

“Per FCC Order 19-66 and 19-72, services on this page are grandfathered and are not available for new purchases or resale. Current customers are allowed to keep grandfathered services until August 2, 2022 for resale”.

This tariff supersedes ALL Sections of the PSC No. 1 – Telephone tariff previously filed by
FRONTIER TELEPHONE OF ROCHESTER, INC.

FRONTIER TELEPHONE OF ROCHESTER, INC.
REGULATIONS and SCHEDULE of
WHOLESALE CHARGES
APPLYING to COMMUNICATIONS SERVICES WITHIN
THE STATE of NEW YORK

Applicable in New York State

THE WIRE CENTERS SERVED BY THIS TELEPHONE COMPANY IN:

ATLNNYXA	NPLSNYXA
AVONNYXA	NUNDNYXA
BRGNXYXA	PVLNNYXA
BCPTNYXA	ROCHNYXG
CLDNXYXA	ROCHNYXC
CANDNYXA	ROCHNYXD
CSTLNYXA	ROCHNYXE
CCVLNYXA	ROCHNYXJ
CHCNXYXA	ROCHNYXF
DNSVNYXA	PRRYNYXA
ERCHNYXA	ROCHNYXK
FAPTNYXB	ROCHNYXA
GENSNYXA	ROCHNYXB
HMLNNYXA	SPWRNYXA
HNRTNYCR	VCTRNYXA
HOFLNYXA	WRSWNYXA
LCSRNYXA	WYLDNYXA
LROYNYXA	WBSTNYXB
LIVNNYXA	WYNGNYXA
MTMRNYXA	

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Contacting the Company with a Complaint

In the case of a dispute between the Customer and the Company, please contact the Company by phone, email or mail.

- By Phone: Customer Service
1-800-426-6404
- By Mail:
Frontier Customer Relations
PO Box 5166
Tampa, FL 33675

Contacting the New York State Department of Public Service with a Complaint

In the case of a dispute between the Customer and the Company which cannot be resolved with mutual satisfaction, the Customer may file a complaint by contacting the New York DPS by phone, online or by mail.

- Online: <http://www.dps.ny.gov/complaints> or,
- By Phone:

Helpline (for complaints/inquiries):
1-800-342-3377 for Continental United States (M-F 8:30 am – 4:00pm); or 1-800-662-1220 for Hearing/Speech Impaired: TDD or,
518-472-8502 for fax
- By Mail:

NYS Department of Public Service Office of Consumer Services, 4th
Floor 3 Empire State Plaza
Albany, NY 12223-1350

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(C)

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

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¹ BRI ISDN / ISDN BRI is grandfathered and limited to existing customers at existing locations as of 03/28/2022. Moves, additions or changes will not be permitted.

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EXPLANATION of SYMBOLS

- (C) Indicates Changed Regulation
- (D) Indicates Discontinued Rate or Regulation
- (I) Indicates Rate Increase
- (M) Indicates Move in Location of Text
- (N) Indicates New Rate or Regulation
- (R) Indicates Rate Reduction
- (T) Indicates Change of Text Only
- (Z) Indicates Correction

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1 GENERAL RULES and REGULATIONS

This document sets forth the facilities and services made available by Frontier Telephone of Rochester, Inc. (the Telephone Company) on a wholesale basis. Frontier Telephone of Rochester, Inc. is a corporation which operates a telecommunications network serving the Rochester, New York area. The Telephone Company offers the use of its network in total, or in parts to Customers, in bulk, for their own use, or for resale to and/or reuse by Customers who provide telephone service to business and residential end users. These Customers must do so in compliance with PSC regulations as set forth in 16 NYCRR.

Every facility and service furnished by the Telephone Company is subject to the rates, charges, rules and regulations in force and effect and the following provisions set forth in this General Tariff P.S.C. No. 5 - Telephone.

1.1 Obligation of Frontier Telephone of Rochester, Inc.

In furnishing facilities and service, the Telephone Company does not undertake to transmit messages, but furnishes the use of its facilities to its Customers for them to transmit their own messages or their end users' own messages. Its obligation to furnish service depends on being able, at reasonable expense, to construct and maintain the necessary circuits and equipment and to keep, at no cost to the Telephone Company, space for the necessary facilities in the building where the service is provided.

The services offered in this tariff enable communication between a customer of Frontier and another customer of Frontier, a customer of another ILEC or a customer of another TSP (Telecommunications Service Provider) provided the TSP has properly executed an interconnection agreement or other appropriate traffic interchange agreement with Frontier. Frontier will not originate calls to a TSPs NXX that is within the local calling scope of the calling party until an interconnection agreement or traffic interexchange agreement with Frontier has been fully executed and proper facilities are in place.

The Telephone Company will not be obligated to incur additional expense for space required for the necessary facilities in the Customer's or end user's building.

1.2 Connection with Communications Systems of Other Common Carriers

Communications systems installed and maintained by Other Common Carriers may be connected to facilities furnished by the Telephone Company subject to regulations as set forth in this Section. Other Common Carriers refers to Specialized Common Carriers, International and Domestic Public Record Carriers, Domestic Satellite Carriers and other wireline and wireless local and intercity carriers. All arrangements concerning Other Common Carriers' services shall be made by the Customer with that carrier. The furnishing of service by the Telephone Company is not a joint undertaking with Other Common Carriers.

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1 GENERAL RULES and REGULATIONS

1.3 Demarcation Point

The demarcation point will be defined as the location where the protector exists or the nearest MDF or internal distribution frame (IDF) nearest the Telephone Company's network. For multi-tenant buildings, there will be a single demarcation point for the building. The Customer or end user will be responsible for maintenance from the demarcation point to point of service.

1.4 Resale of Service and Facilities

1.4.1 General

The Telephone Company will permit the resale of certain telephone services and facilities subject to the following terms and regulations:

- a. "Resale" is the provision of any portion of the Customer's telephone service, sold or leased to the Customer by the Telephone Company, to others for profit.
- b. Resellers are required to obtain a Certificate of Public Convenience and Necessity issued by the Public Service Commission of the State of New York or other appropriate Regulatory body.
- c. The offer of service by a Customer who resells service must include the following provision: "The offering of this service is subject to the rules and regulations of the Telephone Company. The limitations of liability contained in the Telephone Company's tariff apply with full force and effect to the provision of service hereunder."
- d. Customers who resell services shall indemnify (i.e., reimburse the Telephone Company for any amount the Telephone Company must pay as a result of), defend and save the Telephone Company harmless against any and all claims which may arise from or in connection with such resale including, but not limited to, claims for libel, slander, infringement of copyright or patents, claims for injuries to persons or property damage in connection with the Telephone Company's service, arising out of any act or omission of the Customer or end user in connection with facilities provided by the Telephone Company or the Customer or end user, claims for interruption of or deficiencies, failures or errors in service and any consequences thereof and claims arising from mistakes in or omissions of directory listings. Such Customers shall provide at their expense and keep in full force and effect a policy of adequate insurance covering the indemnification provision above, and such policy shall name the Telephone Company as an additional insured.

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1 GENERAL RULES and REGULATIONS

1.4 Resale of Service and Facilities (Cont'd)

1.4.1 General (Cont'd)

- e. The Telephone Company will not be responsible for the manner in which the use of service, or the associated charges are allocated to others by a Customer who resells service. All applicable rates and charges for such service will be billed to and be the responsibility of the Customer.

The Telephone Company will accept designation of a single customer per access line. It is the responsibility of the Customer to obtain the end user's authorization of that designation. In the event of a dispute over designation, the Customer bears the burden of proof. Except for switched access services other Customers will not be permitted to sell the Telephone Company services on that access line.

- f. The Telephone Company shall not be required to sell service where the proposed use of the service or facilities could injuriously affect the efficiency of the Telephone Company's plant, property or service.
- g. Any Customer, appropriately certificated by the Public Service Commission may purchase switched access, subject to the provisions in this Section. These certificated Customers are subject to a fixed charge which will be assessed monthly.
- h. Non-compliance with the rules and regulations stated in this Tariff may cause termination of the Customer's service.
- i. If a Customer ceases to resell the Telephone Company's basic residential or business services to end users, the Telephone Company will immediately acquire those end users and provide service at the Telephone Company's retail rates. Affected end users will be given the option of remaining with the Telephone Company or choosing another carrier.
- j. Equipment attached to the Telephone Company's network in violation of technical standards provided herein, or other regulation including Part 68 under the Federal Communications Commission Regulations, or which may thereafter interfere with the service of other Customers, may be disconnected, at the Telephone Company's discretion.
- k. The rates listed in Section 13, Rates apply only to customers that purchase on a total resale basis from the Telephone Company and utilize the Telephone Company operator services. Customers that resell the Telephone Company's services and provide all of their own operator services will be granted a discount rate of 16.9% off retail rates. These rates will be furnished upon request.

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1 GENERAL RULES and REGULATIONS

1.5 Provision of Service

1.5.1 Service Agreement

Applicants for initial facilities and service will be required to sign an agreement requesting the Telephone Company to furnish the facilities or service in accordance with the rates, charges, rules and regulations from time to time, as they may be changed, in force and effect.

1.5.2 Businesses and Residence Service Classification

a. Business Rates apply to end user service furnished:

1. In office buildings, stores, factories and all other places of a business nature.
2. In hotels, apartment houses, clubs and boarding and rooming houses except when all stations are within the end user's domestic establishment and no business listings are provided; colleges, hospitals and other institutions, except when the station is located in a patient's room; and in churches except when the station is located in a member of the clergy's study.
3. At any location when the Telephone Company or other Directory listing indicates a business or a profession except as provided in b.2. hereof.
4. At any location where the service includes a station which is at a location where measured rates apply unless the station is restricted to incoming calls.
5. At any location where the substantial use of the service is occupational rather than domestic.

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1 GENERAL RULES and REGULATIONS

1.5 Provision of Service (Cont'd)

1.5.2 Businesses and Residence Service Classification (Cont'd)

b. Residence rates apply to end user service furnished:

1. In any part of an end user's home or apartment, unless any of the above conditions requiring business rates is present.
2. In the office of a physician, surgeon, dentist, osteopath, chiropractor, podiatrist, optometrist, chiropractor, physiotherapist, Christian Science practitioner, veterinary surgeon, registered nurse or practical nurse, provided that:
 - a. The office is located in a part of the end user's domestic establishment.
 - b. The the Telephone Company's Directory listings are restricted to individual names of the end users and members of their domestic establishment. Such listings may indicate the end user's profession but may not include the designation "office".
3. In the study of a member of the clergy located in the church.
4. In college fraternity or sorority houses and college dormitories, where members lodge and board within the house.
5. In patients' rooms in hospitals or institutions.

c. All coin telephone service is classified as business service regardless of the location.

1.5.3 Private Line Service for Special Access

The rates found in Section 13, Rates for Private Line Services apply only to intraLATA circuits when purchased by interexchange carriers for Special Access. InterLATA rates can be found in PSC No. 3 Tariff.

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1 GENERAL RULES and REGULATIONS

1.5 Provision of Service (Cont'd)

1.5.4 Power Supply

The Customer or end user must provide the necessary electric power where and when needed. If there is a power failure, the Telephone Company is not responsible for interrupted service.

1.5.5 Special Charges

The Telephone Company may, at its option, charge an extra installation or monthly charge, or both, if special construction, maintenance or expense is required to install or otherwise provide the service requested. When construction charges apply, the Customer may be asked to prepay them as well.

The Customer may (at the Telephone Company's option) have to pay more for work done after regular working hours if the request was made by the Customer.

The Telephone Company may provide any service or facility for which a charge is not established herein, as long as it is offered on the same terms to all Customers for a charge not less than the Telephone Company's cost.

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1 GENERAL RULES and REGULATIONS

1.6 Payments, Minimum Charges, Termination

1.6.1 Responsibility for Charges

The Customer is responsible for all usage, recurring and non-recurring charges, for services purchased by that Customer.

1.6.2 Payment of Charges

Monthly charges for facilities and service (other than charges for usage) are payable monthly in advance and, except where otherwise provided in this Tariff, all other charges are payable upon request of the Telephone Company. Bills are due on the due date shown on the bill and are payable at the address shown on the bill.

If an objection to an item or items appearing on a bill is not received by the Telephone Company within two months after such bill is rendered, all items and charges appearing thereon shall be determined to be correct and binding upon the Customer. A bill will not be deemed correct and binding upon the Customer if either the Telephone Company or the Customer has records to substantiate the objection.

The Telephone Company reserves the right to require an advance payment from Customers. Advance payments are applied to the Customers' charges. When construction charges apply, the Customer may be asked to prepay them as well.

Any Customer who requests or is furnished telecommunications services for which a minimum charge of more than one month is specified, may, in addition, be required to deposit a sum up to an amount equal to the total of the minimum charge less any installation charge paid by the Customer.

The fact that a deposit has been made shall in no way relieve the Customer from complying with the Tariff regulations for advance payments and for the prompt payment of bills on presentation.

Either a new Customer or an existing Customer may be required to make a deposit. The need for a deposit is based on an existing Customer's payment history with the Telephone Company. A deposit may also be required when a new Customer requests service on a seasonal or short-term basis.

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1 GENERAL RULES and REGULATIONS

1.6 Payments, Minimum Charges, Termination (Cont'd)

1.6.2 Payment of Charges (Cont'd)

The Telephone Company reserves the right to refuse an application for service made by a present or former Customer who is indebted to the Telephone Company for telecommunications services previously furnished, until such indebtedness is satisfied. In the event that service is connected for a Customer who is indebted to the Telephone Company for telecommunications services previously furnished, the service may be terminated by the Telephone Company.

a. Customer Overpayment

The Telephone Company shall provide interest on Customer overpayments when such Customer overpayment occurred as a result of excessive billing, in error, by the Telephone Company.

In such event, Customer shall be credited for the overpayment, plus interest at the greater of the unadjusted Customer deposit rate or the applicable late payment rate.

1.6.3 Minimum Charges

a. General

Unless otherwise stated, the minimum charge for any service is the monthly charge for that service. However, when service is disconnected in the middle of a monthly billing period (except the initial period), the Customer will be charged only for the actual period of service.

The minimum charge for additional Directory listings is the charge for the duration of the Directory in which the listing is first affected except in cases where the service is terminated by the Telephone Company, when the charge shall be for the actual period of service.

b. Cancellation or Change of an Order for Service

If a Customer requests service and then cancels the order before the Telephone Company has completed it, the Customer shall pay the greater of any costs the Telephone Company has already incurred in connection with the order or the normal minimum charge plus installation and termination charges.

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1 GENERAL RULES and REGULATIONS

1.6 Payments, Minimum Charges, Termination (Cont'd)

1.6.3 Minimum Charges (Cont'd)

b. Cancellation or Change of an Order for Service

If a Customer requests a change to an order (such as a due date) after work has begun, the Customer shall pay a Service Order Charge plus any additional costs that have already been incurred in connection with the order.

If a Customer requests service and then cancels the order before the Telephone Company has completed it, the Customer shall pay the greater of any costs the Telephone Company has already incurred in connection with the order or the normal minimum charge plus installation and termination charges.

If a Customer requests a change to an order (such as a due date) after work has begun, the Customer shall pay a Service Order Charge plus any additional costs that have already been incurred in connection with the order.

c. Minimum Term Discount Plans

Customers may be offered Minimum Term Discount Plan. These plans offer a reduced service rate for a term commitment. The term commitments vary in length.

Following the completion of a Term Discount Plan, customers have the following options:

1. Initiate a new Term Discount Plan commitment under which to bill the service; or
2. Convert to month-to-month service; If a month to month rate is not available the then shortest term available.
3. Terminate Service
4. If the customer fails to make a choice by the end of the term, the service will be converted to month to month or the shortest term available

d. Discontinuance of Minimum Term Discount Plans

Customers purchasing Minimum Term Discount Plans commit to keep a service for the duration of the chosen plan period. If a customer chooses to discontinue the service prior to the duration of the chosen plan period, that customer is liable for a termination charge. Unless stated otherwise, the amount of the termination charge is equal to any or all charges that would have been incurred by the customer for the unused portion of the contracted term discount plan had the full term been honored.

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1 GENERAL RULES and REGULATIONS

1.6 Payments, Minimum Charges, Termination (Cont'd)

1.6.4 Termination of Service

The Telephone Company reserves the right to suspend or terminate service for non-payment of services or in the event of prohibited, unlawful or improper use of the facilities or service, abuse of the facilities, or any other violation by the Customer of the rules and regulations of this Tariff.

Customers must reapply for service, if their service has been terminated.

1.6.5 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.

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1 GENERAL RULES and REGULATIONS

1.6 Payments, Minimum Charges, Termination (Cont'd)

1.6.5 Vacation Get Away Service (Cont'd)

b. Conditions (Cont'd)

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. Rates and Charges

Nonrecurring Charge

Vacation Get Away Service	\$33.21
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1 GENERAL RULES and REGULATIONS

1.7 Liability

1.7.1 Liability of Customer for Loss of or Damage to Equipment

The Customer is required to reimburse the Telephone Company for any loss of, or damage to, the Telephone Company owned facilities or equipment on the Customer's or end user's premises, through theft, willful injury or any other cause whatsoever.

1.7.2 Liability of the Telephone Company for Service Interruptions and Delays or Other Defects, Failures or Errors in the Provision of Service

"Interrupted" service means that equipment malfunction or human error prevent the Customer from making or receiving calls. It does not mean delays such as slow dial tones, busy circuits or other network or switching capacity problems, and the Telephone Company is not liable for these delays and problems. The Telephone Company is not liable for service interruptions caused by electrical power failure when electrical power is provided by someone other than the Telephone Company; or for problems caused by someone other than the Telephone Company or another connecting network; or because the Customer has directed the Telephone Company to interrupt service; or where the Telephone Company's Service is used for a purpose other than that described in this tariff.

When service is interrupted, the Customer must notify the Telephone Company and identify the specific access lines known to be affected. If the service hasn't been repaired in 24 hours from this notification, the Customer will receive credit on the next monthly bill for those access lines known to be affected. The credit will be based on the monthly charges for the services and equipment furnished by the Telephone Company which were unusable. The allowance will be as follows:

- a. 1/30 of the specified monthly recurring charges for the first 24 hours or part of 24 hours after the Telephone Company has been notified;
- b. 2/30 of the specified monthly recurring charges for each additional 24 hours or part of 24 hours before the service is repaired.
- c. 2/30 of the specified monthly recurring charges for each 24 hours or part of 24 hours if the service has been repaired and then is out of order again during the same billing period.

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1 GENERAL RULES and REGULATIONS

1.7 Liability (Cont'd)

1.7.2 Liability of the Telephone Company for Service Interruptions and Delays or Other Defects, Failures or Errors in the Provision of Service (Cont'd)

Credit will not exceed the total of the specified monthly recurring charges for the billing period.

If service is interrupted because of fire, flood, storm or similar conditions beyond the Telephone Company's control, the credit will be 1/30 of the specified monthly charge for each 24-hour period of interruption after the Telephone Company has been notified.

In cases where groups of access lines are affected by interruptions, but such interruptions were not reported, when it is administratively feasible with a reasonable amount of effort for the Telephone Company to identify such access lines, the Telephone Company will give credit without notification by the Customer.

Except for these credits, and unless gross negligence or willful misconduct can be shown, the Telephone Company assumes no liability for damages as a result of interruptions or delays, or any other defects, failures or errors in the provision of service, except as otherwise provided in this Tariff.

When the equipment of any type provided by other companies is used in establishing connection to points not served by the Telephone Company's network, the Telephone Company is not liable for any act or omission of such other company or companies, their agents, servants or employees.

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1 GENERAL RULES and REGULATIONS

1.7 Liability (Cont'd)

1.7.3 Liability of the Telephone Company for Directory Errors and Omissions

Unless gross negligence or willful misconduct can be shown, the Telephone Company is not responsible for damages that result from errors in or omissions of any Directory listing. If it can be determined that the Telephone Company caused the omission (as opposed to the provision by the Customer of incorrect information), the Telephone Company will provide the following credits: (a) For free published listings, the credit shall be given two times the monthly rate for a standard additional listing each month until a new Directory is published; (b) For an omitted or wrong additional listing, the credit given shall be the monthly rate for such listing, until a new Directory is published; (c) For Directory assistance listings remaining in error after three working days' notice from the Customer to the Telephone Company to correct such error, credit shall be given at 2/30 of the basic monthly recurring service rate for each day, following expiration of the three working day notice period, the correct number is not available; (d) For listings provided for end users of Alternative Network Providers, credit shall be given in the amount of the non-recurring rate paid to place the listing.

Credit will not exceed, on a monthly basis, the total of the monthly recurring charges for each listing plus the basic monthly recurring rate for the line or lines affected.

A listing is considered in error only when it makes it difficult to locate an end user's telephone number. An address is considered in error only when it shows the end user on the wrong street or in the wrong community. Ordinarily, Customers will notify the Telephone Company of errors, but the Telephone Company will give credit as provided above, if the Telephone Company discovers an error in its listing information even in the absence of a Customer notice.

1.7.4 Indemnification by Customer

The Customer indemnifies the Telephone Company against (i.e., promises to reimburse the Telephone Company for any amounts the Telephone Company must pay as the result of), and saves the Telephone Company harmless against, claims for libel, slander, or infringement of copyright arising from the material transmitted over its facilities; against claims for infringement of patents arising from combining, or using in connection with, facilities of the Telephone Company, equipment and systems of the Customer or end user; and against all other claims including but not limited to injuries to persons or property from voltages or currents, arising out of any act or omission of the Customer or end user in connection with facilities provided by the Telephone Company or the Customer or end user.

