be provided with the Combined Outward WATS offered in conjunction with inter-LATA carriers having these technical limitations.

² Refer to the inter-LATA carrier's Product Guide for rates applicable to inter-LATA usage. Refer to the Statewide carriers' Product Guide for rates applicable to Statewide usage.

SECTION 100 - OBSOLETE SERVICES

100.34 Wide Area Telecommunications Service (Cont'd)

.2 Use of the Service

- .a WATS is provided for use by the subscriber and may be used by others, when so authorized by the subscriber, providing that all such usage shall be subject to the provisions of this Product Guide.
- .b Orders, including those which involve the start, rearrangements, release, or discontinuance of service, will be accepted by Frontier only from the subscriber.
- .c Resale or shared use of WATS is permitted. Exchange access to such resold or shared services will be provided via business exchange service at rates and charges for Flat Rate PBX trunks. Entities reselling intrastate WATS are required to obtain a certificate of public convenience and necessity from the Florida Public Service Commission.
- .d The service is furnished subject to the condition that all applicable regulations stipulated in Section 2 of the Product Guide will be adhered to and that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:
 - (1) The placing or acceptance of a WATS call by a WATS subscriber, his agent, employee, or representative, in response to an uncompleted long-distance call, which was not completed in order to transmit or receive intelligence without payment of the applicable long-distance charge.
 - (2) The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, Wide Area Telecommunications Service by arranging, tampering with, or making connection with any facilities of Frontier, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such Service.
- .e 800/877/888 Service facilities are available for use with Public Announcement Services and are subject to the provisions and regulations outlined herein and in Sections 2. and 12. of this Product Guide.

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.34 Wide Area Telecommunications Service (Cont'd)

.3 Limitations of Service

- .a Wide Area Telecommunications Service does not include person-to-person, collect, conference, or other calls requiring operator handling except as provided in 100.34.1.c preceding.
- .b WATS is not represented as adapted for connection to other services of Frontier. This service contemplates the provision of satisfactory transmission only between the WATS access line and the called or calling station.

Extensions from WATS access lines are restricted to the use of the subscriber, his representative, and associates and are furnished only on the same or different premises of the same subscriber except that extensions from 800/877/888 Service may be located on other than the subscriber's premises for the purpose of answering calls when the subscriber is not available at the main station and except that WATS access line extensions may be shared, provided those extension lines are located on the customer's premises.

Connection of WATS to other services is permitted on a switched basis only. No permanent connection between WATS and other Service may be established. However, satisfactory transmission cannot be assured when the WATS access line is connected to other Frontier services or to customer-provided equipment or services.

WATS may be terminated at a premises where telecommunications management functions are performed on behalf of the customer only if the customer has a requirement to communicate over the WATS line to or from premises of that customer located in the State of Florida. In such cases, the premises where telecommunications management functions are performed will be considered a customer's premises. WATS access lines and extensions will be terminated only at premises located within the LATA.

- .c 800/877/888 Service is furnished upon condition that the customer accept and make use of the terminations or connections provided in accordance with 100.35.1.g preceding, and that the customer obtain a sufficient number of WATS access lines to prevent the percent of calls completed to calls attempted (including busy and unanswered calls) from falling below 50 percent for two consecutive months. Customers falling below the 50 percent level of completions will be required to subscribe to additional WATS access lines to handle the incoming calls with at least a 50 percent completion level. Should the customer refuse to subscribe to these lines, Frontier, without incurring any liability, may terminate the 800/877/888 Service, provided that, in case of termination of service, at least five days elapsed following written notification to the subscriber by mail or in person of Frontier's intention to terminate the service for such cause.
- .d Any arrangement permitting customer control of the number of calls completed to an 800/877/888 Service access line is not permitted.

SECTION 100 - OBSOLETE SERVICES

100.34 Wide Area Telecommunications Service (Cont'd)

.4 Rates

.a Recurring Rate Structure

- (1) The separate recurring usage rate structures of Frontier and the inter-LATA carrier providing Combined intra-LATA/inter-LATA Outward WATS or 800/877/888 Service are based on separate identification of intra-LATA and inter-LATA usage as directed by the Commission.
- (2) For 800/877/888 Service, Combined Outward WATS, and intra-Lata Outward WATS, the intraLATA usage is applied to the Schedule of Monthly Usage Charges in 100.34.4.b(3) following, and the inter-LATA usage is applied to the approved Product Guide rates of the inter-LATA carrier.
- (3) The Schedule of Monthly Usage Charges in 100.34.4.b(3) requires a separate monthly charge for each WATS access line in a service group independent of usage on that line or service group.
- (4) Monthly usage charges for a service group are computed on an average usage per WATS access line in a service group according to the schedule and methodology found in 100.34.4.b(3) and 100.34.4.c following.
- (5) WATS Access Lines Arranged for Bijurisdictional Use:

The following parameters apply only to WATS Access Lines arranged for bijurisdictional use:

- (a) "1+" end "0" intra-LATA usage carried over WATS Access Lines, having both intra and interstate capability (bijurisdictional) and provided from the GT0C Tariff FCC No. 1 or other appropriate Local Exchange Carrier (LEC) interstate Product Guide, will be completed over LEC facilities at LEC intra-LATA WATS rates and subject to rules and regulations applicable to LEC intra-LATA WATS. The "1+" and "0" intra-LATA usage will be billed to the customer (end user or IXC) where the closed end of the bijurisdictional WATS Access Line is terminated. Customer billing information must be provided to Frontier at the time the bijurisdictional WATS Access Line is ordered.
- (b) Local calling and seven-digit access to originating intrastate FGA and FGB Service are prohibited.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 190

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.34 Wide Area Telecommunications Service (Cont'd)