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1 GENERAL RULES and REGULATIONS

1.8 Interconnection

1.8.1 General

Expanded Interconnection is a service which allows customers to interconnect with Telephone Company Special Access and/or Switched Access facilities at Telephone Company locations. The Telephone Company location may be a wire center, a central office, or a tandem switch. Where space permits, the customer's transmission equipment will be physically located in the Telephone Company location, as long as the following rules are met:

- a. When local service is available for use with the customer's own equipment, that equipment must not interfere with any Company service. It must not endanger the safety of Company employees or the public and must not change, damage or interfere with the operation of Company equipment. If told that his/her equipment is causing or might cause any hazard of interference, the customer must make the necessary changes to eliminate the hazard. The customer must also pay for any Company visits needed to detect trouble in his/her equipment.
- b. The customer indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and saves the Company harmless against claims for libel, slander or infringement of copyright from the material transmitted over its facilities, against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, equipment of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.
- c. When a customer elects to provide his/her own communications system, the customer must provide all station apparatus and associated wiring which are part of the system and which are located on the same premises as the system.
- d. Key telephone systems are defined as station apparatus, station wiring, controlling equipment and intercommunicating paths. When a customer elects to provide his/her own key telephone system, the customer must provide all of these components.

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1 GENERAL RULES and REGULATIONS

1.8 Interconnection (Cont'd)

1.8.1 General (Cont'd)

- e. On the basis of negotiations between the customer and the Company and when agreed to in writing, and not otherwise, access to and control of the local exchange and message toll telecommunications network by computer may be permitted, subject to the following considerations:
 - 1. existing load conditions of the serving central office and its ability to accept computer originated traffic without injurious effect to existing and contemplated services;
 - 2. the recycle time of the computer for originating traffic;
 - 3. the use of "ground start" circuits only for such access; and
 - 4. other considerations which may, from time to time, be deemed of sufficient importance
- f. The Company may require full payment by the customer all sums owed to the Company before providing interconnection service. This may include reimbursement for loss or damage to telephone facilities as provided in Section 1, periodic charges for facilities and service, termination charges, installation charges, minimum charges or otherwise.
- g. The customer indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, 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 customer owned and maintained equipment.
- h. The Company has no responsibility for installing, operating, or maintaining any customer owned equipment or for the through transmission of signals or for the quality of or defects in signals sent or received by that equipment.
- i. The Company is not responsible for damages for mistakes, omissions, interruptions, delays, errors, or defects in transmission, or failures or defects in facilities, except those caused by the Company's failure to furnish, maintain and operate properly facilities suitable for ordinary telephone service.

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1 GENERAL RULES and REGULATIONS

1.8 Interconnection (Cont'd)

1.8.1 General (Cont'd)

- j. The Company does not test, certify, or inspect customer owned equipment except as needed for its own purposes. In the absence of gross negligence or willful misconduct, the Company is not liable for personal injury or death or for property damage alleged to have resulted from the Company's failure to certify or inspect customer owned equipment.
- k. The Company will not give credit for interrupted service which is the result of failure of customer owned equipment.
- l. The Company is not responsible to the customer if the customer's equipment becomes obsolete or requires modification due to changes in the Company's facilities, operations, or procedures or changes in its Tariff.
- m. The Company is not liable for damages or injuries from mistake, omissions, interruptions, delays, errors, or defects in transmission. This includes property damage or personal injury from voltages or currents transmitted over the Company's facilities which are either caused by or not prevented by customer owned equipment, but which would have been prevented by Company owned equipment.
- n. The signal from customer-owned terminal equipment must meet the minimum network protection criteria outlined in Part 68 of the Federal Communications Commission Rules and Regulations.
- o. If a customer violates these regulations, the Company may take immediate action, including disconnecting service. The customer must stop using the equipment or correct the violation immediately. If violations continue, service may be permanently terminated.

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1 GENERAL RULES and REGULATIONS

1.8 Interconnection (Cont'd)

1.8.2 Methods of Interconnecting

a. Connection of Customer Provided Data and Ancillary Equipment

1. Customer provided data and ancillary equipment may be connected at the customer's premises to facilities furnished by the Company for exchange and message toll communications service subject to the provisions of Part 68 of the Federal Communications Commission's Rules and Regulations and may remain so connected while continually satisfying the requirements of those Rules and Regulations. All connections of customer provided data equipment pursuant to Part 68 Rules shall be made through a standard data jack or a data access arrangement; all connections of customer provided ancillary equipment pursuant to Part 68 Rules shall be made through a standard jack furnished by the Company.
2. All combinations of customer provided data and ancillary equipment shall not cause electrical hazards to Company personnel, damage to Company equipment, malfunction of Company billing equipment, or degradation of service to persons other than the user of the subject terminal equipment, his calling or called party.
3. A customer shall notify the Company of each line to which such equipment is to be connected in advance of such connection and shall notify the Company when such equipment is permanently disconnected. Such notification shall include information sufficient to identify the equipment being connected.
4. The maintenance charge shown later in this section applies to equipment connection in accordance with these provisions.

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1 GENERAL RULES and REGULATIONS

1.8 Interconnection (Cont'd)

1.8.2 Methods of Interconnecting (Cont'd)

- b. Connection of Customer Provided Non-Key Telephone(s), Station Wire and Protective Circuitry
 1. Customer provided registered or "grandfathered" non-key telephones as well as registered or "grandfathered" protective circuitry for use with or inclusion in private branch exchange and key telephone systems may be connected, at the customer's premise, to facilities furnished by the Company for exchange and message toll telecommunications service subject to the provisions of Part 68 of the Federal Communications Commission's Rules and Regulations and may remain so connected while continually satisfying the requirements of those Rules and Regulations. Customer provided certified or "grandfathered" protective circuitry for use with or inclusion in private branch exchange and key telephone systems by be connected, at the customer's premise, to facilities furnished by the Company for exchange and message toll telecommunications service. The term "grandfathered" refers to equipment which appears on lists of "Grandfathered" Telephone Terminal Equipment, issued by the Federal Communications Commission or on other lists which the Public Service Commission may approve. All connections of equipment shall be made through a standard jack.
 2. All customer provided non-key telephone(s), protective circuitry or customer provided station wire and combinations thereof shall not cause electrical hazards to the Company personnel, damage to the Company's equipment, malfunction of the Company's billing equipment or degradation of service to persons other than the user of subject telephone(s) and station wire, his calling or called party.
 3. A customer shall notify the Company of each line to which such telephone(s) or protective circuitry is to be connected in advance of such connections, whether customer provided station wire is being utilized, and shall notify the Company when such equipment and any such station wire is permanently disconnected. Such notification shall include information sufficient to identify the telephone(s), protective circuitry or station wire being connected.
 4. The customer provided non-key telephone(s) shall comply with applicable regulations of the Federal Communications Commission. Customer provided station wire shall comply with the standards on file with the New York State Public Service Commission. Such standards shall be available for public review at the Company's Business Offices and the offices of the New York State Public Service Commission in Albany, New York. Copies of these standards are available from the Company on written request.

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1 GENERAL RULES and REGULATIONS

1.9 Telephone Numbers

1.9.1 General

An end user who changes service providers while remaining connected to the Telephone Company's port may retain the same telephone number following the change.

A surcharge per telephone number will be assessed to cover the switching cost of number portability. The Telephone Company's cost of switching numbers to other carriers will be spread over all numbers assigned to the Telephone Company switching and in use.

Except as otherwise provided herein, the Telephone Company holds all rights to telephone numbers assigned to its network. The Telephone Company may change such number assignment as needed. The Customer and its end users have no ownership of the numbers.

1.9.2 Portability

Number portability permits end users to retain their telephone numbers when they change from one local exchange carrier to another while remaining within the same exchange area boundary. Until such time as a more expanded form of portability becomes economically and technologically feasible, the Company offers the following two forms of number portability:

- a. Customers changing resellers without a change of underlying the Telephone Company switching facilities will retain their current FTR telephone number; and
- b. Customers changing networks may retain their FTR telephone number, at the election of the new network carrier. The new carrier will be responsible for providing adequate trunking from FTR's central office formerly serving the customer in the event that common trunking is insufficient to carry this traffic.

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1 GENERAL RULES and REGULATIONS

1.10 General Basis of Rate Groups

1.10.1 Exchanges are classified by rate groups to determine local service charges. The rate group is based on total access lines in the local calling area and calculated as follows:

<u>Rate Group</u>	<u>Access Lines in the Local Calling Area</u>
1	1 - 1,300
2	1,301 - 3,700
3	3,701 - 9,500
4	9,501 - 19,000
5	19,001 - 32,000
6	32,001 - 65,000
7	65,001 - 140,000
8	140,001 - 230,000
9	230,000 and above

1.10.2 Changes in Rate Groups

The rate group of an exchange may change based on more or fewer lines in the local calling area. To make such a change, the Telephone Company is required by law to file a tariff and have it approved by the Public Service Commission.

1.11 Access to Customers or End Users Property

The Telephone Company may have access to a Customer's or an end user's property during normal working hours, or other hours in the event of an emergency, to inspect, remove or repair its equipment or facilities.

1.12 Order of Precedence During Period of Facility Shortages

Whenever facilities are not immediately available to furnish service to all applicants, the order of precedence, by categories, will continue to be that followed under the Civilian Production Administration Utilities Order U-2, as amended August 7, 1946.

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1 GENERAL RULES and REGULATIONS

1.13 Order Charges/Miscellaneous Charges

1.13.1 Service Charges

Apply per end user order for all work or service to be provided at one time on the same premises, for the same customer. Either the Basic Order Charge or the Record Order Charge will apply dependent on each situation as described below.

a. Basic Order Charge:

1. Applies on connections, moves, access line service and supersedure to Centrex or feature group service. This charge includes work for connecting or changing one central office line or loop.

b. Record Order Charge:

1. Applies on miscellaneous orders for moves, changes or additions to customer premises equipment, which remains regulated, with no associated central office work involved.
2. Applies on orders for additional listings, changes to non-published service and changes in current listings which involve only a change in the Telephone Company's records.
3. Applies on conversions to touchphone service.
4. For multiple orders placed on a single port, only one record order charge will be applied.
5. Applies on orders for number changes, addition or rearrangement of hunting (call handling), changes from flat to metered service, and changes between residence service classification and business service classification.
6. Applied on requests by a Customer for the Telephone Company to block or restore an end user's port due to nonpayment.

- c. Additional Line Charge - Apply per additional central office line for connections or changes in type or class of service and for mileage circuits. They cover work for connecting or changing a central office line and the associated central office equipment.

Rates can be found in Section 13, Rates.

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1 GENERAL RULES and REGULATIONS

1.13 Order Charges/Miscellaneous Charges (Cont'd)

1.13.2 Improper Customer Orders

The Telephone Company reserves the right to back-bill Customers that place unauthorized or improper orders. This charge will be based on the costs associated with correcting the error in the records and the service itself.

a. Construction Charges

Construction charges for provision of services are based on cost and priced on an individual basis.

b. Premises Visit Charges

Premises Visit Charges apply for all work or service to be provided at one time on the same premises for the same end user or carrier-customer. A Premises Visit Charge applies to each premises visited when more than one premises is involved for a single end user. If more than one line is installed at a single premise, then an Additional Line Charge is applied in addition to the original Premises Visit Charge.

Rates for Premises Visit Charges and Additional Line Charges are listed in Section 13, Rates.

c. Primary Local Carrier (PLC) Change Charge

A PLC Change Charge applies each time an end user changes primary local carriers. This charge is designed to cover administrative costs of changing primary local carriers in the billing systems and switching systems where needed. The receiving local carrier is assessed this charge. This change applies only when moving from one primary local carrier to another while remaining on the Telephone Company's facilities.

Rates for Primary Local Carrier (PLC) Change Charge can be found in Section 13, Rates.

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1 GENERAL RULES and REGULATIONS

1.13 Order Charges/Miscellaneous Charges (Cont'd)

1.13.2 Improper Customer Orders (Cont'd)

d. Central Office Line Charge

A Central Office Line Charge applies to arranging a line(s) to provide service between the central office and the customer's premises.

Central Office Line Charges apply as shown below for each line connected, for change in type, grade or class of service, for changes of telephone number of individual, auxiliary, PAL line and party lines, for each trunk and for the connection of private lines.

One Central Office Line Charge applies for each:

Individual line, WATS line, Auxiliary Line, Centrex – C.O. Line, Party Line, Centralized Switching, Public Access Line (PAL), Concentrator – Identifier Line, PBX Trunk, Access Channel, (C.O. Termination), Intercept line, Off-Premises Extension, DID Station Numbers and DID Trunks.

A Central Office Line Charge applies for each termination of the following lines when termination of such lines are in different buildings (one charge per line, per building):

Intercommunications Line, Access Channel, Leased Channel (leased line), Call Circuit, Off-Premises Extension Line, Facsimile Line, Private Line, Trunk Multiple, Teletypewriter Line, Turret Line, Tie Line.

e. Unauthorized Order Charge

In the event an end user is changed from one service provider to another without the approval of the end user, the carrier initiating the change shall be levied a penalty per end user. The carrier initiating the change shall have the onus of proving that the change was authorized by the end user.

The Unauthorized Order Charge rate can be found in Section 13, Rates.

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1 GENERAL RULES and REGULATIONS

1.13 Order Charges/Miscellaneous Charges (Cont'd)

1.13.2 Improper Customer Orders (Cont'd)

f. Frame to Frame Connection

Interconnection of a customer's frame to the Telephone Company's frame may be provided via tie cable for a one-time charge per cable pair connection. Charges include installation of cable, where the interconnector's switching equipment is located in the same building, and connection to the interconnector's frame.

Section 13 contains the one-time charge per cable pair connection.

g. Non-End-User Premises Rewires

1. Rearrangements made at the customer's initiative such as the following, are classified as non-end-user premises rewires:
 - a. Changes in type of line treatment on tie lines, each line.
 - b. Changes in termination in the central office, such as changes to different circuits for alarm circuits, each circuit.
 - c. Relocation of drop wires, each.
 - d. Change from aerial service to buried service in a subscriber provided trench.
2. A Basic Order Charge and an Additional Line Charge will apply to non-end-user premises rewires as specified in Section 13, Rates. Time charges for Field Work pricing, as specified in Section 13, Rates will apply to end user premises rewires.

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1 GENERAL RULES and REGULATIONS

1.14 Residential Retail Monitoring

- 1.14.1 The Telephone Company will review on a quarterly basis a representative sample of flat rate residential service purchased by resellers to establish authenticity as residential end users. If the end user is found to be a business subscriber, the Customer will be charged for the previous three (3) months' service differential for business service for that line and will be placed on business rates immediately.
- 1.14.2 Any Customer who purchases bundled residential flat rate or measured [FR and MR] service from the Telephone Company will be required, as a condition of receiving such service, to provide to the Telephone Company, and to the Commission, a certification that it will only resell such service, or its constituent elements, to customers who qualify for the purchase of such [FR and MR] service at retail from the Telephone Company. If, notwithstanding such certification, the Customer shall have resold FR and MR service, or its constituent elements, in violation of this provision, at the election of the Telephone Company and subject to the approval of the Director of the Communications Division that a penalty is appropriate, that Customer thereafter shall forfeit its entitlement to purchase such services from the Telephone Company and all of its residential services shall be repriced at the applicable business rates retroactive for three months, based on average volumes of calling.

1.15 Privacy Regulations

- 1.15.1 Every Customer or service provider taking service from the Telephone Company must abide by the Public Service Law and the NYS Public Service Commission's regulations and orders with respect to Customer Proprietary Network Information, Automatic Number Identification, non-listed or non-published service, Call ID, and Privacy Principles, with respect to any services or information obtained from the Telephone Company.
- 1.15.2 Every Customer with access to customer information databases at the Telephone Company shall be given access only to information with respect to the services provided by the Telephone Company to that carrier for its end users.

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1 GENERAL RULES and REGULATIONS

1.16 Cable Television Attachments to Utility Poles

1.16.1 Regulations

- a. Cable Television Companies' cables, equipment and facilities, attached to utility owned poles shall be placed and maintained in accordance with the requirements and specifications stipulated in the Pole Attachment Agreements which are consummated between the Telephone Company and the Cable Television Company.
- b. Such Pole Attachment Agreements shall be negotiated between the Cable Television Company and the Telephone Company upon request.
- c. The rates for Pole Attachments for Cable Television Companies can be found in Section 13, Rates.
- d. The rate for Pole Attachments for Cable Television Companies will be applicable to all licensed telecommunication providers. This is an interim arrangement pending final Public Service Commission investigation into this issue.
- e. The rate for Licensed telecommunications providers using wireless pole attachments is an interim arrangement pending final Public Service Commission investigation per PSC Order 16-M-330. Rates for wireless facility attachments can be found in Section 13, Rates. With respect to the wireless facility attachments, the occupied space measurement shall reflect the overall length of the equipment and mounting hardware plus six inches to allow reasonable access for installation and maintenance, rounded up to the next whole foot. Thus, equipment with a total length of the three feet, six inches would occupy four feet of space for rental purposes, while equipment with a total length of three feet, eight inches, would occupy five feet of space for rental purposes. This methodology will apply to wireless facility attachments regardless of the equipment installed and the area of the pole the attachment occupies. Overall attachment costs will be determined by multiplying the occupied space measurement by the per-foot attachment rental rate.

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1 GENERAL RULES and REGULATIONS

1.17 Suspension of Service at Customers Request

1.17.1 General

The Telephone Company will suspend incoming and outgoing service on the end user's port for a period of time not longer than 12 months but at least a one-month period at the request of the Customer. The equipment is left in place and White Pages directory listings are continued without change. If the Customer requests it, the Telephone Company will tell callers that the end user's calls are being taken at another number.

The period during which service is suspended will not be included in determining the minimum charge applicable to any service offering.

The following services may be suspended: Residential Links, Residential Ports, Basic Business Links and Measured Rate Business Ports.

1.17.2 Methods of Charging for Suspended Service

There is some reduction in monthly service rates for suspended service, as shown below. However, any mileage charges, monthly cable charges or monthly construction charges are still due, without reduction, during a period of suspension.

<u>Period of Suspension</u>	<u>Charge</u>
First month and each Month up to and including six months	1/2 regular rate
Each month after six to the one-year limit	Regular monthly rate (no reduction)

1.17.3 A record order charge applies when customers request suspension of service.

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1 GENERAL RULES and REGULATIONS

1.18 Taxes and Surcharges

1.18.1 State and Local Revenue Taxes

a. State Revenue Taxes

Rates and charges that apply to the provision of telephone service are subject to New York State revenue taxes. The applicable Gross Revenue Surcharge rates are shown in the table below. Any changes to these rates will be filed on 15 days' notice to the Commission, or as directed by the Commission. Whenever the state levies a new tax on the Telephone Company's gross revenues, repeals such a tax, or changes the rate of such tax, the Commission may approve new surcharge factors, and the Telephone Company will file revised surcharges as directed by the Commission.

The Gross Revenue Tax Surcharge rates can be found in 1.18.1 following.

b. Local Utility Gross Revenue Taxes

Rates and charges that apply to the provision of telephone service may be subject to gross revenue taxes imposed by certain municipalities.

The surcharge percentage applies to monthly local rates and charges. Surcharge percentages are adjusted on short notice to reflect changes in taxes.

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1 GENERAL RULES and REGULATIONS

1.18 Taxes and Surcharges (Cont'd)

1.18.1 State and Local Revenue Taxes (Cont'd)

The Gross Revenue Tax Surcharge rates for services for resale are as follows:

<u>Period</u>	<u>Gross Revenue Tax Surcharge</u>
January 1, 1996 - December 31, 1996	0.775%
January 1, 1997 - June 31, 2000	0.756%
July 1, 2000 +	0.378%

Surcharge Percentage for Local Gross Revenue Taxes

In addition to the rates and charges, the following surcharge percentages apply in the cities and villages shown below:

<u>Locality</u>	<u>Tax District ¹ Code</u>	<u>Surcharge Percentage</u>
<u>Cities</u>		
Canandaigua	70	1.01%
Rochester	59	3.0928%
<u>Villages</u>		
Avon	13	1.01%
Brockport	62	1.01%
Caledonia	15	1.01%
Dansville	28	1.01%
East Rochester	55	1.01%
Fairport	53	1.01%
Geneseo	18	1.01%
Honeoye Falls	45	1.01%
Leicester	21	1.01%
LeRoy	08	1.01%
Livonia	25	1.01%
Mt. Morris	27	1.01%
Nunda	30	1.01%
Perry	A1	1.01%
Pittsford	56	1.01%
Scottsville	66	1.01%
Silver Springs	95	1.01%
Warsaw	A5	1.01%
Webster	64	1.01%

¹ The tax district code shown is the Telephone Company code for the tax district.

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1 GENERAL RULES and REGULATIONS

1.19 Construction Charges

- 1.19.1 The Construction Charges specified in this Section apply in addition to all other applicable Tariff charges including mileage.

Construction Charges apply when special routing or arrangements are provided at the customer's request, or when the service provided is of a temporary nature. Such charges are based on cost. Only noncompetitive one-time service offerings made on a time and materials basis will be provided "at cost".