.4 Rates (Cont'd)

.b Rate Tables

(1) Access Line Charges ^{1,2}

(a) Outward, Complex

Monthly Rate

- | | |
|---|----------|
| (1.) For Combined intra-LATA, inter-LATA service with the assistance of a Company Operator, each | \$ 38.00 |
| (2.) For Combined intra-LATA, inter-LATA service without the assistance of a Company Operator, each | 38.00 |
| (3.) For intra-LATA service only, each | 38.00 |
| (4.) For Statewide Carrier Service, each | 38.00 |

(b) Outward, Simple

- | | |
|---|-------|
| (1.) For Combined intra-LATA, inter-LATA service with the assistance of a Company Operator, each | 37.45 |
| (2.) For Combined intra-LATA, inter-LATA service without the assistance of a Company Operator, each | 37.45 |
| (3.) For intra-LATA service only, each | 37.45 |
| (4.) For Statewide Carrier Service, each | 37.45 |

(c) 800/877/888 Service, Complex

- | | |
|--|-------|
| (1.) For Statewide Service (in conjunction with an inter-LATA carrier), each | 38.00 |
|--|-------|

(d) 800/877/888 Service, Simple

- | | |
|--|-------|
| (1.) For Statewide Service (in conjunction with an inter-LATA carrier), each | 37.45 |
|--|-------|

¹ For Access Line Charges applicable to inter-LATA service, refer to Facilities for Intrastate Access Tariff.

² The Dedicated Access Line Monthly Rates will be reduced by the amount of the gross receipts tax for certified vendors of telecommunications services.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 191

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.34 Wide Area Telecommunications Service (Cont'd)

.4 Rates (Cont'd)

.b Rate Tables (Cont'd)

(2) Rate Periods

Rates applicable are based on the time of day, day of week as follows:

a. Business Day Period

8 a.m. to 5 p.m., Monday through Friday. The Business Day Period for holidays (New Year's Day, Independence Day, Thanksgiving Day, Labor Day, and Christmas) is charged at Evening Period Rates.

b. Evening Period

5 p.m. to 11 p.m., Sunday through Friday.

c. Night Weekend Period

11 p.m. to 8 a.m. all days.
8 a.m. to 11 p.m. Saturday.
8 a.m. to 5 p.m. Sunday.

(3) Monthly Usage Charges ¹

The hourly rates apply to the average usage of each WATS access line for each rate period within a service group rounded to the nearest tenth of an hour. (See "Service Group" definition in 100.34.1.f preceding.)

a. Outward WATS--intra-LATA portion, per hour of use

	<u>Day</u>	<u>Evening</u>	<u>N/Wknd.</u>
(1) 0-10 hours	\$12.13	\$ 8.37	\$ 4.85
(2) 10.1-25 hours	11.03	7.61	4.85
(3) 25.1-50 hours	9.93	6.85	4.85
(4) 50.1-80 hours	8.82	6.09	4.85
(5) Over 80 hours	7.72	5.32	4.85

b. 800/877/888 Service--Statewide Service (intra-LATA portion), per hour of use

(1) 0-10 hours	\$12.21	\$ 8.64	\$ 5.00
(2) 10.1-25 hours	10.74	7.54	5.00
(3) 25.1-50 hours	9.16	6.41	5.00
(4) 50.1-80 hours	8.46	5.92	5.00
(5) Over 80 hours	7.72	5.48	5.00

¹ Monthly Usage Charges will be reduced by the amount of the gross receipts tax for certified vendors of telecommunications services.

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.34 Wide Area Telecommunications Service (Cont'd)

.4 Rates (Cont'd)

.c Method of Determining Usage Charges

- (1) For Combined intra-LATA/inter-LATA Outward WATS or intra-LATA Outward WATS, apply the following to the intra-LATA calls and usage. For Statewide 800/877/888 Service provided in conjunction with an inter-LATA carrier, apply the following to only the intra-LATA 800/877/888 calls and usage.
 - (a) Determine the total number of completed calls for the service group for each rate period.
 - (b) Determine the equivalent hours used for each rate period by applying the minimum average time requirement of 30 seconds (1 call x 30 seconds).
 - (c) Determine the total actual hours used for each rate period for each service group, rounded to the nearest tenth (one decimal place).
 - (d) Determine the total chargeable hours for each rate period for each service group. This is the greater of 100.34.4.c(1)(b) or 100.34.4.c(1)(c) preceding, 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). The same number of access lines is used for each rate period.
 - (f) Determine the average usage for each rate period for each access line in each service group by dividing the chargeable hours in 100.34.4.c(1)(d) preceding by the number of access lines in 100.34.4.c(1)(e). preceding.
 - (g) Determine the usage charge per rate period for each access line by multiplying the hourly rate in the appropriate taper(s) by the number of hours used in each taper and totaling these charges.
 - (h) Determine the total usage charge for each rate period for each service group by multiplying the usage charge per rate period in 100.34.4.c(1)(g) preceding by the number of access lines in 100.34.4.c(1)(e) preceding.
 - (i) Determine the total usage charge in a service group for all rate periods by adding the results from each rate period in 100.34.4.c(1)(h) preceding.

.d Fractional Periods

- (1) The charges for a fractional part of a month will be a proportionate part of the monthly recurring charge based on the actual number of days the service is provided plus the usage charges applicable for that month.
- (2) For the purpose of administering this regulation with respect to the determination of charges for a fractional part of a month, every month is considered to have 30 days.

PRODUCT GUIDE

SECTION 100 - OBSOLETE SERVICES

100.34 Wide Area Telecommunications Service (Cont'd)

.4 Rates (Cont'd)

e. Installation Charges

(1) Definitions

Network Access Charge--The term Network Access Charge means the charge that applies for work performed by Frontier in connection with the receiving, recording, and processing of customer requests for service.

Central Office Work Charge and New Line Connection Charge--Covers work associated with establishing or changing each WATS access line or access line extension connection.

Premises Visit Charge--The term Premises Visit Charge means the charge that applies for a visit to the customer's premises to perform work other than disconnect work, requested by the customer.

Premises Work Charges--Simple Service

Simple Premises Work Charges are nonrecurring charges based on the labor time and miscellaneous materials required to complete the installation of customer requested rearrangements on the customer's premises. Premises work is that work performed by a Company representative on a customer premises which includes, but is not limited to, customer requests for rearrangements of a drop wire, protector, and/or Network Interface. Premises work does not include the work required to establish network access.

(2) For installation of WATS access lines, extensions, or four-wire terminating arrangements

a. Access Lines and Extension Lines

	<u>Nonrecurring Charge</u>
(1) Network Access-Establishment, each order	\$35.00
(2) Network Access-Change, each order	12.50
(3) Central Office Work Charge ¹ , each	19.50
(4) New Line Connection Charge ² , each	31.50
(5) Premises Visit, each visit	19.00

b. Four-Wire Terminating Arrangements

This charge is in addition to the access line nonrecurring charges.

(1) Each arrangement	17.00
----------------------	-------

¹ Central Office Work Charge is applicable for all access lines connected.

² New Line Connection Charge is applicable for all new access lines or additional access lines over and above the number previously installed at a premises.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 194

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.34 Wide Area Telecommunications Service (Cont'd)

.4 Rates (Cont'd)

.e Installation Charges (Cont'd)

(3) For moving a dedicated access line or extension line

a. Move--Network Interface Nonrecurring Charge

- | | |
|---|---------|
| (1) Network Access, each order ¹ | \$12.50 |
| (2) Premises Visit, each visit | 19.00 |

b. Outside Move, Different Building

Moves to a different building will be treated as a disconnect of the existing access line or extension and installation charges as specified in 100.34.4.e(2)(a) preceding will be applicable.

(4) Conversion Charges

a. Changing the 800/877/888 Service telephone number to a different number at the request of the customer.

- | | |
|---|-------|
| (1) Network Access, each order | 12.50 |
| (2) Central Office Work Charge, each ² | 19.50 |

b. Separating an existing 800/877/888 Service into two or more hunting arrangements which contain the same 800/877/888 Service access lines as the original hunting arrangement.

- | | |
|---|-------|
| (1) Network Access, each order | 12.50 |
| (2) Central Office Work Charge, each ² | 19.50 |

c. Combining two or more 800/877/888 Service hunting arrangements into a single hunting arrangement containing the same 800/877/888 Service access lines.

- | | |
|---|-------|
| (1) Network Access, each order | 12.50 |
| (2) Central Office Work Charge, each ² | 19.50 |

(5) Conversion to a Four-Wire Termination Arrangement

- | | |
|----------------------|-------|
| (1) Each arrangement | 85.75 |
|----------------------|-------|

(6) Change Primary Interexchange Carrier (PIC)

a. For inter-LATA portion of Combined Outward WATS

- | | |
|---|-------|
| (1) Initial Line | 11.00 |
| (2) Additional line, each, same order as initial line | 3.00 |

¹ In addition to the Network Access charge, Time and Materials work charges apply as specified in 100.34.4.e(7) Premises Work Charges.

² Central Office Work Charge is applicable for all access lines connected.

SECTION 100 - OBSOLETE SERVICES

100.34 Wide Area Telecommunications Service (Cont'd)

.4 Rates (Cont'd)

.e Installation Charges (Cont'd)

(7) Premises Work Charges--Associated with Simple Service

(a) Time and Materials Charging

(1.) Description

- (a.) The Premises Work Charge applies to all customer requested rearrangement work done by Frontier on the customer's premises.
- (b.) The Premises Work Charge is based on the installation labor time and miscellaneous material required to complete the customer's request for rearrangement.

(2.) Definitions

- (a.) Billable Premises Work--Premises work performed by a Frontier representative on a customer's premises exclusive of work required to establish network access. Examples of premises work include rearrangement of a drop wire, protector, and/or Network Interface.

(3.) Terms and Conditions

- (a.) The Premises Work Charges apply to all customer requested installation, move, and change work done by Frontier on the customer's premises exclusive of establishing or reestablishing network access, or as otherwise specified in 100.34.4.e(7)(a)(3.) following.
- (b.) The Premises Work Charges apply in addition to all other applicable rates and charges for services.
- (c.) If, for Company reasons, more than one Company technician is involved in performing billable premises work on the same service order, only one Premises Visit Charge will apply. Premises Work Charges will be calculated by totaling the billable work time performed by all technicians.
- (d.) Residence customers with PBX, Centrex, Centrex Service, or key equipment are subject to applicable Complex charges in lieu of Simple Service Premises Work Charges.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 196

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.34 Wide Area Telecommunications Service (Cont'd)

.4 Rates (Cont'd)

.e Installation Charges (Cont'd)

(7) Premises Work Charges--Associated with Simple Service (Cont'd)

(a) Time and Materials Charging (Cont'd)

(3.) Terms and Conditions (Cont'd)

(e.) Premises Work Charges do not apply to the following work:

To rearrange a customer's telephone service if required or initiated by Frontier.

To install or rearrange telephone equipment located on a customer's premises but used exclusively by Frontier for maintenance or training activities.

The "from" portion of work involved in a transfer of service from one premises to another.

Disconnection and/or removal of the following items of service or equipment, providing no other work subject to service charges is involved: 1) Access lines or extension lines, 2) Directory listings and directory services.

For the complete cancellation of the service order before any billable premises work is performed.