In case of any inconsistency between the provisions of Paragraphs 1.19.2, 1.19.3, and 1.19.4. on the one hand and Paragraph R.5. (Underground Extensions for New Residential Subdivisions) on the other, the provisions of Paragraph 1.19.5 shall be controlling.

1.19.2 Construction along Public Highways

a. Regulations

1. The Telephone Company determines the type of plant to be used.
2. Ownership of all such plant is vested either in the Telephone Company or in some other utility company with which the Telephone Company has an agreement for the joint use of plant.
3. The allowance, charges and regulations governing the provision of service apply regardless of the type of construction of facilities used, including attachments to plant of other companies.

Construction required for private line service, leased channels, extension lines, PBX station lines and tie lines is furnished at charges based on cost.

Construction required for main exchange service is furnished at charges based on the actual cost of construction less applicable allowances. Only non-competitive one-time service offerings made on a time and materials basis will be provided "at cost".

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1 GENERAL RULES and REGULATIONS

1.19 Construction Charges (Cont'd)

1.19.2 Construction along Public Highways (Cont'd)

b. Charges

Charges for each 1/4 route mile of fraction thereof, of construction beyond existing facilities within the exchange in excess of the following allowance:

- 1/4 route mile of construction for each main service and each additional central office line to be furnished on a full year basis.
- 1/10 route mile of construction for each main service and each additional central office line to be furnished for only part of a year.

Where there is not more than one mile, route distance, between successive applicants they are considered as a group and the construction allowances for the individual members of the group are totaled to determine the amount of construction which will be provided without construction charge to the group. Charges for construction in excess of the total allowance are divided equally among the members of the group.

When subscribers are added to a group within the five-year term of the construction charges, the charges are recomputed on the basis of the larger number of subscribers. If this recomputation results in a lower construction charge per subscriber, the monthly payments for the existing subscribers are reduced for the balance of the term. Where a subscriber has prepaid the total monthly payments an appropriate refund is made. The new subscribers are responsible for payment of construction charges only for the unexpired portion of the five-year term.

An applicant who wishes to prepay all monthly payments or the balance of monthly payments at any time during the five-year term may do so by paying the total of the monthly payments for the unexpired term less 10%.

A subscriber paying the construction charge on the monthly payment basis who discontinues service within the five-year term is required to pay a termination charge equal to the total of the monthly payments for the unexpired portion less 10%. Charges to the remaining subscribers in the group are not affected.

On foreign exchange service, on either an intracompany or an intercompany basis, the allowances apply only to the part of the construction within the service central office district.

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1 GENERAL RULES and REGULATIONS

1.19 Construction Charges (Cont'd)

1.19.3 Pole Line Construction on Private Property

a. Regulations

The subscriber is required to obtain and furnish any and all necessary rights-of-way authorizing the Telephone Company to place and maintain its plant.

Poles on private property for telephone use only to serve the subscriber's principal location are furnished, owned and maintained by the Telephone Company subject to the allowances and charges shown below.

Poles beyond the principal location on the subscriber's premises are furnished, erected, owned and maintained by the subscriber or at his expense. Such construction is subject to the approval of the Telephone Company.

Where poles are furnished as a joint undertaking by the Telephone Company and a utility company, such poles are maintained by the companies and the Telephone Company's charge applies.

Where poles for FTR facilities and other facilities are not furnished as a joint undertaking of FTR and other utility company, the subscriber is required to furnish, erect, own and maintain the poles. Such construction is subject to the approval of the Telephone Company.

Where the Telephone Company attaches its wires to poles of another utility company, in lieu of requiring the applicant to place and maintain poles, the applicant is charged the full attachment rental made by such utility company.

Where the subscriber requests poles to be relocated such relocation of poles will be made by the Telephone Company at the subscriber's expense.

Where the pole line construction is provided to serve two or more subscribers, that portion of the construction which is used in common by two or more subscribers is subject to the regulations and charges specified in 1.19.2 of this Section.

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1 GENERAL RULES and REGULATIONS

1.19 Construction Charges (Cont'd)

1.19.3 Pole Line Construction on Private Property (Cont'd)

b. Charges

Construction required for private line service, leased channels, extension lines, PBX station lines and tie lines is furnished at charges based on cost. Only non-competitive one-time service offerings made on a time and materials basis will be provided "at cost".

Poles required for main exchange service to the principal location of each subscriber are furnished at charges based on the cost of construction in excess of two poles at 500 feet route distance for service on a full year basis. No allowance applies to service to be furnished for only part of a year regardless of whether or not season rates apply.

For campground service areas with multiple seasonal customer locations on property owned and maintained by a single owner, the company may also, at our cost, provide the initial 500 feet of cable from an established highway for the purpose of establishing a common demarcation point served by a single telephone company facility.

1.19.4 Underground Construction

a. General

Where a subscriber or any other party in interest (any other party in interest includes the applicant for service, or the owner or operator of the building or premises where service is or is to be provided) requires or it is otherwise necessary that circuits be placed underground between the building to be served and the Telephone Company's general distributing plant, or between points on the same premises of the subscriber or other party in interest, the subscriber or other party in interest is responsible, and shall, without expense to the Telephone Company provide for opening and closing the necessary trench and, where conduit is required by the Telephone Company, for furnishing such conduit satisfactory to the Telephone Company.

b. Regulations

When, at the request of the subscriber or other party in interest, the Telephone Company provides the underground construction for which the subscriber or other party in interest is responsible, charges based on cost apply.

The subscriber or other party in interest is required to obtain and furnish any and all necessary permits and rights-of-ways authorizing the placing and maintenance of underground construction for which he is responsible.

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1 GENERAL RULES and REGULATIONS

1.19 Construction Charges (Cont'd)

1.19.4 Underground Construction (Cont'd)

b. Regulations (Cont'd)

Where there is existing underground conduit, satisfactory to the Telephone Company, which can be made available to the Telephone Company without expense to it, such conduit may be used.

Trench or conduit utilized by the Telephone Company shall not be used by others for any purpose without approval of the Telephone Company.

For any such repairs, maintenance or replacement of the underground cable or conduit for any reason, the subscriber or other party in interest is responsible for opening and closing the trench and for repair or replacement of the conduit, if any. Charges based on cost apply to any repair or replacement of the cable in conduit made necessary by any damage not attributable to the negligence of the Telephone Company.

For any rearrangement of the underground cable or conduit, initiated by the subscriber or any other party in interest, the subscriber or other party in interest is responsible for opening and closing the necessary trench and, if required, providing conduit satisfactory to the Telephone Company. In addition, if the arrangement is not initiated by the Telephone Company, the subscriber or other party in interest is required to pay charges based on cost for rerouting or rearranging the cable, excepting the cost of additional cable, if any. Only non-competitive one-time service offerings made on a time and materials basis will be provided "at cost".

The Telephone Company has the right to discontinue at any time the use of the underground connection, if the point of connection to the general distributing plant is changed for any reason. In such case, the Telephone Company shall, at the subscriber's request, make every reasonable effort to provide service by a temporary connection until permanent connection can be furnished. Charges based on cost apply for providing such temporary connection, except when the change is made at the Telephone Company's initiative. Only non-competitive one-time service offerings made on a time and materials basis will be provided "at cost".

Installation of cable containing a greater number of pairs than is necessary to meet a subscriber's service requirements, may be installed provided the subscriber or other party in interest requesting the same pays the estimated monthly carrying charges on the additional pairs.

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1 GENERAL RULES and REGULATIONS

1.19 Construction Charges (Cont'd)

1.19.5 Underground Extensions for New Residential Subdivisions

a. Application of Regulations

Extensions of telephone distribution lines, applied for on or after June 28, 1972, necessary to furnish permanent telephone service to new residential buildings within a subdivision on which it is planned to build five or more such buildings, or to new multiple-occupancy buildings, shall be made underground by the Telephone Company in accordance with the provisions of this Paragraph 1.19.6 provided, however, that where any distribution lines necessary to furnish permanent electric service within such a subdivision are installed overhead, the utility may install overhead the distribution lines necessary to furnish permanent telephone service within that subdivision.

b. Definitions of Terms Used in Paragraph 1.19.6

1. Applicant - the developer, builder or other person, partnership, association, corporation or governmental agency applying for the construction of telephone or electric distribution lines in a subdivision.
2. Building - a structure enclosed within exterior walls or fire walls, built, erected and framed of component structural parts and designed for permanent residential occupancy.
3. Multiple-Occupancy Building - a structure, including row houses, enclosed within exterior walls or fire walls, built, erected and framed of component structural parts, and designed to contain for or more individual dwelling units for permanent residential occupancy.
4. Subdivision - a tract of land divided into lots for the construction of new buildings, or the land on which new multiple-occupancy buildings are to be constructed, the development of either of which has been approved by governmental authorities having jurisdiction over land use.
5. Underground Telephone Distribution System - a distribution system in which all distribution cable sections and associated service wire runs are placed below ground, either direct buried or in conduit, as specified needs dictate and may include:
 - a. Rear wall cable placed on connected row houses; and
 - b. Pedestal terminals necessary to facilitate installation, operation and subsequent maintenance of the underground distribution system.

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1 GENERAL RULES and REGULATIONS

1.19 Construction Charges (Cont'd)

1.19.5 Underground Extensions for New Residential Subdivisions (Cont'd)

c. Responsibility of the Telephone Company

1. Installation of Underground Distribution System Within Subdivision

Within the applicant's subdivision the Telephone Company shall construct, own, operate, and maintain underground distribution lines only along public streets, roads and highways which the Telephone Company has the legal right to occupy, and on public land and private property across which rights-of-way and easements satisfactory to the Telephone Company may be obtained without cost by the Telephone Company.

Any distribution or feeder facility necessary to furnish permanent telephone service to one or more multiple occupancy buildings (including four or more dwelling units) shall be installed underground and any such facility necessary to furnish permanent telephone service within a subdivision in which it is planned to build five or more new residential buildings shall be installed underground if:

- a. the subdivision will require no more than 200 trench feet of facilities per dwelling unit planned within the subdivision; or
- b. the Telephone Company's Tariff provides for such underground service without contribution; or
- c. a governmental authority with jurisdiction to do so has required undergrounding; or
- d. an applicant requests underground.

The number of dwelling units is the criterion to be used to determine whether installation is required to be underground.

In order to ascertain the number of dwelling units, it is necessary to consult the approved subdivision map to determine how many dwelling units are planned. Each lot shown on the map should, in the case of a single-family dwelling, be considered to contain one dwelling unit unless there is sufficient contrary evidence to render it unlikely that each lot will contain a separate dwelling unit (e.g., a foundation is constructed occupying two lots). The measurement of trench footage should be the shortest distance required to serve the homes within the subdivision, consistent with the utility's obligation to provide safe and adequate service.

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1 GENERAL RULES and REGULATIONS

1.19 Construction Charges (Cont'd)

1.19.5 Underground Extensions for New Residential Subdivisions (Cont'd)

c. Responsibility of the Telephone Company (Cont'd)

1. Installation of Underground Distribution System Within Subdivision (Cont'd)

After distribution or feeder facilities are installed underground in a residential subdivision no overhead circuits shall be installed by the Telephone Company within such subdivision.

The Telephone Company may install overhead distribution or feeder facilities in a residential subdivision or a section thereof otherwise required to have underground distribution facilities in accordance with subdivision (c) of this section when:

- a. the developer of the subdivision is not primarily engaged in the construction of dwelling units within the subdivision;
- b. no governmental authority having jurisdiction to do so has required underground installation; and
- c. either:
 1. five years have elapsed from the sale of the first lot within the subdivision to the first application for service and the utility has no indication that there will be new requests for service in the subdivision within six months;
 2. five years have elapsed from the date of the final approval of the subdivision or section thereof, and less than 25 percent of the lots have been sold in the subdivision and every section thereof, except where ten percent or more of the lots in the subdivision or any section thereof have been sold within the last two years.

In cases where overhead installation would be permissible in accordance with condition (c) above except that less than five years have elapsed and the Telephone Company has reason to believe that the subdivision will not be developed sufficiently soon to permit the orderly utilization of underground facilities installed to serve the initial subscriber(s), the Telephone Company may petition the Commission to allow overhead installation, which petition shall set forth the relevant economic, engineering and environmental factors.

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1 GENERAL RULES and REGULATIONS

1.19 Construction Charges (Cont'd)

1.19.5 Underground Extensions for New Residential Subdivisions (Cont'd)

c. Responsibility of the Telephone Company (Cont'd)

1. Installation of Underground Distribution System Within Subdivision (Cont'd)

If the Telephone Company receives an application for service within a residential subdivision which is governed by the provisions of this section and the per foot cost of installing the necessary distribution or feeder facilities will be greater than two times the cost per foot of installing overhead distribution or feeder facilities, the Telephone Company or applicant may petition the Secretary of the Public Service Commission to allow overhead installation, which petition shall set forth the relevant economic, engineering and environmental factors. The petition shall be reviewed by Staff. Staff shall notify the petitioner within 60 days of receipt of the petition either that the petition is granted or that staff objects to it. If staff objects, the petition shall be referred to the Commission for further review. The petition shall be granted or denied based on economic, engineering or environmental factors. If the necessary facilities are proposed to be in a VSR, the procedures set forth in Paragraph 1.19.6 of this tariff shall apply.

Upon receipt of proper application, and upon compliance by the applicant with the requirements of Paragraph R.5.d. herein, the Telephone Company, at no charge, shall install an underground telephone distribution system, including service wire with suitable materials, which in its judgment, will assure that the applicant will receive safe and adequate telephone service. Such installation shall be made at a time appropriate to render service. Construction will not be delayed by the Telephone Company so that the applicant will be delayed in the sale or other disposal of the buildings, except where such delay is caused by strikes, fire, flood, inclement weather, unavailability of materials, civil disorders, or other conditions beyond the control of the Telephone Company. No overhead circuits shall thereafter be installed by the Telephone Company within a subdivision having underground telephone distribution lines.

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1 GENERAL RULES and REGULATIONS

1.19 Construction Charges (Cont'd)

1.19.5 Underground Extensions for New Residential Subdivisions (Cont'd)

c. Responsibility of the Telephone Company (Cont'd)

2. Connection of Underground Distribution System Within Subdivision to Existing Telephone General Distribution System

The connection from the underground distribution lines installed within the applicant's subdivision to the existing telephone distribution system shall be made in accordance with the following requirements:

- a. The Telephone Company will install underground, without contribution from the applicant, an amount of supply circuit from the boundary line of the subdivision equal to 25 route feet per dwelling unit or 200 feet, whichever is greater, but, except as otherwise ordered by the Public Service Commission, the Telephone Company will not be required to provide more than 500 feet without contribution by the applicant.
- b. The Telephone Company may, at its discretion and expense, underground additional portions of such connecting supply circuit.
- c. Where any part of a feeder facility in excess of that required is to be placed overhead, the applicant must submit a written application to the Telephone Company at least 75 days prior to the projected commencement of construction of the feeder facility and the Telephone Company must report such projected construction to the Commission no later than 45 days before such construction is commenced, the Commission reserving the right to require the underground installation of particular facilities on basis of the relevant economic, engineering or environmental factors.
- d. In the event the Telephone Company intends at its own discretion or is required pursuant to this section to place underground feeder facilities to an applicant's residential subdivision, it shall inform the electric company and cable television company serving the area in which the subdivision is located. If a new common access route from existing systems to the subdivision will be used, the connecting facilities of the Telephone Company, the electric company and cable television company shall be placed underground.

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1 GENERAL RULES and REGULATIONS

1.19 Construction Charges (Cont'd)

1.19.5 Underground Extensions for New Residential Subdivisions (Cont'd)

d. Responsibility of Applicant

1. All reasonable and necessary rights-of-way and easements suitable to the Telephone Company for the extension of telephone distribution lines must be furnished by the applicant in reasonable time to meet service requirements. Where such lines are required to be underground in accordance with Paragraph R.5.c. or at the request of an applicant, rights-of-way and easements must be cleared of tree stumps, brush and other obstructions at no charge to the Telephone Company and must be graded to within six inches of final grade by the applicant before the Telephone Company will commence construction. Such clearance and grading must be maintained by the applicant during construction by the Telephone Company.
2. At the request of the Telephone Company, the applicant shall provide a survey map certified to by a licensed professional engineer of land surveyor and certified to as final by the applicant showing the location of each lot, sidewalk and roadway and, prior to and during construction by the Telephone Company shall place and maintain survey stakes indicating grade and property lines. A map showing the location of all other existing and proposed underground facilities shall be furnished to the Telephone Company by the applicant as soon as the location of such facilities shall be known.
3. The Telephone Company may require that all sewers, water facilities, drainage facilities and curbs be installed before it commences construction.

e. Deposits by Applicant

In order to guarantee performance, the Telephone Company may require from the applicant before construction is commenced, a deposit in a reasonable amount, but in no event shall this exceed the incremental cost above the equivalent cost for overhead facilities. This deposit is in addition to the applicant's payment of its share of costs for installation. This deposit shall be returned to the applicant, with interest at the rate specified in Paragraph F.2. of Section 1 of this Tariff, on a pro rata basis as dwelling units are certified for occupancy. Any portion of the deposit remaining unrefunded five years from the date the Telephone Company is first ready to render service from the underground telephone distribution lines shall be retained by the Telephone Company. Upon the mutual agreement of both the Telephone Company and the applicant, a bond may be posted in lieu of any deposits.

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1 GENERAL RULES and REGULATIONS

1.19 Construction Charges (Cont'd)

1.19.5 Underground Extensions for New Residential Subdivisions (Cont'd)

f. Effective Date

The rules contained in this Paragraph R.5. shall be effective June 28, 1972 except that:

1. Any underground extension of telephone lines for new residential subdivisions, begun subsequent to January 27, 1972 shall be installed in accordance with these rules and,
2. At telephone distribution line extensions in new residential subdivisions under construction overhead as of June 28, 1972 shall be completed overhead. Additional line extensions in new sections of a subdivision which has such overhead distribution lines shall be made underground.

1.19.6 Cable and Pair Information Charge

a. General

A transaction fee will be charged to customers or vendors who request cable and pair information from the telephone company.

A non-recurring charge will apply for information requested over the phone, where no premise visit is required. A higher charge will be imposed for requests that the telephone company make a premise visit to tag the facility.

b. Charges

	<u>Per Request</u>
No Premises Visit	\$15.00
Premises Visit	\$45.00

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1 GENERAL RULES and REGULATIONS

1.19 Construction Charges (Cont'd)

1.19.7 Underground Extensions in Certain Visually Significant Resources Outside Residential Subdivisions

a. Application of Regulations

This section applies to the new construction of distribution and feeder facilities on public and private land in visually significant resources (VSRs) where an agency identified in paragraph 1.19.6.b. has 1) no statutory authority to require the underground of the particular distribution or feeder facility and 2) has supplied to the Telephone Company as well as the Public Service Commission a map of the particular VSR showing its boundaries in sufficient detail to permit the Telephone Company to comply.

The identification of VSRs in this tariff section constitutes a determination that the new construction of distribution or feeder facilities underground is generally more appropriate therein than elsewhere. Neither such listing nor any agency's provision of a map of a given VSR to the affected Corporation and the Commission, however, creates a presumption that construction of particular distribution or feeder facilities underground is appropriate. The propriety of such construction will, instead, be determined in accordance with the procedures set forth in this tariff.

This section shall remain in effect for a period of five years after its effective date, unless sooner cancelled, changed or extended.

b. Definitions

A Visually Significant Resource is a geographical area designated primarily or exclusively because of its exceptional, outstanding, significant, special or unique scenic quality, pursuant to State or Federal legislation and/or one of the following:

1. Scenic Areas of Statewide Significance (in coastal areas) designated by the Secretary of State pursuant to Article 42 of the Executive Law.
2. Scenic Roads and Scenic Districts, designated by the Commissioner of Environmental Conservation pursuant to Article 49 of the Environmental Conservation Law.
3. State and National Wild and Scenic River Areas administered respectively by either the Department of Environmental Conservation and by the Department of the Interior.

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1 GENERAL RULES and REGULATIONS

1.19 Construction Charges (Cont'd)

1.19.7 Underground Extensions in Certain Visually Significant Resources Outside Residential Subdivisions (Cont'd)

b. Definitions (Cont'd)

4. Areas of exceptional Scenic Beauty acquired pursuant to the 1986 Environmental Quality Bond Act and administered by the Department of Environmental Conservation.
5. Any area in one of the following resources which is determined to have high scenic quality by the agency with jurisdiction over the affected resource as long as such determination is filed with the Commission:
 - a. State Nature and Historic Preserve areas designated by the Legislature.
 - b. State Parks, which were so designated for their scenic quality by the legislature, Department of Environmental Conservation or the Office of Parks, Recreation and Historic Preservation.
 - c. Parks within New York State administered by the Palisades Interstate Park Commission pursuant to Article 9 of the Parks, Recreation and Historic Preservation Law.
 - d. State Historic Sites owned by the Office of Parks, Recreation and Historic Preservation under Article 19 of the Parks, Recreation and Historic Preservation Law and Title 9 NYCRR Part 384.
 - e. National Historic Sites, National Seashores and National Recreation Areas located in New York State and operated by the National Park Service.
6. Any interested agency or person may petition the Commission to add additional categories to the VSR list. The Commission will approve or disapprove addition of the proposed category based on whether the category fits within the VSR definition.
7. Consideration of underground construction of any extension line is only required in accordance with this tariff provision and the provisions of 16 NYCRR Part 608 after detailed maps of the type defined in that regulation and have been provided to the Telephone Company.