(b) Rates and Charges

(1.) Premises Work Charges apply as follows:

(a.) Premises Work Charge - Each 15-minute increment of billable premises work, rounded to the nearest 15-minute increment.

	Nonrecurring Charge		
	<u>Schedule 1</u>	<u>Schedule 2</u>	<u>Schedule 3</u>
Simple Service ¹	\$9.00	\$10.25	\$11.75

¹ Schedule 1 is applicable to work performed Monday through Friday, between 8 a.m. and 5 p.m. Schedule 2 is applicable to work performed Monday through Friday at hours other than Schedule 1 and all-day Saturday. Schedule 3 is applicable to work performed on Sundays and holidays, including New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, and Christmas Day.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 197

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.34 Wide Area Telecommunications Service (Cont'd)

.4 Rates (Cont'd)

.f Four-Wire Terminating Arrangement

(1) The Four-Wire Terminating Arrangement charge is in addition to the monthly recurring charges.

(a) Four-Wire Terminating Arrangement Charge

Monthly Rate

Each arrangement

\$10.00

.g Access Line Terminations

(1) The terminating point of a WATS access line is the standard network interface. The first termination is the WATS access line and all other terminations on the same line are WATS access line extensions.

(2) The WATS access line may terminate in one of the following:

(a) To terminal equipment, multiline terminating systems, or a communication system on the customer's premises.

(b) To switching equipment in Frontier central office.

(c) To another Common Carrier (OCC) or Central Office Connection Facility (COCF) channel in Frontier central office.

.h Access Line Extensions

(1) Located in the Same Exchange as Main Termination

(a) First extension termination on different premises from main termination.

Monthly Rate

Each

\$25.00

(b) Additional termination in same building as main or other extension termination.

Nonrecurring Charge

Each

-

(c) First extension termination in different building, same premises as main or other extension termination.

Monthly Rate

Each

\$9.25

SECTION 100 - OBSOLETE SERVICES

100.34 Wide Area Telecommunications Service (Cont'd)

.4 Rates (Cont'd)

.h Access Line Extensions (Cont'd)

(2) Located in Different Exchange from Main Termination

(a) Interexchange channel mileage charges and channel terminal charges apply.

	<u>Monthly Rate</u>
(1) First termination	\$25.00
(2) Additional termination in same building with first or other extension termination, each ¹	-
(3) Additional termination in different building, same premises as first or other extension termination, each	9.25
(4) Additional termination on different premises, same exchange as first termination, each	25.00

.i Minimum Average Time Requirement

(1) For Combined intra-LATA/inter-LATA Outward WATS. Intra-LATA Outward WATS, or 800/877/888 Service usage is subject to an average of 30 seconds per completed call for each billing period in each service group for each rate period.

(2) If the average duration of all such calls is less than 30 seconds, the total use for the service group or exchange access line equals the number of calls multiplied by 30 seconds.

.j Minimum Service Period

The minimum Service period for WATS is one day.

.k Allowance for Interruption

(1) Allowance for interruptions applies to each WATS access line as set forth following:

(a) When the WATS access line is interrupted for a period of less than two (2) hours, no credit applies.

(b) When the WATS access line is interrupted for a period of two (2) hours to 24 hours, a per day credit applies as set forth in (1) through (3) following:

¹ Nonrecurring charge applies.

SECTION 100 - OBSOLETE SERVICES

100.34 Wide Area Telecommunications Service (Cont'd)

.4 Rates (Cont'd)

.k Allowance for Interruption (Cont'd)

(1) Allowance for interruptions applies to each WATS access line as set forth following:
(Cont'd)

(b) (Cont'd)

(1.) An interruption allowance is determined by (a) first calculating the rate for one full day (minimum monthly rate divided by 30), then (b) multiplying the result of (a) by the number of days credited as specified in (b) following:

(2.) In determining the interruption allowance, the "proportionate part of day credited" applies as set forth below:

(a.) Interruptions of 24 Hours or less

<u>Length of Interruption</u>	<u>Proportionate Part of Day Credited</u>
Less than 2 hours	None
2 hours up to 24 hours	One Day

(b) Interruptions over 24 hours

Credit will be allowed in one day multiples for each 2-hour period of interruption, not to exceed one full day's credit for any period of 24 hours.

(3.) For the purpose of determining the amount of the above credit allowances, every month is considered to have 30 days.

(c) None of the above credit allowances will be made for:

- (1.) Non-completion of WATS messages due to busy network conditions.
- (2.) Interruption of service due to customer-provided equipment or systems.
- (3.) Interruption of service due to negligence of the customer.
- (4.) Interruption of service during any period in which Frontier is not afforded access to the premises at which the WATS access line is terminated.
- (5.) Interruption of service during any period when the customer has released the WATS access line to Frontier for maintenance purposes, or implementation of a customer order for a change in service arrangement.

(d) Long-distance message telecommunications service furnished at a customer's request, when his WATS is interrupted, is charged for at the long-distance telecommunications rates contained in Section 14, "Long-distance Message Telecommunications Service," and amendments thereto and successive issued thereof.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 200

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.34 Wide Area Telecommunications Service (Cont'd)

.4 Rates (Cont'd)

.l Timing of Calls

- (1) Chargeable time begins when connection is established between a station associated with the WATS access line and the calling or called station, and ends when the calling station "hangs up," thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network.
- (2) When a connection is established in one rate period and ends in another, the rate in effect for each rate period applies to the portion of the connection occurring within that rate period.
- (3) The rate charged is determined by the day and time (standard or daylight savings) at the WATS access line location.
- (4) When 800/877/888 Service is directly connected (i.e., "not connected through a Multiline Terminating System) at a Customer's premises to a communications system, chargeable time begins when the 800/877/888 Service call terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the Customer's responsibility to furnish appropriate answer supervision to the point of connection with the 800/877/888 Service so that chargeable time may begin.

.m Directory Listing (800/877/888 Service Only)

- (1) Directory listings are provided at rates applicable for additional business listings as covered in Section 6 of this Product Guide.
 - (a) Directory Listing Charge (800/877/888 Service)

Monthly Rate

Each directory listing

-

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.35 Centrex Service Term Payment Plan - Prepayment

Obsolete. Centrex Service Term Payment Plan - Prepayment is no longer offered as a service offering. This option shall be continued for existing customers only and, for each customer, shall expire on the expiration date of the customer's existing contract.

.1 Prepayment

- a. For payment periods longer than one month, the customer may prepay the total outstanding recurring monthly rates. The prepayment of monthly rates in no way constitutes a purchase and the Company retains full ownership of all services covered by the prepayment. The following conditions apply:

- (1.) Customers who prepay six months or more will have an allowance applied. A factor of .375 percent will be credited for each month prepaid. This amounts to a discount of 4.5 percent per year.

SECTION 100 - OBSOLETE SERVICES

100.36 ENHANCED EMERGENCY NUMBER SERVICE - E 9-1-1

.1 Address Telephone Index (ATI)

The Address Telephone Index (ATI) provision, described below, is being provided via 18 track cartridge media and will be continued in its present form for existing customers only, who can discontinue this service with 30 days notice.

Address Telephone Index (ATI) Service is provided as an option for use in connection with emergency service furnished to the general public and is to be used for matching the calling party's telephone number with the service address and the subscriber name. Names associated with Nonpublished Telephone Number Service will not be furnished in connection with Address Telephone Index Service. A calling party forfeits the privacy afforded by Nonpublished and Nonlisted Telephone Number Services to the extent that the telephone number and address associated with the originating station location are furnished to the PSAP.

a. Definitions of Terms

Address Telephone Index

An Address Telephone Index provides a cross-reference between the telephone numbers in service and the names and addresses.

b. Rates and Charges

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Address Telephone Index Information	0	\$772.15

SECTION 100 - OBSOLETE SERVICES

100.37 Intraexchange Private Line Service

Obsolete. Intraexchange Private Line Service is available to subscribers currently subscribed to the service only. Not available for new installations, moves, or transfers. Series 6100 Channels, Additional Terminations, Same Continuous Property Channels and Bridging Arrangements for Additional Terminations and Same Continuous Property Channels are not offered for new installations, moves, changes, or additions except where facilities are available in place.

.1 Classification of Channels

a. Series 6100 Channels

(1.) Terms and Conditions

- (a.) Series 6100 private line service provides for one-way audio transmission (mainly wired music) within the specifications and limits as stated in subsection (b) following, for use in connection with loudspeaker and sound recording equipment.
- (b.) Direct Served channels not routed via the Central Office (non-continuous property) are limited to one mile in length and are available only at the economic option of Frontier.

(2.) Types and Descriptions

- (a.) These channels are furnished for operation on a two-point or multipoint basis for service 7 days per week, 24 hours per day, for a minimum period of one month. Series 6100 Private Line Channels are arranged for use with customer-provided station equipment only.
 - (.1) Local Channels for use with customer-provided equipment. Types 6101, 6102, 6103, and 6104 provide for connection from the wired music studio and Types 6105, 6106, 6107, and 6108 provide for connection to the wired music patron's location.
 - Types 6101 and 6105: A two-wire interface with effective two-wire facilities without equalization or specified transmission loss. Signaling applied by customer-provided equipment must be within the criteria as described by Frontier.
 - Types 6102 and 6106: A two-wire interface with effective two-wire facilities engineered for a 1000 Hz maximum loss of 14dB and non-equalized.
 - Types 6103 and 6107: A two-wire interface engineered for a 1000 Hz maximum loss of 14dB and equalized to plus or minus 4dB of the 1000 Hz loss from 100-5000 Hz.
 - Types 6104 and 6108: A two-wire interface engineered for a 1000 Hz maximum loss of 14dB and equalized to plus or minus 4dB of the 1000 Hz loss from 50-8000 Hz.

SECTION 100 - OBSOLETE SERVICES

100.37 Intraexchange Private Line Service (Cont'd)

.1 Classification of Channels (Cont'd)

a. Series 6100 Channels (Cont'd)

(2.) Types and Descriptions

(b.) Interoffice Channels will be similar for all types of use for Series 6100 Channel Service. Subscribers must have at least one Interoffice Channel for connecting wire center serving areas in multioffice exchanges when there are station locations in different wire center serving areas.

(c.) No multistation bridging charge is applicable for stations bridged on a subscriber's premises. A maximum of four bridged stations per premises per Local Channel is allowed for types 6105 through 6108.

.2 Rate Elements

a. Local Channels

(1.) Intraexchange services are divided into two basic rate elements, Local Channels and Interoffice Channels. Subscribers must have at least one Local Channel, for each station location, except when the service is served direct.

(a.) Those Local Channels used to provide a transmission path to connect Customer-Provided Station Equipment and are defined in terms of electrical interfaces. The subscriber is responsible for selecting the proper type of Local Channel to meet his service requirements. Interconnection protection criteria and the terms and conditions shall apply.

b. Continuous Property Channels

(1.) Continuous property channels are applicable between different buildings on same continuous property. Service is not offered for new installations, moves, changes, or additions except where facilities are available in place.

(a.) Such channels will also be applicable to multibuilding complexes such as federal, county or municipal centers, airports, shopping centers, colleges and universities, hospitals, resort developments, and industrial and business complexes whether or not intersected by a public thoroughfare, provided the following conditions are met.