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1 GENERAL RULES and REGULATIONS

1.19 Construction Charges (Cont'd)

1.19.7 Underground Extensions in Certain Visually Significant Resources Outside Residential Subdivisions (Cont'd)

c. Procedures and Regulations

1. While these tariff provisions are in effect, the Telephone Company shall spend annually on its own VSR undergrounding an amount not to exceed that amount defined under the provisions of Chapter II, Subchapter A, Service, of Title 16 of the Official Compilation of Codes, Rules and Regulations of the State of New York, Part 608.2.a. The amount shall be equal to \$194,400, which is the greater of (1) the average of the Company's annual expenditures on the underground installation of new underground distribution and feeder facilities within residential subdivisions for the years 1985, 1986 and 1987, (\$175,200) and (2) .14% of 1987 sales to ultimate customers, (\$194,400). The amount to be allocated to the fund shall be adjusted for inflation each year according to a nationally recognized telephone plant index. The Telephone Company can petition the Commission for a waiver of the requirements of this tariff if the VSR construction program under these requirements creates serious financial hardship for the Telephone Company.
2. Where the Telephone Company has not expended its obligation as determined in paragraph 1. above and when it chooses to propose, or receives a written application for service to a premises which necessitates the new construction of distribution or feeder facilities on any public or private land in a VSR, the Telephone Company shall provide a written report to the agency which designated or administers the VSR and any agency having jurisdiction over the affected land and the Commission of its intention to install the necessary distribution or feeder facilities underground or overhead (including a project description and consideration of the factors set forth in item 8 of this section), at least 60 days before construction is planned to commence. The Telephone Company may provide the written report described therein within 30 days after the commencement of construction if the necessary distribution or feeder facilities are installed overhead on a temporary basis, pending the review of the Telephone Company's report if the visual impact of the temporary service is mitigated, to the extent appropriate, after the procedures of this section are followed.
3. The Telephone Company may install permanent overhead facilities if before installation the Telephone Company:
 - a. determines that the situation is an emergency; and
 - b. obtains the written approval of the appropriate agency(s); and
 - c. upon written request, obtains the written approval of the Secretary of the Commission.

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1 GENERAL RULES and REGULATIONS

1.19 Construction Charges (Cont'd)

1.19.7 Underground Extensions in Certain Visually Significant Resources Outside Residential Subdivisions (Cont'd)

c. Procedures and Regulations (Cont'd)

4. Where any electric company has been permitted to install an overhead distribution or service line necessary to furnish permanent electric service in a particular VSR, the Telephone Company may install a distribution or feeder facility necessary to furnish permanent telephone service overhead utilizing the poles furnishing electrical service.
5. If undergrounding is otherwise required in a VSR, and if the per-foot cost of installing the necessary facilities will be greater than two times the average cost of installation in a Rochester residential subdivision, the Telephone Company or the applicant may petition the Secretary of the Commission to be granted or denied based on economic engineering, environmental, emergency or hardship conditions.
6. Unless the agency(s) described above provide(s) written notification in-hand to both the Telephone Company and the Public Service Commission objecting to the written report concerning its planned course of action in constructing lines in VSRs (as described in subsection (2) of this section) within 30 days after receipt of the Telephone Company's report, the Telephone Company may install the facilities in question as contemplated in its report. The Telephone Company may also proceed as contemplated in its report. The Telephone Company may also proceed as contemplated in its report within such 30-day period if the agency(s) provide(s) written notification to both the Telephone Company concurring with the Telephone Company's proposal.
7. If the agency(s) described above provide(s) written notification in-hand to both the Telephone Company and the Public Service Commission objecting to the Telephone Company's proposed course of action as set forth in the Telephone Company's report (including a detailed explanation of such objection) within 30 days after receipt of the Telephone Company's report, the Commission shall review the report and notification(s) filed by the Telephone Company and agency(s). Unless the Public Service Commission serves on the Telephone Company an order requiring the installation of the facilities in question to be performed in a different manner than that contemplated by the Telephone Company within 30 days after the Commission's receipt of the agency's notification objecting to the Telephone Company's proposal, the Telephone Company may install such facilities as contemplated in its report. The Telephone Company may also proceed as contemplated in its report within such 30-day period if the Commission serves on it an order concurring with the proposed course of action.

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1 GENERAL RULES and REGULATIONS

1.19 Construction Charges (Cont'd)

1.19.7 Underground Extensions in Certain Visually Significant Resources Outside Residential Subdivisions (Cont'd)

c. Procedures and Regulations (Cont'd)

8. In evaluating the Telephone Company's proposal, the Public Service Commission will consider such factors as:
 - a. the nature of the visual setting in the vicinity of the proposed construction, including the character of existing or proposed adjacent structures or land areas, unless a governmental authority with jurisdiction has plans to improve the scenic quality of the area in question;
 - b. the probable environmental effects associated with both overhead and underground construction;
 - c. any expected engineering difficulties associated with both overhead and underground construction; and
 - d. the estimated cost associated with both overhead and underground construction;
9. In the event the Telephone Company either intends at its own discretion or is required pursuant per the above paragraph to place a distribution facility underground, it shall inform the electric company and cable television company serving the area in which the underground construction is to be located. If a new common access route from existing facilities to the location of such underground construction will be used, the portions of the connecting facilities of the Telephone Company and the electric company that are located in a VSR shall be placed underground.
10. To the extent practicable, underground electric, communication, gas and cable television facilities will be installed in a common trench when new construction is, or can without undue difficulty, be made simultaneously. The Telephone Company will make every reasonable effort to use joint occupancy poles to accommodate electric communication and cable television facilities when new overhead construction occurs.
11. If an agency referred to in subsection (b) of this section intends to supply a map(s) of a VSR(s) listed in such subsection to the Telephone Company and all other affected utilities and to the Commission, that agency shall consult with the Telephone Company and the Commission staff as to the appropriate scale(s) and other details of such map(s).

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1 GENERAL RULES and REGULATIONS

1.19 Construction Charges (Cont'd)

1.19.7 Underground Extensions in Certain Visually Significant Resources Outside Residential Subdivisions (Cont'd)

c. Procedures and Regulations (Cont'd)

12. If a line extension is not in a residential subdivision as defined in Section 1.19.6 of this tariff but is in a VSR as defined in Section b. above, an applicant for service will pay the same cost for the line extension that he would have paid had the area not been designated a VSR.

1.19.8 Changes and Relocation of 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 underground of communications facilities used to provide telephone service, the requestor shall be required to pay the cost incurred by the Telephone Company 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.

1.19.9 Line Extension Charges

An extension of Telephone Company facilities in locations where Telephone Company facilities currently do not exist will generally be made as follows:

a. Requests by service applicants

In situations where the Company believes that its costs to install facilities to provide services may not be recovered through subscription to such services, the Company may assess construction charges to the service applicant.

1. Construction charges may include the recovery of all costs associated with placement of facilities, including direct and indirect engineering costs, material costs, costs of securing right-of-way, contractor costs and facility placement costs.
2. Payment of construction charges may be required prior to the commencement of the work with which such construction charges are associated.
3. The party paying for construction costs does not obtain any rights, of ownership or otherwise, in facilities provided by the Company. All facilities provided by the Company shall be under its exclusive control.

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1 GENERAL RULES and REGULATIONS

1.19 Construction Charges (Cont'd)

1.19.9 Line Extension Charges (Cont'd)

b. Real Estate Developments, Subdivisions and Apartment Complexes

Placement of facilities to serve areas of subdivided land which may have only limited subscription to Company services results in an unreasonable risk to the Company that these costs may not be recovered through subscription to such services.

1. "Subdivision" means the division of a lot, tract, or parcel of land into two or more lots, plats, sites, or other divisions of land for the purpose, whether immediate or future, of sale of or of building development.
2. The Company may assess construction charges to the land developer, individual or party, requesting service or placement of facilities to serve any previously unserved portion of a subdivision.
3. Construction charges may include the recovery of all costs associated with placement of facilities, including direct and indirect engineering costs, material costs, costs of securing right-of-way, contractor costs and facility placement costs.
4. Payment of construction charges may be required prior to the commencement of the work with which such construction charges are associated.
5. The party paying for construction costs does not obtain any rights, of ownership or otherwise, in facilities provided by the Company. All facilities provided by the Company shall be under its exclusive control.

c. Provision of Private Right-of-Way

Where required by the conditions, applicants shall provide without expense to the Telephone Company, private right-of-way parallel to the public highway; such right-of-way shall be free from tree interference and otherwise suitable.

d. Distribution Plant on Private Property, Other Than Service Drops

When the customer desires that distribution plant on the customer's private property be placed underground - the Telephone Company having determined from the conditions that aerial facilities should be provided or having provided such facilities - the customer may pay the excess of the installed cost to the Telephone Company of the underground (buried) wire or cable over the cost of the aerial facilities and pays the cost of dismantling and removing any aerial facilities being changed.

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1 GENERAL RULES and REGULATIONS

1.19 Construction Charges (Cont'd)

1.19.10 Special Construction Charges

- a. Special construction, based on cost in the form of installation charges, monthly charges, or both, may be applied in addition to the usual service connection charges and monthly rates when, because of unusual investment or expense, the revenue does not reasonably compensate the Company i.e. (1) when facilities are provided beyond the standard allowance, (2) when conditions require the provision of special equipment or unusual plant construction, installation or maintenance, or (3) when the customer's location requires annual payment for licenses or agreement for the use of Public or Private land.
- b. Except as specified, title to all construction provided wholly or partly at a customer's expense is vested in the Company.
- c. The cost to the Company for attachments to structures of other companies, made in lieu of providing construction for which the customer would be charged under the provisions hereof, is borne by the customer. The customer is required to pay construction charges made by another company providing facilities connecting with the facilities of the Company.

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1 GENERAL RULES and REGULATIONS

1.19 Construction Charges (Cont'd)

1.19.11 Service Drops

a. Facilities Provided of Type Determined by Telephone Company

Service Drops are provided either by aerial facilities - on poles of the Telephone Company or of other companies - or by underground facilities (buried), and, except as covered in 2. below, the type of facilities used is determined by the Telephone Company from the conditions involved. For facilities of the type so determined, the following treatment applies:

1. A Service Drop measuring not more than 250 feet is provided without construction charge. For the measured distance in excess of the 250 foot allowance, a facility charge may apply as described elsewhere in the Company's tariffs.
2. The measurement is the airline distance from the center of the highway paralleling the general distribution plant (located on or off the highway) to the terminal or drop at the customer's building, or the airline distance from the distribution plant to that terminal, whichever is shorter

b. Facilities Provided of Different Type Than 1. Above

When from the conditions involved the Telephone, Company determines that an aerial Service Drop should be provided and in lieu thereof the applicant desires underground or buried facilities, or when aerial facilities are used to provide service or channels to a customer and subsequently the customer requests that such facilities be placed underground, the following applies:

1. Where cable is laid in conduit, the underground conduit shall be constructed and maintained by or at the expense of the customer and, in addition, the customer may pay the cost of the underground cable - including the cost of installing it - less the estimated cost to the Telephone Company of installing such aerial facilities (not in excess of the 250 foot allowance specified in above) as would be (or is) required to furnish the same service. The underground conduit shall be constructed in accordance with plans and specifications furnished by the Telephone Company; ownership of the conduit is retained by the customer.

The duct or ducts required in the underground conduit by the Telephone Company to furnish service shall be reserved for its exclusive use.

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1 GENERAL RULES and REGULATIONS

1.20 Conduit Occupancy

1.20.1 Regulations

- a. Conduit Occupancy shall refer to the usage of any existing reinforced passage or opening in, on, under or through the ground capable of containing communication facilities. The rental rate for interior conduit space in the Telephone Company’s central office is measured by linear foot.
- b. Conduit Occupancy customers shall abide by the requirements and specifications contained in the Conduit Agreements consummated between the Telephone Company and the customer.
- c. Cable Television Companies' cables, equipment and facilities, attached to utility owned poles shall be placed and maintained in accordance with the requirements and specifications stipulated in the Pole Attachment Agreements which are consummated between the Telephone Company and the Cable Television Company.
- d. Such Conduit Agreements shall be negotiated between the Customer and the Telephone Company upon request.
- e. Rates for Conduit Occupancy can be found in Section 13, Rates.

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1 GENERAL RULES and REGULATIONS

1.21 High Electric Voltages

1.21.1 General

The presence of high voltages near telephone facilities, such as electric power generating plants, substations, towers, and certain industrial plants, requires special protective arrangements in excess of those normally provided by the Telephone Company. The furnishing of facilities by the Telephone Company for private lines, exchange and message toll telecommunications service with special protective arrangements are subject to the following regulations.

1.21.2 Regulations

- a. Full protection, special and/or standard meeting Telephone Company specifications is required on all communication facilities furnished by the Telephone Company.
 1. Standard telecommunication protection will be provided and maintained by the Telephone Company.
 2. The Telephone Company will determine the need for special protection and will specify the requirements for the techniques and devices to be used based upon data supplied by the customer. The customer shall provide, in writing, data as to the ground potential rise (GPR), station ground resistance, ground grid area, and fault currents used in the calculations of the ground potential rise. Any changes to the site that could impact the GPR will be provided in writing by the customer to the Telephone Company. Failure to provide this data will be considered cause for immediate discontinuance of all service.
 3. In the event, inspection or test of the protection equipment subsequent to its installation indicate that the equipment is inadequate because of changes in the ground resistance or fault condition data, or should the equipment be found to be inoperative with regards to its protective capability, the Telephone Company reserves the right to discontinue service as specified in the tariff.
- b. The Telephone Company reserves the right to determine and modify the technology used to deliver the service.

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1 GENERAL RULES and REGULATIONS

1.21 High Electric Voltages (Cont'd)

1.21.2 Regulations (Cont'd)

- c. The cost of engineering, installation, and maintenance of the protective equipment or devices required in providing special protection is the responsibility of the customer and may be borne through one of the following options:
 - 1. The Telephone Company will engineer, furnish and maintain the required equipment and will be reimbursed at the rates specified below.
 - 2. The customer will furnish any necessary protective equipment according to Telephone Company standards. The Telephone Company will engineer, install and inspect the equipment and will be reimbursed on an actual cost basis. Any costs incurred by the Telephone Company for installing and maintaining the equipment provided under the above options will be recovered by the Telephone Company as specified in this Tariff under Section 1.19, Construction Charges.
- d. The cost of facility work, either installation or alterations, will be done on a time and materials basis. Such costs may include pole line, buried, aerial or underground construction exclusive of these costs that may be recovered through the provisions of this tariff specified in Section 1.19, Construction Charges.
- e. The power company will provide DC power from their existing site power plant whenever possible to eliminate outages to the circuits due to prolonged AC outages.

1.21.3 Rates

Facility work and installation work is done on a time and material basis. Rates are listed in Section 13, Rates.

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2 EXPLANATION OF TERMS

2.1 Certain terms used herein are defined as follows:

ACCESS CODE

The term "Access Code" denotes a uniform five or seven digit code assigned by the network provider to an individual Customer. The five digit code has the form 10XXX, and the seven digit code has the form 950-0XXX or 950-1XXX.

ACCESS TANDEM

The term "Access Tandem" denotes a network provider switching system that provides a traffic concentration and distribution function for originating or terminating traffic between end offices and a Customer's premises.

ACTUAL COST

The term "Actual Cost" denotes all costs charged against a specific case of special construction, including any appropriate taxes, and appropriate amounts for pensions, benefits, supervision and other overhead.

ADJACENT BUILDING AREAS

The term "Adjacent Building Areas" denotes building areas which have a common boundary at any point.

ADJACENT CENTRAL OFFICE DISTRICTS

The term "Adjacent Central Office Districts" denotes central office districts which have a common boundary at any point.

ANNUAL UNDER-UTILIZATION LIABILITY

The term "Under-Utilization Liability" denotes a per unit amount which may be billed annually if fewer services are in use utilizing specially constructed facilities at filed tariff rates than were originally specially constructed for a given Customer.

ANSWER/DISCONNECT SUPERVISION

The term "Answer/Disconnect Supervision" denotes the transmission of the switch trunk equipment supervisory signal (off-hook or on-hook) to the Customer's point of termination as an indication that the called party has answered or disconnected.

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2 EXPLANATION OF TERMS

2.1 Certain terms used herein are defined as follows: (Cont'd)

APARTMENT HOUSE

The term "Apartment House" denotes a building used primarily to provide complete residential apartments, but not lodging on a day-to-day basis.

BASE RATE AREA

The term "Base Rate Area" denotes an area within a specific exchange where Tariff rates for local service apply. The local service rates applicable in this area are known as base rates.

BIT

The term "Bit" denotes the smallest unit of information in the binary system of notation.

BOARDING HOUSE

The term "Boarding House" denotes an establishment offering regular meals to five or more paying guests, not members of the end user's domestic establishment.

BRIDGED LINE

The term "Bridged Line" denotes a line from a station or other terminal to the point of connection with another line. The point of connection is known as the bridging point.

BUILDING

See "Same Building".

BUILDING AREA

The term "Building Area" denotes all of the territory served from the same central office building.

CABLE CARRYING CHARGES

The term "Cable Carrying Charges" denotes charges in lieu of mileage for the availability of a specific number of lines between buildings.

CALL

The term "Call" denotes a Customer attempt for which the complete address code (e.g., 0-, 911, or 10 digits) is provided to the serving dial tone office.

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2 EXPLANATION OF TERMS

2.1 Certain terms used herein are defined as follows: (Cont'd)

CARRIER - CUSTOMER

The term "Carrier - Customer" denotes entities that purchase some or all network services from a network provider.

CCS

The term "CCS" denotes a hundred call seconds, which is a standard unit of traffic load that is equal to 100 seconds of usage or capacity of a group of servers (e.g., trunks).

CENTRAL OFFICE

The term "Central Office" denotes an operating office of the network provider where connections are made between end user lines.

CENTRAL OFFICE DISTRICT

The term "Central Office District" denotes the territory served by a central office or by a group of central offices any one of which may serve any part of the district.

CENTRAL OFFICE LINE

The term "Central Office Line" denotes a line providing direct or indirect access from a telephone, switchboard or other equipment to a central office.

CENTRAL OFFICE PREFIX

The term "Central Office Prefix" denotes the first three digits (NXX) of the seven-digit telephone number assigned to a Customer's end user service when dialed on a local basis.

CHANNEL(s)

The term "Channel(s)" denotes an electrical, or photonic, in the case of fiber optic-based transmission systems, communications path between two or more points of termination.

CHANNEL SERVICE UNIT

The term "Channel Service Unit" denotes equipment which performs one or more of the following functions: termination of a digital facility, regeneration of digital signals, detection and/or correction of signal format errors, remote loop back.

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2 EXPLANATION OF TERMS

2.1 Certain terms used herein are defined as follows: (Cont'd)

CHANNELIZE

The term "Channelize" denotes the process of multiplexing-demultiplexing wider bandwidth or high-speed channels into narrower band-width or lower speed channels.

CITY BLOCK

The term "City Block" denotes an area bounded on all sides by streets or highways or by a combination of streets or highways or one or more other barriers, such as a canal, river or railroad.

COMMUNICATIONS SYSTEMS

The term "Communications Systems" denotes channels and other facilities, which are capable when not connected to exchange and message toll telecommunications service, of 2-way communications between end user-provided terminal equipment or carrier-customer stations.

COUNTY

The largest local administrative subdivision of a state.

CUSTOMER

The term "Customer" denotes a carrier-customer.

DATA SWITCHING

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

DIGITAL ACCESS CROSS-CONNECT SYSTEM

The term Digital Access Cross-connect System denotes a multiplexing system that provides a digital interface between a network provider designated Hub wire center and a customer designated premises.

DIGITAL DATA SERVICE (DDS) SECONDARY CHANNEL

The term "Digital Data Service Secondary Channel" denotes an option to DDS that allows the performance of network testing and management through a derived data channel at a substantially lower bit rate without network interruption.

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2 EXPLANATION OF TERMS

2.1 Certain terms used herein are defined as follows: (Cont'd)

DIRECTORY ASSISTANCE (INTRASTATE)

The term "Directory Assistance" denotes the provision of telephone numbers by a network provider operator when the operator location is accessed by a Customer or end user by sending the appropriate signals, e.g., off-hook, 411.

DIRECTORY ASSISTANCE LOCATION (INTRASTATE)

The term "Directory Assistance Location" denotes a network provider office where network provider equipment first receives the Directory Assistance Call from an end user and selects the first operator position to respond to the Directory Assistance Call.

DROP WIRE

The term "Drop Wire" denotes that portion of a circuit between the pole line or cable distributing box and the building in which the station is located.

DUPLEX SERVICE

The term "Duplex Service" denotes simultaneous transmission at one incoming and one outgoing communication.

EFFECTIVE 2-WIRE

The term "Effective 2-Wire" denotes a condition which permits the simultaneous transmission in both directions over a channel, but where it is not possible to insure independent information transmission in both directions. Effective 2-wire channels may be terminated with 2-wire and 4-wire interfaces.

EFFECTIVE 4-WIRE

The term "Effective 4-Wire" denotes a condition which permits the simultaneous independent transmission of information in both directions over a channel. The method of implementing effective 4-wire transmission is at the discretion of the network provider (physical, time domain, frequency-domain separation or echo cancellation techniques). Effective 4-wire channels may be terminated with a 2-wire interface at the Customer's premises. However, when terminated 2-wire, simultaneous independent transmission cannot be supported because the two-wire interface combines the transmission paths into a single path.