(.1) The channels must be provided on a direct basis (not routed via the central office) and are available only at the economic option of Frontier.

(.2) The cost of any supporting structure required for such channels will be born by the subscriber unless the facilities carried by the supporting structure are predominantly used to provide service to members of the Frontier user body.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 205

EFFECTIVE: September 29, 2019

SECTION 100 - OBSOLETE SERVICES

100.37 Intraexchange Private Line Service (Cont'd)

.2 Rate Elements (Cont'd)

c. Interoffice Channels

- (1.) Where channels are located on different premises and a portion of the channel includes facilities which are routed through more than one wire center, the interoffice channel mileage charge applies to the direct airline distance measured between the serving wire centers. Monthly charges for interoffice channels are portrayed as a fixed rate and a rate per mile.
- (2.) When a private line is furnished over facilities which Frontier elects to provide on a direct basis and is not routed through a central office, one two-point channel charge will apply. This arrangement is limited to channels not more than one airline mile in length.
- (3.) On multipoint service, the interoffice mileage is that combination of airline distances connecting the wire centers which will produce the lowest total interoffice mileage charge.

.3 Rates and Charges

a. Same Continuous Property Channels

	<u>Monthly Rate</u>	<u>Nonrecurring Charge¹</u>	
(1.) Where all terminations are in the same building, first two terminations.			
(.a) Two-Wire	\$19.12	\$30.00	(I) (T)
(.b) Four-Wire	\$38.25	\$30.00	
(2.) Where all terminations are in different buildings on the same continuous property, per channel, for the first termination in a building, each.			
(.a) Two-Wire	\$21.08	\$30.00	
(.b) Four-Wire	\$42.07	\$30.00	
(3.) Additional terminations in same building as the first termination, each			
(.a) Two-Wire	\$9.63	\$15.00	
(.b) Four-Wire	\$19.12	\$15.00	
(4.) Additional terminations in a different building On the same continuous property, each			
(.a) Two-Wire	\$21.08	\$30.00	(I)(T)
(.b) Four-Wire	\$42.07	\$30.00	

¹ Dedicated Access Ordering Charges as specified in the Facilities for Intrastate Access Tariff shall also apply.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

First Revised Page 206

EFFECTIVE: September 29, 2019

SECTION 100 - OBSOLETE SERVICES

100.37 Intraexchange Private Line Service (Cont'd)

.3 Rates and Charges (Cont'd)

a. Same Continuous Property Channels (Cont'd)

(5.) Bridging Arrangement for Same Continuous Property Channels

(a) Bridging Arrangement to provide for Multipoint Service and Multistation Arrangements when more than two terminations are involved in the provision of a Same Continuous Property Channel, each termination:

	<u>Monthly Rate</u>	<u>Nonrecurring Charge¹</u>	
(1) Where stations are in the same building or on the same premises	\$22.34	\$25.00	(l)

.4 Rates and Charges - Series 6100

a. Local Channels

Monthly Rate

(1.) Two wire, each \$93.77

b. Interoffice Channels

(1.) Fixed monthly rate \$115.29

(2.) Each airline mile or fraction thereof \$6.67

c. Channel Equipment

(1.) Distribution amplifiers for up to 50 terminations, each \$82.97

¹ Dedicated Access Ordering Charges as specified in the Facilities for Intrastate Access Tariff shall also apply.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 207

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.38 Centrex Service

.1 Obsolete. Centrex service is provided only to those customers currently subscribed to the service. Additions and/or rearrangements to existing Centrex systems can be made so long as the dial switching equipment used to provide the service can be used in place.

.2 General

a. Centrex service is furnished, subject to the availability of facilities, by means of either of two serving methods as indicated below, the serving method used in each situation to be selected by Frontier to affect the most appropriate use of available facilities.

Where a subscriber insists upon other than the normal serving method, as determined by Frontier, additional charges will apply based upon the estimated excess costs involved.

b. All operating at the subscriber's premises is performed at the expense of the subscriber and must conform with the operating practices and procedures of Frontier to maintain a proper standard of service.

c. Station line charges include dial switching equipment, trunks and associated power plant needed to meet the standard service objectives of Frontier. Where quantities of switching equipment, central office lines or other facilities in excess of those needed to meet the standard service objectives of Frontier are requested by the subscriber, such additional facilities will be furnished at regular rates and charges for the individual items as set forth in other sections of this Product Guide.

d. Dormitory station lines are furnished to a college, university or hospital only in conjunction with administrative stations and upon the condition that:

(1) the service is located in the living quarters of students, faculty members, staff or other employees when such quarters are provided by the college, university or hospital and are located on the campus of the college or university or the hospital premises provided that the dormitory service shall not be made subject to any charge by the college, university or hospital in excess of the charges of Frontier; or

(2) at privately owned dormitories, fraternity or sorority houses when all the following conditions apply:

(a) the housing is subject to the control of the college or university,

(b) the housing is operated in accordance with rules established for college owned dormitories, fraternity or sorority houses,

(c) such housing is restricted to students of the college or university and,

(d) a separate charge does not apply for the telephone service.

e. Tie lines for direct connections between Centrex systems or between Centrex and other systems are provided primarily for communication between stations of the two systems. In addition, these tie line connections may be arranged to provide completion of incoming or outgoing exchange and toll calls through the Centrex system to or from the other system (Centrex or non-Centrex) provided such connections to the exchange or toll network are only made at one system at a time.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 208

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.38 Centrex Service (Cont'd)

.2 General (Cont'd)

- f. Centrex service is offered only as a complete service. The Intercommunication or Exchange Access portions of the Centrex service are not offered separately.
- g. The necessary commercial power supply and outlets and building space for the equipment at the subscriber's premises will be provided by the subscriber.

.3 Scope of Service

- a. Centrex II service comprises the necessary switching equipment and facilities to provide the following service features in addition to those service features listed below.
 - (1) Transfer of incoming central office trunk calls from one station to another by the station user without the assistance of an attendant.
 - (2) Hold an incoming central office trunk call on the line and originate another call over the station line.
 - (3) Addition, by the station user, of another Centrex station to an existing incoming central office trunk call.

.4 Classification of Stations

- a. Main Centrex Station Lines: Stations arranged to originate or receive local and long-distance calls either directly or through the attendant.
- b. Interior Centrex Station Lines: Stations that cannot originate or receive local or long-distance calls either directly or through the attendant.
- c. Dormitory Station Lines: Stations furnished to a college or university and located in the living quarters of students, faculty members or employees, or stations furnished to a hospital and located in the primary living quarters of students, staff or other employees when those quarters are provided by the hospital and are located on the premises of the hospital.

.5 Definitions

- a. Principal Location: The premises of the subscriber on which the attendant's positions are located.
- b. Secondary location: Different premises of the same subscriber served by one or more stations of the Centrex system. Stations in secondary locations may be provided by extending lines from switching equipment serving the principal or other secondary location or by providing satellite Centrex service. Frontier reserves the right to determine the method used to serve secondary locations.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 209

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.38 Centrex Service (Cont'd)

.6 Initial Service Periods

a. The initial service period is three years for the following:

- (1) Those main Centrex stations required to meet minimum monthly charge requirements as specified in 100.39.7 below.
- (2) Attendant Positions

.7 Minimum Monthly Charges

a. Minimum monthly main station charges shall be established based on three-year periods for both initial and subsequent installations of main Centrex stations. Such charges will become effective only when the level of main Centrex stations is reduced below the specified minimum which shall be determined in the following manner:

When the initial Centrex service is established, the minimum monthly charge shall be determined by reducing the total number of main Centrex stations installed to the next lower one hundred level and applying a 90% factor to this number. The charges associated with this 90% total of main Centrex stations equals the minimum charge in effect for the three-year period except that it shall not be less than the monthly charge for 100 main stations. Subsequent minimum charges are established when the main Centrex station growth exceeds 20 main Centrex stations beyond the next higher hundred level previously established based on the total main Centrex stations in service. The subsequent minimum charge is determined in the same manner as the initial minimum charge.

.8 Termination Charges

a. Centrex Stations

Where a Centrex system is discontinued, termination charges apply in an amount based upon 40% of the initial and any subsequent minimum monthly charge amount(s) for the remainder of the initial and any subsequent service period(s).

b. Attendant Positions

Termination charges apply in an amount equivalent to the monthly rate for the remainder of the initial service period.

c. Cancellation of Order

- (1) Where an order for Centrex service is canceled after the installation of the required equipment and facilities, but before service is established, termination charges may be applied as if the service had actually been established.
- (2) Where an order is canceled before the installation is completed, all expenses incurred in connection with the handling of the request before notice of cancellation is received may be billed to the subscriber; such charge, however, is not to exceed all charges applicable if the service had been installed.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 210

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.38 Centrex Service (Cont'd)

.9 Mileage Charges

- a. "On-premises" extension line mileage charges as outlined in Section 12 apply to each station at the principal or secondary location not located in the same building as the central measuring point which, at both the principal and secondary locations shall be either: (1) The location of the dial switching equipment if such equipment is situated on the subscriber's premises, or (2) the principal cable distribution point when the dial switching equipment is not situated on the premises of the subscriber. However, such charges do not apply to dormitory stations, located on the main campus area.
- b. "Off-premises" extension line mileage charges as outlined in Section 12 of this Product Guide do not apply to stations at secondary locations, however, where service involves locations in more than one central office area of an exchange "Foreign Central Office" mileage applies to each circuit required, measured between the central offices involved.
- c. Where a Centrex station at a secondary location is in a different exchange from the exchange of the principal location, the rate for a Centrex main station at a secondary location in the exchange of the principal location will apply plus full period rates as specified in the appropriate Private Line Services Product Guide

.10 Rates and Charges

Installation	Monthly
<u>Charge</u>	<u>Rate</u>

a. Attendants' Positions

- | | | |
|--|----------|----------|
| (1) Cordless consoles with trunk concentration feature (CO Centrex only), each | \$330.00 | \$290.15 |
|--|----------|----------|
- (2) Cable connections between the attendant's positions and the associated dial switching equipment or distributing frame.
 - (a) Within the same building:
 - (.1) The maximum amount allowed without charge is equal to the installed cost of 100 feet of regular switchboard cable. If more than 100 feet of regular switchboard cable is required, the subscriber will be charged 4 percent per month of the estimated in-plant cost in excess of the maximum allowance stated above.
 - (.2) If lead covered or other than regular switchboard cable is required, regardless of distance, the subscriber will be charged 4 percent per month of the estimated in-plant cost in excess of the maximum allowance stated above.