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2 EXPLANATION OF TERMS

2.1 Certain terms used herein are defined as follows: (Cont'd)

END OFFICE SWITCH

The term "End Office Switch" denotes a local network provider switching system where Telephone Exchange Service Customer links are terminated for purposes of interconnection to each other and to trunks. Included are Remote Switching Modules (RSM) and Remote Switching Systems (RSS) served by a host office in a different wire center.

END USER

The term "End User" denotes Residential and Business telephone service users who purchase telecommunications services from any certificated intrastate telecommunication service provider.

EXCHANGE

The term "Exchange" denotes an area, consisting of one or more central office districts, within which a call between any two points is a local call. A separate local tariff or a separate section of a local tariff is filed for each exchange.

EXCHANGE LINE

The term "Exchange Line" denotes a line furnished for direct or indirect access to the exchange system.

EXCHANGE LINE MILEAGE

The term "Exchange Line Mileage" denotes mileage applicable to a line furnished for direct or indirect access to the exchange system.

FACILITIES

The term "Facilities" denotes any cable, poles, conduit, microwave or carrier equipment, wire center distribution frames, central office switching equipment, etc., utilized to provide the services offered under this Tariff.

FIRST COME - FIRST SERVED

The term "First Come - First Served" denotes a procedure followed when a shortage of facilities or equipment occurs, such that an Access Service ordered cannot be installed. The orders delayed by the shortage of facilities will be prioritized according to the sequence in which they were received. That is, when facilities or equipment become available, the first order received will be the first order processed.

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2 EXPLANATION OF TERMS

2.1 Certain terms used herein are defined as follows: (Cont'd)

FLAT RATE SERVICE

The term "Flat Rate Service" denotes a type of exchange service where the monthly rate covers an unlimited number of calls within the local calling area.

FOREIGN CENTRAL OFFICE

The term "Foreign Central Office" denotes a central office which does not serve the end user's location, except on a foreign exchange basis.

FOREIGN EQUIPMENT

The term "Foreign Equipment" denotes equipment, the use of which is not authorized by the network provider in connection with service which it renders.

GRANDFATHERED

The term "Grandfathered" denotes services that are no longer offered to Customers. These services will be provided to Customers that currently subscribe to them.

HOST OFFICE

The term "Host Office" denotes an electronic switching system which provides call processing capabilities for one or more Remote Switching Modules or Remote Switching Systems.

INDIVIDUAL CASE BASIS (ICB)

The term "Individual Case Basis" denotes a condition in which the regulations, if applicable, rates and charges for an offering under the provisions of this Tariff are developed based on the circumstances in each case.

INITIAL LIABILITY PERIOD

The term "Initial Liability Period" denotes the initial planning period during which the Customer expects to place specially constructed facilities in service.

INSTALLED COST

The term "Installed Cost" denotes the total investment (estimated or actual) required by the network provider to provide specially constructed facilities.

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2 EXPLANATION OF TERMS

2.1 Certain terms used herein are defined as follows: (Cont'd)

INTEREXCHANGE CARRIER (IC) OR INTEREXCHANGE COMMON CARRIER

The term "Interexchange Carrier" (IC) or "Interexchange Common Carrier" denotes any individual, partnership, association, joint-stock company, trust, governmental entity or corporation engaged for hire in intrastate communication by wire or radio, between two or more exchanges.

INTERSTATE COMMUNICATIONS

The term "Interstate Communications" denotes both interstate and foreign communications.

INTRALATA PRESUBSCRIPTION PRIMARY INTEREXCHANGE CARRIER (ILP PIC)

The term "IntraLATA Presubscription Primary Interexchange Carrier" (ILP PIC) denotes the carrier selected by an Exchange Service customer as the presubscribed carrier of that customer's intraLATA Toll calls.

INTRASTATE COMMUNICATIONS

The term "Intrastate Communications" denotes any communications within New York State subject to oversight by the New York State Public Service Commission as provided by the New York laws.

LEGAL HOLIDAY

The term "Legal Holiday" denotes days other than Saturdays or Sundays during which the network provider is normally closed. These include New Year's Day, Presidents Day, Memorial Day (Federal Observation), Independence Day, Labor Day, Columbus Day, Thanksgiving and Christmas, and other locally observed holidays when the Telephone Company's offices are closed.

LOCAL ACCESS AND TRANSPORT AREA (LATA)

The term "Local Access and Transport Area" denotes a geographic area established for the provision and administration of communications service. It encompasses designated exchanges, which are grouped to service common social, economic and other purposes. For purposes of administering regulations and rates contained in this Tariff, the term "Local Access and Transport Area" also denotes the Rochester Market Area.

LOCAL CALL

The term "Local Call" denotes a call between telephones within a local calling area.

LOCAL CALLING AREA

The term "Local Calling Area" denotes the area, consisting of one or more central office districts, in which an end user may make telephone calls without a toll charge.

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2 EXPLANATION OF TERMS

2.1 Certain terms used herein are defined as follows: (Cont'd)

LOCAL TANDEM SWITCH

The term "Local Tandem Switch" denotes a network provider operating unit by means of which local or access telephonic communications are switched to and from an End Office Switch.

MAIN DISTRIBUTION FRAME (MDF)

A wiring arrangement which connects links coming from outside on one side and ports on the other.

MAJOR FRACTION THEREOF

The term "Major Fraction Thereof" is any period of time in excess of 1/2 of the stated amount of time. As an example, in considering a period of 24 hours, a major fraction thereof would be any period of time in excess of 12 hours exactly. Therefore, if a given service is interrupted for a period of thirty-six hours and fifteen minutes, the Customer would be given a credit allowance for two twenty-four hour periods of a total of forty-eight hours.

MAXIMUM TERMINATION LIABILITY

The term "Maximum Termination Liability" denotes the maximum amount which may be billed if all services using specially constructed facilities are terminated prior to the expiration of the Maximum Termination Liability Period.

MAXIMUM TERMINATION LIABILITY PERIOD

The term "Maximum Termination Liability Period" denotes the length of time for which a termination charge may apply if all services using specially constructed facilities are terminated.

MESSAGE

See definition of "Call".

MULTI-POINT LINES

The term "Multi-Point Lines" denotes lines which have one originating point and more than one terminating point.

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2 EXPLANATION OF TERMS

2.1 Certain terms used herein are defined as follows: (Cont'd)

NETWORK CONTROL SIGNALING

The term "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 re-order or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

NETWORK PROVIDER

The term "Network Provider" denotes entities that construct or acquire their own switching, transmission, or other telecommunications facilities for purposes of providing telecommunications services to themselves or others.

NON-PROFIT ORGANIZATION

The term "Non-Profit Organization" denotes organizations, such as religious, educational, political, charitable, social service, civic, patriotic, fraternal and similar types which are not commercial in nature.

NONRECOVERABLE COST

The term "Nonrecoverable Cost" denotes the cost of specially constructed facilities for which the network provider has no foreseeable use should the service be terminated.

NORMAL CENTRAL OFFICE

The term "Normal Central Office" denotes the central office which normally serves the Customer's location.

NORMAL CONSTRUCTION

The term "Normal Construction" denotes all facilities the network provider would normally use to provide service in the absence of a requirement for special construction.

NORMAL COST

The term "Normal Cost" denotes the estimated cost to provide services using normal construction.

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2 EXPLANATION OF TERMS

2.1 Certain terms used herein are defined as follows: (Cont'd)

NORTH AMERICAN NUMBERING PLAN

The term "North American Numbering Plan" denotes a three-digit area or Numbering Plan Area (NPA) code and a seven-digit telephone number made up of a three-digit Central Office code plus a four-digit station number.

ORIGINATING DIRECTION

The term "Originating Direction" denotes the use of switched access service for the origination of calls from an end user premises to an IC premises.

PERMANENT FACILITIES

The term "Permanent Facilities" denotes facilities providing service for one month or more.

POINT OF TERMINATION

The term "Point of Termination" denotes the point of demarcation within an end user-designated premises at which the carrier-customer's responsibility for the provision of access service ends. The point of demarcation is the point of interconnection between carrier-customer communications facilities and end user provided facilities as defined in Section 68.3 of the Federal Communications Commission's Rules and Regulations.

PREMISES

The term "Premises" denotes contiguous property (except railroad right-of-way, etc.) occupied by an end user either under lease or ownership.

PRIMARY LOCAL CARRIER

The term "Primary Local Carrier" (PLC) denotes entities that either purchase network services from a network provider or own facilities that provide such services and sell telecommunications services to end users.

RATE CENTER

The term "Rate Center" denotes a point used for determining rates such as mileage. The rate center of a central office district is the location of the central office, except that where the central office is located outside of the central office district, a centrally located point in the district is the rate center. The rate center of an exchange is a centrally located point in the exchange.

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2 EXPLANATION OF TERMS

2.1 Certain terms used herein are defined as follows: (Cont'd)

RECOVERABLE COST

The term "Recoverable Cost" denotes the cost of the specially constructed facilities for which R-Net has a foreseeable reuse, either in place or elsewhere, should the service be terminated.

REMOTE SWITCHING MODULES (RSM) AND/OR REMOTE SWITCHING SYSTEMS (RSS)

The term "Remote Switching Modules and/or Remote Switching Systems" denotes small, remotely controlled electronic end office switches which obtain their call processing capability from an ESS type Host Office. The RSM/RSS cannot accommodate direct trunks to a Customer.

SAME BUILDING

The term "Same Building" denotes any single building, except that when a building has only one story above ground and is divided into units, such as stores, without access between the units, each unit is considered a building. Abutting buildings, or sections of a structure divided above the basement by building walls, are classed as the same building only when openings, such as doorways, through the walls above the basement are in general use and afford ready access at all times between the abutting buildings or the sections. When the openings through the dividing walls are accessible to one end user only, the abutting buildings or sections are classed as the same building for that end user only.

SAME PREMISES

The term "Same Premises" denotes all space in same building in which one end user has the right of occupancy to the exclusion of others or shares the right of occupancy with others, and all space in different buildings on contiguous property, provided such buildings are occupied solely by one end user. Foyers, hallways and other space provided for the common use of all occupants of a building are considered the premises of the operator of the building.

SERVICE CENTRAL OFFICE

The term "Service Central Office" denotes the central office from which local service is furnished.

SERVING WIRE CENTER

The term "Serving Wire Center" denotes the wire center from which the Customer designated premises would normally obtain dial tone from the network provider.

SHARING

The term "Sharing" denotes the use of an end user's telephone service or equipment on a shared cost (non-profit) basis.

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2 EXPLANATION OF TERMS

2.1 Certain terms used herein are defined as follows: (Cont'd)

SHORTAGE OF FACILITIES OR EQUIPMENT

The term "Shortage of Facilities or Equipment" denotes a condition which occurs when the network provider does not have appropriate cable, switching capacity, bridging or, multiplexing equipment, etc., necessary to provide the Access Service requested by the Customer.

SPECIAL ACCESS CIRCUIT

The term "Special Access Circuit" denotes the physical pathway for electromagnetic transmission of information between a dedicated originating point and a dedicated terminating point.

SPECIAL ORDER

The term "Special Order" denotes an order for a Billing and Collection Service or an order for a Directory Assistance Service.

SUBTENDING END OFFICE OF AN ACCESS TANDEM

The term "Subtending End Office of an Access Tandem" denotes an end office that has final trunk group routing through that tandem.

SUSPENSION OF SERVICE

The term "Suspension of Service" denotes interruption of service in one or both directions.

TERMINATION CHARGE

The term "Termination Charge" denotes the portion of the Maximum Termination Liability that is applied as a nonrecurring charge when all services are discontinued prior to the expiration of the specified liability period.

TERMINATION OF SERVICE

The term "Termination of Service" denotes interruption of both incoming and outgoing service.

TOLL CALL

The term "Toll Call" denotes a telephone call to a station outside the end user's local calling area for which a specific charge applies.

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2 EXPLANATION OF TERMS

2.1 Certain terms used herein are defined as follows: (Cont'd)

TRANSMISSION PATH

The term "Transmission Path" denotes an electrical path capable of transmitting signals within the range of the service offering, e.g., a voice grade transmission path is capable of transmitting voice frequencies within the approximate range of 300 to 3000 Hz. A transmission path is comprised of physical or derived facilities consisting of any form or configuration of plant typically used in the telecommunications industry.

TRUNK

The term "Trunk" denotes a communications path connecting two switching systems in a network, used in the establishment of an end-to-end connection.

TRUNK GROUP

The term "Trunk Group" denotes a set of trunks which are traffic engineered as a unit for the establishment of connections between switching systems in which all of the communications paths are interchangeable.

TRUNK-SIDE CONNECTION

The term "Trunk-Side Connection" denotes the connection of a transmission path to the trunk side of a network provider switching system.

TWO-POINT LINES

The term "Two-Point Lines" denotes lines which have one originating and one terminating point.

UNIFORM SERVICE ORDER CODE (USOC)

The term "Uniform Service Order Code" denotes a three or five character alphabetic, numeric, or an alphanumeric code that identifies a specific item of service or equipment. Uniform Service Order Codes are used in the Telephone Company's billing system to generate recurring rates and nonrecurring charges.

V AND H COORDINATES METHOD

The term "V and H Coordinates Method" denotes a method of computing airline miles between two points by utilizing an established formula which is based on the vertical (V) and horizontal (H) coordinates of the two points.

WIRE CENTER

The term "Wire Center" denotes a building in which one or more central offices, used for the provision of network provider services, are located.

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3 COMPOSITION OF SERVICES

3.1 Frontier Telephone of Rochester, Inc. offers the components of its telecommunications network in an unbundled fashion so that its Customers can purchase only those components they need to provide service desired by their end users. This permits Customers to utilize the Telephone Company's network in total, or in combination with another network.

3.1.1 The basic components of the Telephone Company's network are:

LINK

The physical facility from the network interface on an end user's or carrier-customer's premises to a point of interconnection on the main distribution frame of the Telephone Company's end office. (See Section 5 for details on link types.)

PORT

Connects a link to the public switched telephone network and consists of the cross connection from the main distribution frame to the switch, the switch port, dial tone, and access to optional calling features. (See Section 6 for details on port types.)

CHANNEL CONNECTION

Non-switched connection for each link or between a link and a dedicated interoffice transport circuit and consists of the cross connection of a private line or dedicated access link to another link, a multiplexer, or a dedicated channel to another end office or tandem. (See Section 7 for details on channel connection types.)

USAGE

Switching and transport of a transmission to an end office, tandem or other point of interconnection. Specific components include switching, transport, information and in some cases carrier common line. (See Section 8 for details on usage components.)

INTEROFFICE MILEAGE

The facility carrying a dedicated circuit between two end offices, tandems or other points of interconnection.

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3 COMPOSITION OF SERVICES

3.2 Links

- A = Flat Rate Residential (bundled with port)
- B = Flat Rate LATA-wide Residential (bundled with port)
- C = Measured Rate Residential (bundled with port)
- D = Measured Rate Residential (unbundled)
- E = Basic Business Voice Grade, Analog PBX Service, Analog DID Service, Coin Service, Wire Analog Private Line, Centrex
- F = 4 Wire Analog Switched or Private Line
- G = ISDN, Centrex ISDN, APLUS
- H = ISDN Flat Rate Residence/Single Circuit Switched Data Package (bundled with port)
- I = ISDN Flat Rate Residence/Dual Circuit Switched Data Package (bundled with port)
- J = Residential ISDN - Basic
- K = Corporate Work-at-Home
- L = Business ISDN - Basic (Bundled with Port)
- M = Bundled ISDN Centrex
- N = Digital Private Line Up to 56 kbps (low speed digital)
- O = DS-1 (1.544 Mbps), Digital PBX Service, Digital DID Service
- P = DS-3 (45 Mbps)
- Q = Student Centrex
- R = Fractional DS-1
- S = Deloading Charge for Removal of Loads
- T = Charge to Condition Links for Compatibility with Data Modems

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3 COMPOSITION OF SERVICES

3.3 Ports

- A = Flat Rate Residential (bundled with link)
- B = Flat Rate LATA-wide Residential (bundled with link)
- C = Measured Rate Residential (bundled with link)
- D = Measured Rate Residential (unbundled)
- E = Measured Rate Business, Basic Coin Line, Analog PBX
- F = Centrex
- G = Basic Rate ISDN
- H = ISDN Flat Rate Residence/Single Circuit Switched Data Package (Bundled with Link)
- I = ISDN Flat Rate Residence/Dual Circuit Switched Data Package (Bundled with Link)
- J = Residential ISDN - Basic (Bundled with Link)
- K = Corporate Work-at-Home (Bundled with Link)
- L = Business ISDN - Basic (Bundled with Link)
- M = ISDN-Centrex
- N = Analog DID Service
- O = Digital PBX
- P = Digital DID
- Q = Coin Functionality
- R = SS7 (Network Provider Customers only; not for resale)
- S = Student Centrex Service
- T = Primary Rate Interface (PRI) Service
- U = Frame Relay Service (FRS)

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3 COMPOSITION OF SERVICES

3.4 Channel Connections

- A = 2 Wire Analog Channel Connection
- B = 4 Wire Analog Channel Connection
- C = APLUS Channel Connection
- D = Digital Channel (up to and including DS-0) Connection
- E = DS-1 Digital Channel Connection
- F = DS-3 Digital Channel Connection
- G = DACS Connection
- H = Fractional DS-1

3.5 Service Offerings

The following matrix indicates how a carrier-customer could build various end user service offerings using these unbundled network elements.

<u>Switched Services</u>	<u>Link</u>	<u>Port</u>	<u>Usage</u>
Flat Rate Residential Svc.	A or B	A or B	Flat Rate
Residential Measured Svc.	C or D	C or D	Measured
Premium Voice Grade Svc.	F	D or E	Measured
Business Svc.	E	E	Measured
PBX Svc.	E or P	E or O	Measured
Centrex Svc.	E, G, H, I, J or K	F or M	Measured
Basic Rate ISDN Svc.	N	G, H or I	Measured
Basic Coin Svc.	E	E	Measured
Coin Functionality	E	Q	Measured
SS7	O	R	Flat Rate
	<u>Dedicated Services</u>	<u>Link</u>	<u>Channel Conn. Channel Mi.</u>
Analog Private Line - 2 wire	E	A	Mileage
Analog Private Line - 4 wire	F	B	Mileage
Digital Private Line - up to and incl. 64 kbps.	N	C or D	Mileage
Digital Private Line - DS-1	O	E	Mileage
Digital Private Line - DS-3	P	F	Mileage

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3 COMPOSITION OF SERVICES

3.5 Service Offerings (Cont'd)

Except for Residential Service, the Telephone Company will accept interconnection with any other network at a point in its network at which unbundling has occurred so that a carrier-customer may substitute one or more elements from the above matrix with the same element from another network. An exception is that the Telephone Company's port cannot be purchased without usage, as the usage component is required to switch and transport the transmission out of the port. A second network could be employed for usage, for example, but if the Telephone Company's port is used, the Telephone Company usage will also apply, to the extent that the transmission is delivered to the second network.

This integration is subject to industry technical standards and the reasonable ability of the Telephone Company to accommodate such requests. While the Telephone Company will be willing to use established standard telephone industry procedures, and to work cooperatively towards agreement on technical conditions, it cannot be compelled to accept each, and every technical condition suggested by a multitude of interconnectors.

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4 PUBLIC SERVICES

4.1 Universal Emergency Telephone Number Service

4.1.1 General

Universal Emergency Telephone Number Service (911 Service) is an arrangement of the Telephone Company's central office and trunking facilities whereby any 911 dialed calls routed to the Telephone Company's central offices will reach the emergency report center for the telephone from which the number is dialed or will be routed to the Telephone Company's operator if all lines to an emergency report center are busy. If no emergency report center exists for a central office entity, an end user who dials the number 911 will be routed to the Telephone Company's operator. End users are not charged for calls to the 911 number. Calls will be routed to only one emergency report center per central office.

4.1.2 Terms and Conditions

- a. The service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting of emergencies by the public.
- b. When 911 service replaces an existing emergency number, intercept service shall be the responsibility of the agency. However, if the agency is unable to provide this service, R-Net operator will intercept and forward the request for emergency aid for a period of at least one year.
- c. The determination of the public safety agencies which participate in a 911 service and the control and staffing of the emergency report center shall be the responsibility of the County; provided, however, that at least one of the participating public safety agencies shall be a law enforcement agency.
- d. 911 service is furnished for receipt of incoming calls only.
- e. The Telephone Company will recommend to the County adequate capacity for the service. A sufficient capacity should be ordered in order to handle adequately the incoming calls.
- f. The service is furnished with the understanding that the County shall provide assistance on all emergency calls from the public, or secure or attempt to secure the assistance of the appropriate serving agency.
- g. One monthly bill shall be rendered for the service to the County. The bill will not be prorated among participating agencies.
- h. Other network providers must assure appropriate routing of all 911 calls.

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4 PUBLIC SERVICES

4.1 Universal Emergency Telephone Number Service (Cont'd)

4.1.3 Conditions of Furnishing Service

The furnishing of this service shall not create any liability, direct or indirect, to any person who dials the number 911, or for whose benefit the number 911 is dialed.

4.1.4 Rates and Charges

- a. Lines between emergency report center and serving central office will be charged at tariffed rates for business auxiliary lines or additional trunks.

4.2 Enhanced Universal Emergency Telephone Number Service

4.2.1 General

Enhanced Universal Emergency Telephone Number Service (E911 Service) is a Call Delivery Network whereby any 911 dialed calls, including calls originating from Text Telephones, routed to the Telephone Company's central offices will reach a designated Public Safety Answering Point (PSAP). E911 Service is offered in the Telephone Company's serving area within the County and elsewhere in the serving area subject to the availability of stored program control central office facilities. End users are not charged for calls to the 911 number.

4.2.2 Terms and Conditions

- a. The E911 Call Delivery System furnished in the Counties served by the Telephone Company is for the specific use of those Counties.
- b. In addition to the following, the County is subject to the provisions of Paragraph 4.2.2 a. through 4.2.2.g., inclusive. of this Section.
- c. All installations of E911 Service must serve the total number of access lines within the jurisdiction of the municipalities which are within the Telephone Company's serving area and whose 911 calls are routed to the Telephone Company's central offices.
- d. This Tariff provides for the normal inspection and monitoring of facilities to discover errors, defects or malfunctions in the service. However, the County shall make such operational tests as in the judgment of the County are required to determine whether the system is functioning properly for its use. The County shall promptly notify the Telephone Company in the event the service is not functioning properly. The Maintenance Service Charge will apply when a repair visit to the County's premises determines that the trouble is a result of County or end user provided equipment.

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4 PUBLIC SERVICES

4.2 Enhanced Universal Emergency Telephone Number Service (Cont'd)

4.2.2 Terms and Conditions (Cont'd)

- e. E911 information consisting of the names, addresses and telephone numbers of end users whose listings are not published in directories or listed in Directory Assistance Offices, is confidential. Information will be provided on a call by call basis only for the purposes of responding to an emergency call in progress.
- f. The E911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number and address associated with the originating station location are furnished to the PSAP.
- g. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Telephone Company assumes no liability for any infringement, or invasion of any right of privacy of any person or persons caused, or claimed to be caused, directly or indirectly by the use of E911 Service. The County agrees, except where the events, incidents, or eventualities set forth in this sentence are the result of R-Net's gross negligence or willful misconduct, to release, indemnify, defend and hold harmless the Telephone Company from any and all loss or claims whatsoever, whether suffered, made, instituted, or asserted by the County, any end user, or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the County, any end user, or others. The Customers, Counties and end users also agree to release, indemnify, defend and hold harmless the Telephone Company from any claim of infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of E911 Service features and the equipment associated therewith, or by any services furnished by the Telephone Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing E911 Service hereunder, and which arise out of the negligence or other wrongful act of the County, its users, agencies or municipalities, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or willful misconduct, of the Telephone Company, its employees or agents.

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4 PUBLIC SERVICES

4.2 Enhanced Universal Emergency Telephone Number Service (Cont'd)

4.2.2 Terms and Conditions (Cont'd)

g. (Cont'd)

The Telephone Company is not responsible, in the absence of gross negligence or willful misconduct, for any losses, claims, demands, suits or any liability, whether suffered, made, instituted or asserted by the County, any end user, 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 the County, any end user or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such equipment, facilities and service or by any service furnished by the Telephone Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing E911 Service hereunder, and which arise out of the negligence or other wrongful act of the County, its user, agencies or municipalities, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or willful misconduct, of the Telephone Company, its employees or agents.

- h. Serving boundaries of the Telephone Company and political subdivision boundaries may not coincide. In the event that the Customer does not subscribe to Selective Routing, it is the County's obligation to make arrangements to handle all E911 calls that originate from telephones served by Central Offices in the Telephone Company's service area whether or not the calling telephone is situated on property within the geographical boundaries of the County's public safety jurisdiction.

It is the obligation of the County to arrange for the handling of E911 calls that originate outside the Telephone Company's serving area but within the geographical boundaries of the County's public safety jurisdiction.

- i. Other network providers must assure appropriate routing of all 911 calls. In addition, other network providers must provide the County with up-to-date location information for each telephone number from which 911 calls are routed.

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4 PUBLIC SERVICES

4.2 Enhanced Universal Emergency Telephone Number Service (Cont'd)

4.2.2 Terms and Conditions (Cont'd)

- j. When the Selective Routing feature is provided, the County is responsible for identifying appropriate locations as well as the combinations of police, fire, ambulance or any other appropriate agencies of the County responsible for providing emergency service in the E911 serving area. An Emergency Service Number (ESN) will be provided by the Telephone Company for each unique combination. The County will associate these ESN's with street address ranges. These ESN's will be maintained in the Data Management System to permit routing of E911 calls to the appropriate PSAP responsible for handling of calls from each telephone in the E911 serving area. The following terms define the County's responsibility in providing this information:

Initial and subsequent ESN assignments by street name, address range and area shall be furnished by the County to the Telephone Company.

After establishment of service, it is the County's responsibility to continue to verify the accuracy of and to advise the Telephone Company of any changes as they occur in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and County boundaries, incorporation of new cities or villages or any other similar matter that may affect the routing of E911 calls to the proper PSAP.

k. Extraordinary Mileage

1. Extraordinary Mileage is determined by calculating the remainder resulting from the subtraction of "b" from "a", as defined below.
 - a. The interoffice mileage, on a per trunk basis, from each end office to the nearest control office, and from the control office to the central office which services the PSAP. A control office is defined as the point of selective routing.
 - b. The interoffice mileage, on a per trunk basis from each end office to the central office service the County seat and from the central office serving the County seat to the central office which serves the PSAP.
2. Extraordinary Mileage applies, except where a common E911 system serves more than one county.
3. The Extraordinary Mileage exclusion of the E911 tariff does not apply to Inter-LATA trunking.

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4 PUBLIC SERVICES

4.2 Enhanced Universal Emergency Telephone Number Service (Cont'd)

4.2.2 Terms and Conditions (Cont'd)

I. Rates and Charges

Existing tariff rates and charges apply for: all associated exchange service, private line service including mileage charges (excluding Extraordinary Mileage) and any specific equipment that may be associated with E911 Service.

Calls that are transferred over exchange facilities from a PSAP are charged at standard tariff rates applicable to station-to-station calls from the PSAP serving central office to the termination point of the transfer.

4.2.3 Extract of Database

As part of their initial setup, a new customer is provided with one extract of their customers' records that are within the E911 database free of charge. After that time, a charge for each extract, regardless of frequency will be charged. The Telephone Company will determine the format in which the extract will be provided to the Customer, with consideration being given to their preference.

Only customers of the requesting carrier will be provided or customers within the requesting counties jurisdiction.

The Customer will need to provide Frontier/Citizens with the following information in order for their request to be processed:

- The requested date of the extract.
- Which company the extract is for.
- The company's NENA ID that is making the request.
- Their billing address.
- A billing inquiry contact person.

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4 PUBLIC SERVICES

4.3 Universal Non-Emergency Telephone Number Service

4.3.1 General

Universal Non-Emergency Telephone Number Service (311 Service) is an arrangement of the Telephone Company central office and trunking facilities whereby any telephone user in the service area who dials the number 311 will reach the emergency report center that corresponds to the telephone from which the number is dialed.

4.3.2 Definitions

Automatic Location Identification (ALI): The name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarding to the Public Safety Answering Point (PSAP) for display. Additional numbers with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

Automatic Number Identification (ANI): The calling party's ANI telephone number is forwarded to the 311 Control Office and to the PSAP's Display and Transfer Units.

Data Management System (DMS) A system of manual procedures and computer programs used to create, store and update the data required to provide the Selective Routing (SR) and the Automatic Location Identification (ALI) features.

End Office: The Central Office (s) in the 311 system for which 311 calls are originating.

Master Street Address Guide (MSAG): A list of all street and address ranges in a specific geographic area (Subscribing Governmental Agency).

Public safety answering Point (PSAP)- An answering location for 311 calls originating in a given area. PSAPs are staffed by employees of service agencies such as police, fire or emergency medical or employees of a common bureau serving a group of such entities, and not be agents or employees of the Telephone Company.

Selective Routing (SR): A feature that routes a 311 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

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4 PUBLIC SERVICES

4.3 Universal Non-Emergency Telephone Number Service (Cont'd)

4.3.3 Regulations

- a. 311 service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting of non-emergencies by the public.
- b. The determination of the public safety agencies which participate in a 311 service and the control and staffing of the non-emergency report center shall be the responsibility of the end user; provided, however that at least one of the participating public safety agencies shall be a law enforcement agency.
- c. When a customer places a call to 311, ALI information including address will be given to Public Safety answering point.
- d. 311 service is furnished for receipt of incoming calls only.
- e. The Telephone Company will recommend to the subscriber adequate trunking and equipment for the service. A sufficient number of lines and sufficient answering equipment should be subscribed for in order to adequately handle the incoming calls.
- f. Sufficient personnel should be provided by the subscriber to adequately handle the incoming calls 24 hours a day.
- g. Other exchange service shall be subscribed to at the same location as the emergency report center for administrative purposes, for the placing of outgoing calls.
- h. 311 information consisting of the names, addresses, and telephone numbers of telephone customers whose listing are not published in directories, or listing in Directory Assistance Offices, is confidential. Information will be provided on a call by call basis only for the purposes of responding to a call.
- i. All installations of 311 must serve the total number of main stations within the jurisdiction of the municipality which are within the serving area of the Telephone Company.
- j. This tariff provides for the normal inspection and monitoring of facilities to discover errors, defects or malfunctions in the service. The Dispatch Fee will apply when a repair visit to the customer's premises determines that the trouble is a result of customer owned and maintained equipment.

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4 PUBLIC SERVICES

4.3 Universal Non-Emergency Telephone Number Service (Cont'd)

4.3.3 Regulations (Cont'd)

- k. The 311 calling party, by dialing 311, waives the privacy afforded by the non-listed and non-published service to the extent that the telephone number and address associated with the originating station location are furnished to the PSAP.
- l. This service is offered solely as an aid in handling assistance calls in connection with non-emergencies for fire and police. The Telephone Company assumes no liability for any infringement or invasion of any right of privacy of any person or persons caused or claimed to be caused, directly or indirectly by the use of 311 Service. The customer agrees, except where the events, incidents, or eventualities set forth in this sentence are the results of the Telephone Company's gross negligence or willful misconduct, to release, indemnify, defend and hold harmless the Telephone Company from any and all loss or claims whatsoever, whether suffered, made, instituted, or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the customer or others. The customer also agrees to release, indemnify, defend and hold harmless the Telephone Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 311 service features and the equipment associated therewith, or by any service furnished by the Telephone Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 311 Service hereunder, and which arise out of the negligence or other wrongful act of the customer, its user, agencies or municipalities, or the employees or agents of any one of them, or, which arise out of the negligence, other than gross negligence or willful misconduct, of the Telephone Company, its employees or agents.
- m. Serving boundaries of the Telephone Company and political subdivision boundaries may not coincide. It is the obligation of the customer to arrange for the handling of 311 calls that originate outside the Telephone Company's serving area but within the geographical boundaries of the customer's public safety jurisdiction.

4.3.4 Rates and Charges

Rates for 311, non-emergency service will be provided on an individual case basis.

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4 PUBLIC SERVICES

4.4 New York Relay Service

4.4.1 General

As an additional service to customers with impaired hearing or speech, the Company will participate in the New York Relay Service contingent on the following regulations:

The Company will provide access to the Telecommunications Relay Service (TRS), pursuant to an agreement with the designated TRS provider for the State of New York. The service permits telephone communications between hearing and/or speech impaired people who must use Telecommunications Device for the Deaf (TDD) or a Teletypewriter (TTY) and other telephone users. Calls made through the New York Relay Service will be routed to the Relay Center of the TRS provider for the State of New York by dialing an 800 number or 711 for some services. At the New York Relay Service Center, a specially trained Operator, makes the connection between the two callers and facilitates the call. A specific 800 number has been designated for both impaired and non-impaired customers to use. These numbers are available through the business office.

Beginning April 1, 2001, New York Relay Service customers who use a text telephone (TTY) will have the ability to communicate with the following voice users new enhanced services:

- **Spanish to Spanish Relay Service:** Spanish speaking and TTY users of the Relay service may now call an 800 to access specially trained operators to facilitate calls in Spanish;
- **Speech to Speech Relay:** Individuals with Speech Disabilities may now access specially trained Relay operators to facilitate calls between consumers with speech disabilities and others by dialing an 800 number;
- **Pay per Call Services:** Relay users who wish to access Pay per call services may do so by calling a 900 number. This number will access a New York State Relay operator, who will then complete the request pay per call service. Relay users will not incur a charge for the call to the relay service, but will incur charges from the pay per call provider; and

Turbo Code™: Relay users who have specially equipped TTY machines now have the ability to transmit TTY text at up to 110 words per minute.

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4 PUBLIC SERVICES

4.4 New York Relay Service (Cont'd)

4.4.2 Terms and Conditions

- a. Each call to the New York Relay Service is handled in strict confidence.
- b. The Relay Operator has been trained to help conversations flow accurately and easily
- c. There is no limit on the number of times you may use the service, and there is no cost.
- d. The following calls may not be placed using the Relay Service:
- e. Only intrastate calls can be completed using the New York Relay Service.
- f. The New York Relay Center is operational 24 hours a day, seven days a week.
- g. Charges for calls placed through the Relay Center will be billed as Direct Distance Dialed (DDD) from the point of origination to the point of termination. The actual routing of the call is independent from what is billed.
- h. Calls made using the Relay Service may be billed to a third number only if that number is within New York State. Calls may also be billed to calling cards issued by the Company or TRS provider.
- i. The following calls may not be placed using the Relay Service:
 1. calls to informational recordings and group bridging services;
 2. calls to time or weather recording messages;
 3. operator handled conference service and other teleconference calls; and
 4. calls from coin telephones when the payment method is coins.
- j. Local calls using New York Relay Service will be completed at no charge when calling from a pay telephone. Toll calls using a calling card can be made from a pay telephone with charges being the same or less than if paid with coin. Pre-paid cards can also be used (check with your card provider regarding costs).

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4 PUBLIC SERVICES

4.4 New York Relay Service (Cont'd)

4.4.3 Liability

Under the agreement reached with the TRS provider for the State of New York, that provider has complete control over the provision of the service except for the facilities provided directly by the Company. In addition to other provisions of this tariff dealing with liability, in the absence of gross negligence or willful misconduct on the part of the Company, the Company shall not be liable for and the customer agrees, to release, defend and hold the Company harmless for, all damages, whether direct, incidental or consequential, whether suffered, made, instituted, or asserted by the customer or by any other person, for any loss or destruction of any property, whatsoever whether covered by the customer or others, or for any personal injury to or death of, any person.

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5 LINKS

5.1 Links Description

Links are the physical facilities from the network interface on an end user's or carrier-customer's premises to a point of interconnection on the main distribution frame of the Telephone Company's end office. The Telephone Company offers the following link types. They are grouped to distinguish between analog and digital and are also classified according to bandwidth.

- A = Flat Rate Residential (bundled with port)
- B = Flat Rate LATA-wide Residential (bundled with port)
- C = Measured Rate Residential (bundled with port)
- D = Measured Rate Residential (unbundled)
- E = Basic Business Voice Grade, Analog PBX Service, Analog DID Service, Coin Service, 2 Wire Analog Private Line, Centrex
- F = 4 Wire Analog Switched or Private Line
- G = ISDN, Centrex ISDN, APLUS
- H = ISDN Flat Rate Residence/Single Circuit Switched Data Package (bundled with port)
- I = ISDN Flat Rate Residence/Dual Circuit Switched Data Package (bundled with port)
- J = Residential ISDN - Basic
- K = Corporate Work-at-Home
- L = Business ISDN - Basic (Bundled with Port)
- M = Bundled ISDN Centrex
- N = Digital Private Line Up to 56 kbps (low speed digital)
- O = DS-1 (1.544 Mbps), Digital PBX Service, Digital DID Service
- P = DS-3 (45 Mbps)
- Q = Student Centrex
- R = Fractional DS-1
- S = Deloading Charge for Removal of Loads
- T = Charge to Condition Links for Compatibility with Data Modems

The Telephone Company's rates for links depend only on the transmission or functional characteristics of the unbundled link facilities, and not on the type of service or facility to which the link is connected. The Telephone Company warrants that each category of link will be suitable for use in connection with the services listed in the table above. Carrier-customers who purchase unbundled links and their end users will be free to transmit any form of signals over those links and connect the links to any other equipment (subject to the FCC's Part 68 rules), but the Telephone Company cannot warrant the suitability of links for any particular purpose not listed in the Tariff.

Interoffice facility charge recovers the non-distance sensitive transmission equipment in the Central office and the interoffice facilities. The rates for interoffice charges are listed in Section 13, Rates.

Unless stated otherwise, all link mileage will be based on the route of the plant (not airline).

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5 LINKS

5.2 Flat Rate Residential (Bundled with Port)

Flat Rate Residential Voice Grade links may only be purchased as a bundled unit with Flat Rate Residential ports at a discount off of the retail rate. For end-users in Rate Group 9, the monthly bundled charge includes the Extended Area Service (EAS) Surcharge, which allows customers to call non-adjacent exchanges without incurring a toll charge. The EAS surcharge will apply to other rate group end users who have free non-adjacent calling.

Residential Voice Grade links provide a channel for the transmission of analog signals with an approximate bandwidth of 300 - 3000 Hz. Rates for Flat Rate Residential links can be found in Section 13, Rates.

5.3 Flat Rate Lata-Wide Residential (Bundled with Port)

Flat Rate LATA-wide Residential Voice Grade links have the same functional characteristics as Flat Rate Residential Links and may only be purchased as a bundled unit with Flat Rate LATA-wide Residential ports at a discount off of the retail rate. Customers of this service will not be charged for intraLATA toll calls placed by their end users. Rates for Flat Rate LATA-wide Residential links can be found in Section 13, Rates.

There is no charge to customers who switch to Flat Rate LATA-wide Residence Service or from Flat Rate LATA-wide Residence Service.

5.4 Measured Rate Residential (Bundled with Port)

Measured Rate Residential Voice Grade links may be purchased as a bundled unit with Measured Rate Residential Voice Grade ports at a discount off of the retail rate. Usage for this arrangement is charged on a per-minute basis.

Residential Voice Grade links provide a channel for the transmission of analog signals with an approximate bandwidth of 300 - 3000 Hz. Rates for Measured Rate Residential bundled links can be found in Section 13, Rates.

5.5 Measured Rate Residential (Unbundled)

Measured Rate Residential links may be purchased on an unbundled basis.

Residential Voice Grade links provide a channel for the transmission of analog signals with an approximate bandwidth of 300 - 3000 Hz. Rates for Measured Rate Residential unbundled links can be found in Section 13, Rates.

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5 LINKS

5.6 Basic Business Voice Grade

- 5.6.1 Basic Business Voice Grade links provide a channel for the transmission of analog signals within an approximate bandwidth of 300 - 3,000 Hz.
- 5.6.2 These Basic Business Voice Grade links, whose rates are listed in Section 13, Rates may only be used to provide dial tone service.
- 5.6.3 Basic Business Voice Grade links support the following services: analog PBX service, analog DID service, Coin service, 2 Wire Analog Private Line and Centrex service.
 - a. Analog Private Branch Exchange (PBX) service is a service providing facilities for connecting central office trunk and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus. PBX links are the outside plant facilities used to provide service, located between the Customer premises and the vertical side of the main distribution frame.
 - b. Analog Direct Inward Dialing (DID) is a service which allows an incoming exchange call to be dialed directly by a calling party to a station associated with a switching system located on the end user's premises without attendant assistance. DID service is only provided out of those central offices that are equipped to provide the service. Analog DID service is for voice communication only and not for the transmission of data.
 - c. Coin telephone service is exchange service provided for the use of end users, network providers and carrier-customers, upon immediate payment of charges for local and toll calls. FTR links will terminate at a demarcation point, applied consistently to all coin service providers.
 - d. 2 Wire Analog Private Line service provides a point-to-point line without access to the exchange system for communication between two points using equipment furnished by the network providers.
 - e. Centrex service consists of digital switching equipment on the network provider's premises, connected to station lines on the end users' premises. Centrex enables stations to dial each other and to dial outgoing calls directly.

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5 LINKS

5.7 4 Wire Analog Private Line

4 Wire Analog Private Line links provide a point-to-point line without access to the exchange system for communication over 4 wires using equipment furnished by the network providers.

5.8 ISDN, Centrex, ISDN, APLUS

Integrated Services Digital Network (ISDN) service is an exchange service available from digital ISDN equipped central offices. ISDN service allows for the integration of voice and non-voice (data) on a single telephone access line. ISDN service consists of a digital service line which provides digital termination capabilities to the Customer's premises and allows for the simultaneous transmission of voice and data traffic. An ISDN link provides the capacity for two simultaneous voice/data channels and one low speed data channel.

ISDN Centrex service enables stations to dial each other and to dial outgoing calls directly. Incoming calls may be dialed directly to any station. ¹

Advanced Private Line User Service (APLUS) is a digital private line service that will provide service at rates of 2.4 Kbps, 4.8 Kbps, 9.6 Kbps, 19.2 Kbps, 38.4 Kbps, 56 Kbps, and 64 Kbps. Higher speeds are available at increments of 64 Kbps up to 1.544 Mbps between two points or multiple points. APLUS links can be provisioned via a 1.544 Mbps loop facility, two or four-wire digital loop facilities or any combination thereof.

(C)

5.9 ISDN Flat Rate Residence/Single Circuit Switched Data Service Package ²

Circuit Switched Data usage in excess of 30 hours will be billed per the rates in Section 13, Rates.