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 211

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.38 Centrex Service (Cont'd)

.10 Rates (Cont'd)

b. Main Stations

- (1) A minimum charge for 100 main stations, excluding dormitory stations, applies at one location, which may be either the principal or secondary location.
- (2) The charge for Centrex main station is comprised of two components:

(a) Centrex Intercommunication Charge

- (.1) Where the dial switching equipment is located on the subscriber's premises:

Centrex II - Main Centrex station lines, where the termination is either a single line telephone or a key telephone system, in all exchange local calling areas, at the same location:

<u>Per Centrex Main Station Per Month</u>			
<u>1st 100</u>	<u>101 to 300</u>	<u>301 to 900</u>	<u>Over 900</u>

\$17.25 \$13.60 \$10.55 \$ 9.50

- (.2) Where the dial switching equipment is located on Frontier's premises

Centrex II - Main Centrex station lines, where the termination is either a single line telephone or a key telephone system, in exchange local calling areas as shown below, at the same location:

<u>Exchange Rate Group</u>	<u>Per Centrex Main Station Per Month</u>			
	<u>1st 100</u>	<u>101 to 300</u>	<u>301 to 900</u>	<u>Over 900</u>
1 - 2	\$17.55	\$13.90	\$10.85	\$ 9.80
3 - 4	17.65	14.00	10.95	9.90
5 - 7	17.75	14.10	11.05	10.00

(b) Centrex Exchange Access Charge

<u>Exchange Rate Group</u>	<u>Per Centrex Main Station Per Month</u>			
	<u>1st 100</u>	<u>101 to 300</u>	<u>301 to 900</u>	<u>Over 900</u>
1	\$ 9.03	\$ 3.97	\$ 3.37	\$ 2.08
2	9.53	4.32	3.67	2.33
3	10.03	4.67	3.97	2.58
4	10.53	5.02	4.27	2.83
5	11.03	5.37	4.57	2.98
6	11.57	5.72	4.87	3.33
7	12.03	6.07	5.17	3.58

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 212

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.38 Centrex Service (Cont'd)

.10 Rates (Cont'd)

b. Main Stations (Cont'd)

- (3) Where a main Centrex station line terminates in an order turret, Automatic Call Distributor, manual switchboard or similar concentrating arrangement, the PBX trunk line rate will apply for that main Centrex station line.

c. Centrex Interior Station Lines

- (1) Where the dial switching equipment is located on the subscriber's premises:

(a) Centrex II	<u>Monthly Rate</u>
(.1) At the principal location, each	\$5.55
(.2) At secondary locations, each	8.95

- (2) Where the dial switching equipment is located on Frontier's premises:

(a) Centrex II

Per Centrex Interior Station Per Month

<u>Exchange Rate Group</u>	<u>At the Principal Location</u>	<u>At the Secondary Location</u>
1 - 2	\$5.85	\$ 9.30
3 - 4	5.95	9.40
5 - 7	6.05	9.50

d. Centrex Extension Station Lines

- (1) Where the dial switching equipment is located on Frontier's premises:

(a) Centrex II	<u>Exchange Rate Group</u>	<u>Monthly Rate</u>
	1 - 2	\$4.80
	3 - 4	4.95
	5 - 7	5.10

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 213

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.38 Centrex Service (Cont'd)

.10 Rates (Cont'd)

e. Dormitory Stations

- (1) The rate for dormitory main station lines is the monthly rate quoted in Section 3. for the exchange in which the college or university is located, for residence individual line service less 50 cents.
- (2) Extension station lines to dormitory stations are provided at regular residence rates.
- (3) Directory listings may be furnished in connection with dormitory stations at rates specified in Section 6 of this Product Guide for additional listings.
- (4) Service charges are as specified in Section 4 of this Product Guide.

f. Connections with Tie Lines and Private Lines Other Than Switched Private Line Network (CCSA) Line

	Monthly Rate <u>Intraexchange</u>	Monthly Rate <u>Interexchange</u>
(1) Terminations		
(a) Primary terminations, arranged so that the connection of the line to the Centrex is only capable of communicating with stations in the Centrex, each		
(.1) Dial operation	\$27.30	\$27.30
(.2) Dial and Manual operation	27.30	27.30
(.3) Manual operation	11.75	

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 214

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.38 Centrex Service (Cont'd)

.10 Rates (Cont'd)

f. Connections with Tie Lines and Private Lines Other Than Switched Private Line Network (CCSA) Line (Cont'd)

(1) Terminations (Cont'd)

(b) Capabilities in addition to the Primary termination

(.1) For each of the following additional capabilities the following rates will be applicable for each tie line or private line termination so arranged, in addition to the Primary termination charge:

Monthly Rate

Switch through to other tie line or private line

- Where arrangements are provided to switch the tie line or private line calls through the Centrex to or from one or more other tie lines or private lines, each tie line termination so arranged \$9.60
- Switch through to Exchange and Toll Networks arrangements may be provided to permit switching of tie line or private line calls through a Centrex to and from the exchange and toll network
- Where such tie line or private line calls may be established over the regular trunks connecting the Centrex with its serving central office, the terminal charge for each tie line or private line will be the same as the applicable for a two-way PBX trunk of said serving central office
- Where such tie line or private line calls may be established only over a special group of trunks provided for this purpose, the charge will be for each special trunk and will be the same as that applicable for a two-way PBX trunk of the serving central office

PRODUCT GUIDE

FRONTIER FLORIDA LLC

Original Page 215

EFFECTIVE: April 1, 2016

SECTION 100 - OBSOLETE SERVICES

100.38 Centrex Service (Cont'd)

.10 Rates (Cont'd)

f. (Cont'd)

(2) Lines

(a) For each tie line connecting two Centrex systems or a Centrex system and a PBX system add:

(.1) The systems are in the same exchange, the rate applicable for tie line mileage in Section 13 will apply.

(.2) The systems are in different exchanges, the private line rate as set forth in the appropriate Private Line Tariff will apply.

.11 Auxiliary Services

a. Toll Diverting Equipment

(1) For the first group of 15 main stations or fraction thereof

Installation <u>Charge</u>	Monthly <u>Rate</u>
-------------------------------	------------------------

\$27.50 ¹ \$19.50

(2) For each additional main station

2.20 ¹ 1.30

b. Where other services offered by Frontier can be used with Centrex service, they will be furnished under the regulations and at the rates covered in other sections of this Product Guide.

¹ Not applicable when provided with initial installation of the Centrex system.