The ISDN Flat Rate Residence/Single Circuit Switched Data Package is limited to a maximum two point multipoint.

The ISDN Flat Rate Residence/Single Circuit Switched Data Package is limited to only 5.8.3e Circuit Switched Data telephone number per line.

¹ As of September 15, 1997, this service is grandfathered. Only customers of record as of 9/15/97 may have this service.

² As of January 27, 1997, this service is grandfathered. Only customers of record as of 1/27/97 may have this service.

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5 LINKS

5.10 ISDN Flat Rate Residence/Dual Circuit Switched Data Package ¹

Circuit Switched Data usage will be calculated for each individual B channel in use. The cumulative duration of each circuit switched data channel call will be summed each month. The first 30 hours of cumulative usage will not be billed. The cumulative usage in excess of the first thirty hours will be billed per the rates in Section 13, Rates. For example, when two B channels are used on a circuit switched data call for two hours, the call will be billed four hours of circuit switched data usage. If only one circuit switched data channel is in use for four hours, the call will be billed four hours.

The ISDN Flat Rate Residence/Dual Circuit Switched Data Package is limited to a maximum two point multipoint.

The ISDN Flat Rate Residence/Dual Circuit Switched Data Package is limited to only one Circuit Switched Data telephone number per line.

¹ As of January 27, 1997, this service is grandfathered. Only customers of record as of 1/27/97 may have this service.

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5 LINKS

5.11 Residential ISDN - Basic (Bundled with Port)

ISDN service including (2) B channels and one (1) D channel offered to residential customers in the Urban Rochester and Rural areas. Circuit switched data usage will be calculated for each individual B channel in use. The cumulative duration of each circuit switched data channel call will be summed each month.

Customers will have five separate product options for the amount of circuit switched data they wish to include in the base rate; options range from 0 to 500 hours. Circuit switched data usage over the specified level included in the base rate will be charged the per minute circuit switched data rate identified in Section 19 of this tariff.

An additional surcharge will be added to Rural customer bills to recover FX transport and field repeater costs associated with provisioning ISDN service in the rural areas. Rural areas for this product include the exchanges of Atlanta, Avon, Bergen, Brockport, Castile-Gainesville-Silver Springs, Cohocton, Dansville, Hamlin, Hemlock, Honeoye Falls-Lima, LeRoy, Liechester, Livonia, Mt. Morris, Naples, Nunda, Pavilion, Perry, Springwater, Warsaw, Wayland and Wyoming and the central offices of Bristol Harbor, Farmington and Stottle Road.

Rates include where applicable, line conditioning, field repeaters, FX transport and FX Mileage charges. Note: FX transport and FX mileage are included only if it is necessary to provision the service. Furthermore, the customer does not have a choice of where the service will be FX'd from, this is at the sole discretion of the Telephone Company.

Only a one-year term is available.

Product limited to only one circuit switched data telephone number per line.

Product limited to a maximum two point multipoint.

“Per FCC Order 19-66 and 19-72, services on this page are grandfathered and are not available for new purchases or resale. Current customers are allowed to keep grandfathered services until August 2, 2022 for resale”.

5 LINKS

5.12 Corporate Work-at-Home (Bundled with Port)

ISDN service including two (2) B channels and one (1) D channel offered to business customers to provide their work-at-home employees ISDN service in the Urban Rochester and Rural areas. Rural areas for this product include the exchanges of Atlanta, Avon, Bergen, Brockport, Castile-Gainesville-Silver Springs, Cohocton, Dansville, Hamlin, Hemlock, Honeoye Falls-Lima, LeRoy, Liechester, Livonia, Mt. Morris, Naples, Nunda, Pavilion, Perry, Springwater, Warsaw, Wayland and Wyoming and the central offices of Bristol Harbor, Farmington and Stottle Road.

Circuit switched data usage will be calculated for each individual B channel in use. The cumulative duration of each circuit switched data channel call will be summed each month. Customers will have five separate product options for the amount of circuit switched data they wish to include in the base rate; options range from 0 to 500 hours. Circuit switched data usage over the specified level included in the base rate will be charged the per minute circuit switched data rate in Section 13, Rates of this tariff.

Rates include where applicable, line conditioning, field repeaters, FX transport and FX Mileage charges. Note: FX transport and FX mileage are included only if it is necessary to provision the service. Furthermore, the customer does not have a choice of where the service will be FX'ed from, this is at the sole discretion of the Telephone Company.

Corporate work-at-home package is limited to only one circuit switched data telephone number per line.

Corporate work-at home package is limited to a maximum two point multipoint.

Customer must purchase a minimum of 10 ISDN lines.

Termination

If a customer terminates Corporate work-at-home service prior to the expiration of the minimum service period, the customer will be required to continue paying the applicable charges for the remainder of the first year. In the case of two and three year contracts, the customer will also be required to pay a penalty of 50% of the balance of the contract amount after the first year. For example, if a customer signs a two-year term and cancels after nine months, the customer would be responsible to pay for the remaining three months of the first year and six months of the second year.

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5 LINKS

5.13 Business ISDN - Basic (Bundled with Port)

ISDN service including two (2) B channels and one (1) D channel offered to business customers in Urban Rochester and Rural areas. Rural areas for this product include the exchanges of Atlanta, Avon, Bergen, Brockport, Castile-Gainesville-Silver Springs, Cohocton, Dansville, Hamlin, Hemlock, Honeoye Falls-Lima, LeRoy, Liechester, Livonia, Mt. Morris, Naples, Nunda, Pavilion, Perry, Springwater, Warsaw, Wayland and Wyoming and the central offices of Bristol Harbor, Farmington and Stottle Road.

Circuit switched data usage will be calculated for each individual B channel in use. The cumulative duration of each circuit switched data channel call will be summed each month. Customers will have five separate product options for the amount of circuit switched data they wish to include in the base rate; options range from 0 to 500 hours. Circuit switched data usage over the specified level included in the base rate will be charged the per minute circuit switched data rate in Section 13, Rates of this tariff.

Rates include where applicable, line conditioning, field repeaters, FX transport and FX Mileage charges. Note: FX transport and FX mileage are included only if it is necessary to provision the service. Furthermore, the customer does not have a choice of where the service will be FX'ed from, this is at the sole discretion of the Telephone Company.

This package is limited to only one circuit switched data telephone number per line.

This package is limited to a maximum two point multipoint.

Termination

If a customer terminates Business ISDN service prior to the expiration of the minimum service period, the customer will be required to continue paying the applicable charges for the remainder of the first year. In the case of two and three year contracts, the customer will also be required to pay a penalty of 50% of the balance of the contract amount after the first year. For example, if a customer signs a two-year term and cancels after nine months, the customer would be responsible to pay for the remaining three months of the first year and six months of the second year.

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5 LINKS

5.14 Bundled ISDN Centrex

5.14.1 Features

- a. ISDN service including two (2) B channels and one (1) D channel offered to business customers in Urban Rochester and Rural areas. Rural areas for this product include the exchanges of Atlanta, Avon, Bergen, Brockport, Castile-Gainesville-Silver Springs, Cohocton, Dansville, Hamlin, Hemlock, Honeoye Falls-Lima, LeRoy, Liechester, Livonia, Mt. Morris, Naples, Nunda, Pavilion, Perry, Springwater, Warsaw, Wayland and Wyoming and the central offices of Bristol Harbor, Farmington and Stottle Road.
- b. Circuit switched data usage will be calculated for each individual B channel in use. The cumulative duration of each circuit switched data channel call will be summed each month. Customers will have five separate product options for the amount of circuit switched data they wish to include in the base rate; options range from 0 to 500 hours. Circuit switched data usage over the specified level included in the base rate will be charged the per minute circuit switched data rate in Section 13, Rates of this tariff.
- c. Rates include where applicable, line conditioning, one field repeater, FX transport and FX Mileage charges. Note: FX transport and FX mileage are included only if it is necessary to provision the service. Furthermore, the customer does not have a choice of where the service will be FX'ed from, this is at the sole discretion of Frontier Telephone of Rochester, Inc.
- d. This package is limited to only one circuit switched data telephone number per line.
- e. This package is limited to a maximum two point multipoint.
- f. Termination

If a customer terminates Bundled ISDN Centrex service prior to the expiration of the minimum service period, the customer will be required to continue paying the applicable charges for the remainder of the first year. In the case of two and three year contracts, the customer will also be required to pay a penalty of 50% of the balance of the contract amount after the first year. For example, if a customer signs a two year term and cancels after nine months, the customer would be responsible to pay for the remaining three months of the first year and six months of the second year.

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5 LINKS

5.14 Bundled ISDN Centrex (Cont'd)

5.14.2 Additional Features

- Add On-Consultation Hold
- Call Forwarding- Remote
 - Variable
 - Incoming Only
 - Busy Line
 - Busy Line-Incoming Only
 - Don't Answer
 - Don't Answer-Incoming Only
- Call Pick-Up
- Customer Changeable Speed Calling
- Direct Inward Dialing (DID)
- Direct Outward Dialing (DOD)
- Directed Call Pick-Up
- Group Numbering Plan
- Identified Outward Dialing (IOD)
- Speed Calling
- Station Line Hunting
- Station-to-Station Calling On Circuit Switched Voice and Data Calls
- Tie Line Access

ISDN Centrex Group - Allows up to eight primary directory numbers to appear on a single ISDN Centrex terminal.

ISDN Centrex Group Coverage for Analog Lines - Allows an analog station set to share call appearances with an ISDN Centrex group terminal. Suitable terminal equipment is required.

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5 LINKS

5.15 DIGITAL PRIVATE LINE UP TO 56 KBPS

Low Speed Digital service provides point-to-point and multi-point data transmission service designed to transmit data in digital form, end-to-end over digital facilities routed through a central office node. Low Speed Digital links are capable of the simultaneous two-way transmission of digital signals at synchronous speeds of 2.4, 4.8, 9.6, or 56 Kbps between two or more points.

5.16 DS-1, DIGITAL PBX, DIGITAL DID

A DS-1 link provides a channel for the transmission of serial digital data at rates of 1.544 Mbps. DS-1 links support the following services: digital PBX service and digital DID service. (See Section 7, Channel Connections, Paragraph Y) for regulations regarding DS-1 Services.

5.17 DS-3

A DS-3 link provides a channel for the transmission of serial digital data at rates of 44.736 Mbps asynchronous serial data. (See Section 7, Channel Connections, Paragraph Y) for regulations regarding DS-3 Services.

5.18 SONET

SONET is the North American standard for the transmission of high capacity bandwidth over optical facilities. Because of the large bandwidth, some of the payload is used to monitor, protect, manage, and improve the transmission of the signal.

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5 LINKS

5.19 Services Associated with Links

STUDENT CENTREX SERVICE

Student Centrex Service is furnished in dormitory rooms for the use of students and employees of the college or school, who are residents in the dormitory. Regulations for this service can be found in the Ports Section.

FRACTIONAL DS-1 SERVICE

Fractional DS-1 Service is a High Capacity Digital Service that provides for the transmission of signals in N x 56 Kbps or N x 64 Kbps, ordered in increments of 2, 3, 4, 5 or 6 DS-0 channels.

DELOADING CHARGE FOR REMOVAL OF LOADS

A non-recurring deloading charge per loop will apply for situation in which a customer request the removal of loads from 2 or 4 wire links that are not included as part of Frontier Telephone of Rochester, Inc.'s Advanced Private Line User Service (APLUS), Low Speed Digital Service (LSDS), Integrated Services Digital Network (ISDN) or DS-1 or DS-3.

CHARGE TO CONDITION LINKS FOR COMPATIBILITY WITH DATA MODEMS

A nonrecurring charge per link will apply for situations in which conditioning must be performed to allow compatibility with data modems. Transmission rates exceeding 4800 baud are not guaranteed for this service.

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6 PORTS

6.1 Ports

Ports connect a link to the Telephone Company’s switched telephone network. A port consists of the cross connection to the switch, the switch port, dial tone and access to optional calling features. The same port element will apply regardless of whether the connection is to the Telephone Company’s link or an interconnected link. The following ports are available from the Telephone Company:

PORTS

- A = Flat Rate Residential (bundled with link)
- B = Flat Rate LATA-wide Residential (bundled with link)
- C = Measured Rate Residential (bundled with link)
- D = Measured Rate Residential (unbundled)
- E = Measured Rate Business, Basic Coin Line, Analog PBX
- F = Centrex
- G = Basic Rate ISDN
- H = ISDN Flat Rate Residence/Single Circuit Switched Data Package (Bundled with Link)
- I = ISDN Flat Rate Residence/Dual Circuit Switched Data Package (Bundled with Link)
- J = Residential ISDN - Basic (Bundled with Link)
- K = Corporate Work-at-Home (Bundled with Link)
- L = Business ISDN - Basic (Bundled with Link)
- M = ISDN-Centrex
- N = Analog DID Service
- O = Digital PBX
- P = Digital DID
- Q = Coin Functionality
- R = SS7 (Network Provider Customers only; not for resale)
- S = Student Centrex Service
- T = Primary Rate Interface (PRI) Service
- U = Frame Relay Service (FRS)

6.2 Flat Rate Residential (Bundled with Link)

Flat Rate Residential Voice Grade ports may be purchased as a bundled unit with Flat Rate Residential links. There will be no charge for local calls placed by customers of Flat Rate Residential Service. For end-users in Rate Group 9, the monthly bundled charge includes the Extended Area Service (EAS) Surcharge, which allows customers to call non-adjacent exchanges without incurring a toll charge. The EAS surcharge will apply to other rate group end users who have free non-adjacent calling.

Residential Voice Grade ports provide a standard voice grade analog connection to the Telephone Company's network. Rates for Flat Rate Residential ports can be found in Section 13, Rates.

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6 PORTS

6.3 Flat Rate Lata-Wide Residential (Bundled with Link)

6.3.1 Flat Rate LATA-wide Residential Voice Grade ports have the same functional characteristics as Flat Rate Residential Ports and may only be purchased as a bundled unit with Flat Rate LATA-wide Residential links. Customers of this service will not be charged for intraLATA toll calls placed by their end users. Rates for Flat Rate LATA-wide Residential ports can be found in Section 13, Rates.

6.3.2 There is no charge to customers who switch to Flat Rate LATA-wide Residence Service or from Flat Rate LATA-wide Residence Service.

6.4 Measured Rate Residential (Bundled with Link)

Measured Rate Residential Voice Grade ports may be purchased as a bundled unit with Measured Rate Residential Voice Grade links. Usage for this arrangement will be charged on a per-minute basis.

Residential Voice Grade ports provide a standard voice grade analog connection to the Telephone Company's network. Rates for Measured Rate Residential bundled ports can be found in Section 13, Rates.

6.5 Measured Rate Residential (Unbundled)

Measured Rate Residential ports may be purchased on an unbundled basis.

Residential Voice Grade ports provide a standard voice grade analog connection to the Telephone Company's network. Rates for Measured Rate Residential unbundled ports can be found in Section 13, Rates.

6.6 Measure Rate Business, Basic Coin Line, Analog PBX

6.6.1 Measured Rate Business ports provide a standard voice grade analog connection to the Telephone Company's network.

6.6.2 Basic Coin Line is the standard business exchange line offered by the Telephone Company, to provide coin line service to customers reselling to COCOT providers. The Telephone Company separately provides features such as blocking and screening on an optional basis.

6.6.3 Analog Private Branch Exchange (PBX) provides facilities for connecting central office trunk and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus. A customer of PBX ports may either choose loop or ground start ports. There will be an additional charge for adding ground start capabilities to a port. Rates can be found in Section 13, Rates.

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6 PORTS

6.7 Centrex

6.7.1 General

Centrex ports provide an interface to the network access to the Centrex features defined in Section 9 and outlined below. Centrex ports are grouped by end user designation to allow for use of certain Centrex features. The following services are also provided with Centrex ports:

- Touch Tone Service
- Intercommunication service with other users in the Centrex group. (No usage is charged for calls placed to other stations within a common Centrex group.)
- Centrex Features

Customers may designate the features from the list below that should be placed on the end users' lines.

Add On-Consultation Hold - Incoming Only
Automatic Callback Calling
Call Forwarding (Variable, Incoming Only,
Busy Line-Incoming Only, Don't Answer, Don't Answer-Incoming Only, Within Group Only)
Call Hold
Call Transfer (Internal Only, Outside, Individual-Incoming Only, Individual-All Calls)
Call Waiting (Terminating, Incoming Only, Originating)
Cancel Call Waiting
Code Calling
Customer Changeable Speed Calling
Dial Call Waiting
Direct Inward Dialing (DID)
Direct Outward Dialing (DOD)
Directed Call Pick-Up with Barge In
Directed Call Pick-up Without Barge In
Distinctive Ringing/Distinctive Call Waiting Tone
Group Call Pick-up - Originating, Terminating
Terminal Group Restriction (Originating and Terminating)

Group Numbering Plan
Loudspeaker Paging
Radio Paging Access
Selective Control of Facilities
Speed Calling - Shared
Series Completion Hunting
Station-to-Station Calling
Tandem Tie Line Dialing
Three Way Calling

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6 PORTS

6.8 Basic Rate ISDN

6.8.1 General

Basic Rate ISDN provides the digital central office termination via a Basic Rate Interface that has the potential to support digital transmission of voice and data to the Customer's premise. One digital service line comes standard with any ISDN class of service option and is required for end users subscribing to any of the other ISDN basic service capabilities, customized features or optional features. There will be no charge for local circuit switched voice calls placed by customers of Flat Rate Residential Service. Each digital service line comes equipped with the following standard features:

- Drop - Allows the user to drop the last party added to a three-way/conference call.
- Transfer - Allows the user to transfer a call to another terminal.
- Hold - Allows the user to place a call on hold by pressing the function button.
- Three-way Calling - Allows the user to include a third party in the call.
- Touch Phone Calling

6.8.2 Intra-company Foreign Exchange Service for ISDN.

- a. If ISDN service is not available out of the customer's serving central office, then the Telephone Company will provide foreign exchange service out of the central office of its choice, and foreign exchange mileage charges will be waived. Unless included in a bundled ISDN Package, FX transport charges will continue to apply.
- b. In the case of company initiated foreign exchange service as outlined above, the customer will be responsible for all outgoing toll charges from the serving foreign exchange central office. Toll charges for incoming calls to company-initiated ISDN FX lines will be charged according to the customer's foreign exchange office.
- c. Customers who request ISDN foreign exchange service from a specific central office will continue to pay all foreign exchange transport and mileage charges.

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6 PORTS

6.8 Basic Rate ISDN (Cont'd)

6.8.3 Loop Extensions for ISDN Lines

- a. In certain circumstances, loop extensions may be necessary in order to provide ISDN service to a customer. The two most common types of loop extensions are:

FX Transport - equipment that allows an interface with a DS1 to extend an ISDN line beyond a central office boundary.

Field Repeater - a device that digitally amplifies the signal in order to provide ISDN service beyond the typical 18,000 feet limit.

- b. Loop Extension charges apply for all ISDN Centrex lines where the customer requests to be served from a different central office from the company-designated central office.
- c. The Telephone Company will need to determine on an individual basis whether Loop Extension charges will be necessary.

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6 PORTS

6.9 ISDN Flat Rate Residence/Single Circuit Switched Data Package¹

6.9.1 General

ISDN Flat Rate Residence/Single Circuit Switched Data Package ports have the same functional characteristics as Flat Rate Residence ISDN ports, and may only be purchased as a bundled unit with ISDN Flat Rate Residence/Single Circuit Switched Data Package links. Customers of this service will not be charged for the first 30 hours of Circuit Switched Data usage per month. For Circuit Switched Data usage in excess of 30 hours per month, the per minute Circuit Switched Data usage rates in Section 13, Rates apply.

Intra-Company Foreign Exchange Service for ISDN Lines. See 6.8.2 for regulations.

Loop Extensions for ISDN Lines. See 6.8.3 for regulations.

6.10 ISDN Flat Rate Residence/Dual Circuit Switched Data Package¹

6.10.1 General

ISDN Flat Rate Residence/Dual Circuit Switched Data Package ports have the same functional characteristics as Flat Rate Residence ISDN ports, and may only be purchased as a bundled unit with ISDN Flat Rate Residence/Dual Circuit Switched Data Package links. Customers of this service will not be charged for the first 30 hours of cumulative Circuit Switched Data usage per month as described in Section 5. For Circuit Switched Data cumulative usage in excess of 30 hours per month, the per minute Circuit Switched Data usage rates in Section 13, Rates apply.

Intra-company Foreign Exchange Service for ISDN lines. See 6.8.2 for regulations.

Loop Extensions for ISDN Lines. See 6.8.3 for regulations.

¹ As of January 27, 1997, this service is grandfathered. Only customers of record as of 1/27/97 may have this service.

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6 PORTS

6.11 Residential ISDN - Basic (Bundled with Link)

ISDN service including (2) B channels and one (1) D channel offered to residential customers in the Urban Rochester and Rural areas. Circuit switched data usage will be calculated for each individual B channel in use. The cumulative duration of each circuit switched data channel call will be summed each month.

Customers will have five separate product options for the amount of circuit switched data they wish to include in the base rate; options range from 0 to 500 hours. Circuit switched data usage over the specified level included in the base rate will be charged the per minute circuit switched data rate identified in Section 13, Rates of this tariff.

An additional surcharge will be added to Rural customer bills to recover FX transport and field repeater costs associated with provisioning ISDN service in the rural areas. Suburban areas for this product include the exchanges of Atlanta, Avon, Bergen, Brockport, Castile-Gainesville-Silver Springs, Cohocton, Dansville, Hamlin, Hemlock, Honeoye Falls, LeRoy, Liechester, Livonia, Mt. Morris, Naples, Nunda, Pavilion, Perry, Springwater, Warsaw, Wayland and Wyoming and the central offices of Bristol Harbor, Farmington and Stottle Road.

Rates include where applicable, line conditioning, field repeaters, FX transport and FX Mileage charges. Note: FX transport and FX mileage are included only if it is necessary to provision the service. Furthermore, the customer does not have a choice of where the service will be FX'ed from, this is at the sole discretion of the Telephone Company.

Only a one-year term is available.

Product limited to only one circuit switched data telephone number per line.

Product limited to a maximum two point multipoint.

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6.12 Corporate Work-at-Home (Bundled with Link)

ISDN service including two (2) B channels and one (1) D channel offered to business customers to provide their work-at-home employees ISDN service in the Urban Rochester and Rural areas. Rural areas for this product include exchanges of Atlanta, Avon, Bergen, Brockport, Castile-Gainesville-Silver Springs, Cohocton, Dansville, Hamlin, Hemlock, Honeoye Falls-Lima, LeRoy, Liechester, Livonia, Mt. Morris, Naples, Nunda, Pavilion, Perry, Springwater, Warsaw, Wayland and Wyoming and the central offices of Bristol Harbor, Farmington and Stottle Road.

Circuit switched data usage will be calculated for each individual B channel in use. The cumulative duration of each circuit switched data channel call will be summed each month. Customers will have five separate product options for the amount of circuit switched data they wish to include in the base rate; options range from 0 to 500 hours. Circuit switched data usage over the specified level included in the base rate will be charged the per minute circuit switched data rate in Section 19 of this tariff.

Rates include where applicable, line conditioning, field repeaters, FX transport and FX Mileage charges. Note: FX transport and FX mileage are included only if it is necessary to provision the service. Furthermore, the customer does not have a choice of where the service will be FX'ed from, this is at the sole discretion of the Telephone Company.

Corporate work-at-home package is limited to only one circuit switched data telephone number per line.

Corporate work-at home package is limited to a maximum two point multipoint.

Customer must purchase a minimum of 10 ISDN lines.

6.12.1 Termination

If a customer terminates Corporate work-at-home service prior to the expiration of the minimum service period, the customer will be required to continue paying the applicable charges for the remainder of the first year. In the case of two and three-year contracts, the customer will also be required to pay a penalty of 50% of the balance of the contract amount after the first year. For example, if a customer signs a two-year term and cancels after nine months, the customer would be responsible to pay for the remaining three months of the first year and six months of the second year.

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6.13 Business ISDN - Basic (Bundled with Link)

See Regulations in Section 5, Links.

6.14 ISDN-Centrex

Refer to Links (Section 5) of this tariff.

6.15 Analog Direct Inward Dial (DID)

6.15.1 General

Direct Inward Dialing (DID) is a service which allows an incoming exchange call to be dialed directly by a calling party to a station associated with a switching system located on the end user's premises without attendant assistance. The facilities for the service, which are located in the central office, outpulse digits to the switching equipment on the end user's premises. The number of digits outpulsed will be uniform for both the listed number to the attendant's console and for the stations associated with the switching equipment.

6.15.2 Regulations

- a. DID Service may be furnished from the end user's normal serving central office, or from a foreign central office subject to the availability of local facilities and number designations. The type of central office facilities used to furnish this service will be determined by the Telephone Company.

Customer requested changes in the central office designation used to provide DID Service or a change to Digital DID Service will be considered a disconnect of their existing DID Service and a connection of new service. Remaining minimum charges for the existing service will apply. The new service will be subject to a new minimum service period.

- b. If DID Service is provided from a foreign central office, the Foreign Channel Mileage Facility will apply to each DID trunk.
- c. Number groups reserved at the customer's request, will be provided at the charges specified herein, subject to the availability of facilities and will be provided in blocks of 100 or less numbers as defined by the Telephone Company.

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6 PORTS

6.15 Analog Direct Inward Dial (DID) (Cont'd)

6.15.2 Regulations (Cont'd)

- d. The customer, on behalf of the end user must subscribe to a sufficient number of trunks in the DID trunk group to maintain a P.01 grade of service. After the service has been established, the Telephone Company may require the customer on behalf of the end users to increase the number of trunks or it may recommend that the number of trunks be decreased to satisfy the call completion criteria.
- e. DID Service will be provided subject to a minimum three-year contract period. A termination charge is due in the event that DID Service is discontinued and will be equal to the total monthly rate as specified in the contract multiplied by the remaining number of months in the minimum contract period. A reduction that exceeds 10% of the DID stations and/or 20% of the DID trunks under contract will be subject to the minimum rental period.
- f. DID Service is designed for voice communication and not for the transmission of data. Data terminals must be accessed from the exchange network by other than DID facilities.
- g. One free directory listing shall be provided per DID service. Additional directory listings may be provided in accordance with the rates, charges, rules and regulations specified in Sections 10 and 13 of this Tariff.
- h. Digits may be dial outpulsed, touch tone or multi-frequency outpulsed.
- i. All calls terminated (to the PBX) will be considered to be completed and subject to a charge.
- j. DID service for Radio Telephone Utilities will be provided subject to these regulations.

6.15.3 Intercept Service for Direct Inward Dial Lines

This charge is applied when Direct Inward Dial Lines are routed to an announcement that refers the caller to a new number. End users may route a group of 100 station numbers, or they may route numbers on an individual basis.

This is a nonrecurring charge.

6.16 Digital PBX

Digital PBX service is a service providing digital facilities for connecting central office trunk and tie lines to a PBX switch.

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6 PORTS

6.17 Digital Direct Inward Dialing (DID)

6.17.1 General

Digital Direct Inward Dialing (DID) is a service which allows an incoming exchange call to be dialed directly by a calling party to a station associated with a switching system located on the end user's premises without attendant assistance. The facilities for the service, which are located in the central office, transmit and receive digital signals to and from the switching equipment on the end user's premises. The number of digits transmitted will be uniform for both the listed number to the attendant's console and for the stations associated with the switching equipment.

6.17.2 Regulations

- a. Digital DID Service may be furnished from the end user's normal serving central office, or from a foreign central office subject to the availability of local facilities or equipment and number designations. The type of central office facilities used to furnish this service will be determined by the Telephone Company.
- b. In addition to the rates and regulations contained in this Section, the rates and regulations for DS-1 Service apply for the provisioning of this service from the Telephone Company's central office to the end user's premises.
- c. If Digital DID Service is provided from a foreign central office, the interoffice mileage rates for DS-1 Service will apply. The Interoffice mileage charges are not subject to termination charges.
- d. Number groups reserved at the customer's request, will be provided at the charges specified herein, subject to the availability of facilities and will be provided only in blocks of one hundred numbers as defined by the Telephone Company.
- e. The customer must provide for the automatic intercept of assigned but unused station numbers including vacant station number groups as required. When a recording device is used for the automatic intercept of such numbers, connections to the announcement machine should not return off-hook (answer) supervision.
- f. Digital DID Service can be split between incoming, outgoing and two-way service. Digital outgoing service will only be provided in conjunction with digital incoming service. Any subsequent change in this configuration will be subject to the rearrangement charge as set forth in Section 13, Rates.

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6 PORTS

6.17 Digital Direct Inward Dialing (DID) (Cont'd)

6.17.2 Regulations (Cont'd)

- g. The customer, on behalf of the end user must subscribe to a sufficient number of facilities in the DID facility group to maintain a P.01 grade of service. After the service has been established, the Telephone Company may require the customer, on behalf of the end user to increase the number of facilities or it may recommend that the number of facilities be decreased to satisfy the call completion criteria.
- h. DID Service will be provided subject to a minimum 36-month contract period. A termination charge is due in the event that DID Service is discontinued and will be equal to the total monthly rate as specified in the contract multiplied by the remaining number of months in the minimum contract period.
- i. DID Service is designed for voice communication and not for the transmission of data. Data terminals must be accessed from the exchange network by other than DID facilities.
- j. One free directory listing in the Rochester Telephone Corp. White Pages Directory shall be provided per DID service. Additional directory listings may be provided in accordance with regulations specified in Section 10 and rates specified in Section 13, Rates of this tariff.
- k. All calls intercepted by an attendant will be considered to be completed and subject to a charge.
- l. An end user requesting Digital DID must make the necessary provisions to be in synchronous communication with the Telephone Company's network or charges.
- m. Digital DID Service for Radio Telephone Utilities will be provided subject to these regulations.
- n. Intercept Service is available for Digital Direct Inward Dialed Lines. (See ANALOG DIRECT INWARD DIAL Section for description.)

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6 PORTS

6.18 Coin Functionality

Coin Functionality, a central office coin transmission service, will be offered by the Telephone Company where available. Pay telephones subscribing to coin functionality service must be technically compatible with the company's coin functionality and CAL service.

6.19 SIGNAL SWITCHING 7 (SS7)

The Telephone Company's Signal Switching 7 (SS7) is accessible by other network providers. Other network providers may obtain this capability by leasing SS7 ports on the Telephone Company's local Signaling Transfer Points. Connection to these ports is provided by low speed private line service, which can be leased from the Telephone Company or other network providers.

6.20 Student Centrex Service

6.20.1 General

Student Centrex Service is furnished in dormitory rooms for the use of students and employees of the college or school, who are residents in the dormitory.

6.20.2 Rules and Regulations

- a. Student Centrex Service, including all specified features, is subject to the availability of the necessary switching equipment and facilities.
- b. The minimum service commitment period for Student Centrex Service is 60 months.
- c. Where equipment or facilities in excess of that considered adequate by the Telephone Company is required by the customer, such additional equipment and/or facilities will be furnished at rate and charges based on cost.
- d. Student Centrex Service is classified as Residence Service.
- e. The Peak billing cycle will run from the start of the school year (September 1) through to the end of the school year (May 31). The Off-Peak billing cycle will run from June 1 through August 31.
- f. The Off-Peak billing rates may only be applied when the student Centrex Service is inoperable.
- g. Monthly charges do not apply for the period that lines are suspended. Suspended lines will be subject to installation fees at the time of reactivation.

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6 PORTS

6.20 Student Centrex Service (Cont'd)

6.20.2 Rules and Regulations (Cont'd)

- h. The service will be classified as a residential service, and therefore will not be subject to Local Measured Service charges or any other business-related access line charges.
- i. Tariffed rates for Customer Access Line Charge (located in FCC #1 Tariff), Common Equipment Charges, Private Facilities Access Charge and appropriate State and Local taxes and surcharges are in addition to the rates stated below.
- j. Recurring Charges for Student Centrex Service:

Rates are provided for both 5 and 8 year service commitment periods. Customer agrees to maintain Student Centrex service for the period committed to. If service is terminated in whole or in part, prior to the expiration of agreed upon commitment period, the customer is liable for the payment on the lines cancelled for the remaining number of months as originally agreed upon at the rates stated above for Peak and Off-Peak service.

6.20.3 Features

The following features are provided with Student Centrex:

- a. Call Forwarding (Don't Answer, Busy, Variable)
- b. Three Way Calling
- c. Speed Dial (1 and 2 Digits)
- d. Touch Tone
- e. Station-to-Station Calling (4 Digit Dialing)
- f. Message Waiting Indication Service (Stutter Dial Tone Notification)
- g. Private Facility Access to Inter-exchange Carriers

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6 PORTS

6.21 Primary Rate interface (PRI) Service

6.21.1 General

ISDN Primary Rate Interface (PRI) Service is a switched service that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-Channel for signaling. The 23B+D channel configuration is provided on a single digital facility. The D-Channel carries call control messages used to manage the B-Channels. Each channel can operate at a rate of 56 Kbps, 64 Kbps Restricted, or 64 Kbps Clear Channel. The service is utilized to connect ISDN compatible end user provided premises equipment to a suitably equipped Telephone Company node.

The voice usage charges generated by using ISDN PRI Service will be identified and charged in accordance with the associated class of service with which ISDN PRI is used. Usage charges for Circuit Switched Data calls will be billed in accordance with existing ISDN Circuit Switched Data rates and can be found in Section 13, Rates.

The customer must purchase the necessary DS-1 to be used in conjunction with ISDN PRI Service. The necessary rates can be found in Section 13, Rates.

6.21.2 Descriptions

ISDN Primary Rate Interface (PRI) Port

A DS-1 node termination that interfaces directly to a 1.544 Mbps circuit and is capable of handling channels configured as 23B + 1D.

PRI Tieline Port

Provides for ISDN Primary Rate Interface Service capabilities to be connected between suitably equipped Company nodes via dedicated facilities.

Node

A (digital) central office switch serving customer locations.

DS-1

A 1.544 Mbps facility between the end user's premises network interface and a port.

B-Channel

A 64 Kbps transmission facility that supports voice, and/or data communications.

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6 PORTS

6.21 Primary Rate interface (PRI) Service (Cont'd)

6.21.2 Descriptions (Cont'd)

D-Channel

64 Kbps transmission facility used for out-of-band signaling and control of the B-Channels.

Clear Channel

Provides for the full utilization of the bandwidth in a channel which is 64 Kbps using B8ZS protocol.

Call-By-Call Service Selection

Eliminates the need for dedicated B-Channels. Calls for a particular service type (i.e. DID, DOD, INWATS, OUTWATS) can be dynamically assigned to any B-Channel. The number of B-Channels that can be used simultaneously for a given service type is determined by the Customer at installation, and typically defined in both the Node and the end user's equipment.

Dedicated Service Access

Allows an end user to dedicate subsets of B-Channels to specific service types. Trunk groups are used to dedicate B-Channels to each desired service.

Calling Line Identification

This is an optional feature which carries a charge in addition to the ISDN PRI Port charge. Delivers the calling party's telephone number and is available where technically feasible.

6.21.3 Regulations

- a. ISDN Primary Rate Interface Service is available where technically feasible.
- b. Customers of Digital DID/PBX service can convert an existing contract to a new three- or five-year contract without penalty, provided the quantity of DS-1's and ports are preserved.
- c. The minimum service period is twelve months. Additions to the initial service are also subject to a twelve-month minimum service period. Each ISDN PRI Port in service for less than twelve months are subject to termination charges as follows:

Quantity of Ports X Monthly PRI Port Rate X 12 months minus # months in service

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6 PORTS

6.21 Primary Rate interface (PRI) Service (Cont'd)

6.21.3 Regulations (Cont'd)

- d. A customer may convert an existing 3-year contract to a new 5-year contract, prior to the completion of the existing contract without penalty. The subscriber will be charged a record order charge for the change and will pay the current prices in effect for the contract chosen.

Additionally, subscribers under contract pricing shall be obliged to pay the remaining payments, i.e., the monthly rate multiplied by the number of remaining months, if the service is disconnected in whole or in part prior to the expiration of the contract.

- e. If ISDN PRI Service is not available in an end user's serving node, then it will be provided from a foreign node at the standard ISDN PRI port rate.
- f. ISDN PRI end users 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 Basic Order Charge and non-recurring charges for DS-1's and ports will not be applicable, and termination charges will not apply on that transfer provided that the quantity of DS-1's and ports are preserved. End users 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.
- g. Ports will be provided at the DS-1 level only.
- h. Subscriber provided equipment used to connect to ISDN PRI Service must meet the Telephone Company's requirements.
- i. The Telephone Company shall not be responsible to the Customer or end user if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN PRI Service render any equipment provided by an end user obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.

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6 PORTS

6.21 Primary Rate interface (PRI) Service (Cont'd)

6.21.3 Regulations (Cont'd)

- j. The Customer must subscribe to services and specify each type of traffic that will be transported across the ISDN PRI Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The voice and data usage charges generated by using ISDN PRI will be measured and billed in accordance with rates specified in Section 13, Rates.
- k. ISDN PRI Service will be provided only in blocks of 100 consecutive numbers. This minimum applies whether or not the subscriber utilizes all the numbers in the group. The rate for DID numbers can be found in Section 13, Rates.
- l. Appropriate non-recurring charges apply for initial and each additional installation of ports, DS-1s, and features ordered by a customer. A Basic Order charge will apply if a Customer adds Calling Line Identification or changes the configuration of the Call-By-Call Service Selection or Dedicated Service Access features.
- m. End users that outpulse digits (i.e. DID/PBX) require a minimum block of 100 numbers. PRI end users that do not require digits to be outpulsed may have up to 5 telephone numbers assigned to the PRI.

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6 PORTS

6.22 Frame Relay Service – Grandfathered ^{1,2}

(C)

6.22.1 General

Frame Relay Service (FRS) is a packet switched data service that connects multiple customer locations. Connections are made between various end user locations by the use of a combination of dedicated access from the end user location to the nearest port on the Frame Relay network and Permanent Virtual Circuits (PVCs) within the host Frame Relay network system. Access to FRS is provided via Fractional DS-1 Service, APLUS and DS-1 service from the end user location to the nearest Frame Relay Service Point.

End users must specify the PVC connections that they require between locations. Each PVC is provisioned as a software-defined data path associating a logical channel on one port with a logical channel on another port.

6.22.2 Descriptions

Permanent Virtual Circuit (PVC) - A software-defined path connecting two separate private line facilities on the frame relay network.

Host Frame Relay Network - Consists of all of the Permanent Virtual Circuits in the Telephone Company's frame relay network.

Frame Relay Service (FRS) Port - An interface between the end user's private line facility and the host frame relay network.

Frame Relay Port Speed - Corresponds to the speed of the private line facility between the end user location and the host frame relay network.

Channelized DS-1 Frame Relay Port - Frame Relay Service Port that allows other (non-Frame Relay) services to reside on the facility between the end user location and host frame relay network.

Committed Information Rate (CIR) - Committed information rate defines the bandwidth of service that is guaranteed for a specified PVC. Traffic exceeding this CIR is discard-eligible in the event of congestion within the network.

¹ As of January 1, 1998, this service is grandfathered. Only customers of record as of 1/1/98 may order this service.

² Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay] Service. Upon service term expiration, this service will transition to a Month-to-Month service arrangement.

(N)
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“Per FCC Order 19-66 and 19-72, services on this page are grandfathered and are not available for new purchases or resale. Current customers are allowed to keep grandfathered services until August 2, 2022 for resale”.

6 PORTS

6.22 Frame Relay Service – Grandfathered ^{1,2}

(C)

6.22.3 Regulations

- a. Frame Relay Service is available where technically feasible.
- b. The minimum service period is twelve months. Additions to the initial service are also subject to a twelve-month minimum service period. Each Frame Relay Service Port in service for less than twelve months are subject to termination charges as follows:

Quantity of Ports X Monthly Frame Relay Service Port Rate X 12 months minus # months in service

- c. A customer may convert an existing 1-year contract to a new 3-year contract or a 3-year contract to a new 5-year contract, prior to the completion of the existing contract without penalty. The subscriber will be charged a record order charge for the change and will pay the current prices in effect for the contract chosen.

Additionally, subscribers under contract pricing shall be obliged to pay the remaining payments, i.e., the monthly rate multiplied by the number of remaining months, if the service is disconnected in whole or in part prior to the expiration of the contract.

- d. Normal installation charges apply for the private line circuit(s) connecting the end user location with the host frame relay network.
- e. Subscriber provided equipment used to connect to Frame Relay Service must meet the Telephone Company's requirements.
- f. The Telephone Company shall not be responsible to the Customer or end user if changes in any of the facilities, operations, or procedures utilized in the provision of Frame Relay Service render any equipment provided by an end user obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.

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² Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay] Service. Upon service term expiration, this service will transition to a Month-to-Month service arrangement.

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6 PORTS

6.22 Frame Relay Service – Grandfathered ^{1,2}

(C)

6.22.3 Regulations (Cont'd)

- g. Appropriate non-recurring charges (Basic Order Charge and Additional Line charges found in Section 13, Rates) apply for initial and each additional installation of ports ordered by a Customer. An Additional Line Charge applies for each PVC ordered by a customer at the time of installation of Frame Relay Service.
- h. A Basic Order Charge will apply if an end user adds PVCs after the initial installation of Frame Relay Service.
- i. The standard CIR for all PVC's connected across Frame Relay Service is 50% of the access line speed.

6.23 Touch Phone Service

Touch Phone service allows calls to be placed by using a telephone equipped with push buttons instead of a rotary dial.

Touch Phone service charges are included in the rates for Residential, Measured Rate Business, Basic Coin and Intelligent Coin ports. These service charges are outlined in Section 13, Rates.

6.24 EAS Surcharge

A surcharge applies to the ports of those residence end users who have free calling to non-adjacent exchanges. This surcharge can be found in Section 13, Rates.

6.25 Tie Line Terminations

Tie line termination charges apply for each termination of a tie line on a switch (PBX, interexchange carrier, centrex etc.) Tie line terminations can be Digital or Dial (Analog).

Digital tie line terminations are available on a contracted basis. If the service is terminated prior to the expiration of the agreed upon payment period, the Customer will be required to continue paying the applicable charges for the remainder of the agreed upon payment period or pay a lump sum equal to the remaining contract periods.

Rates for Tie Line Terminations can be found in Section 13, Rates.

¹ As of January 1, 1998, this service is grandfathered. Only customers of record as of 1/1/98 may order this service.

² Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay] Service. Upon service term expiration, this service will transition to a Month-to-Month service arrangement.

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6 PORTS

6.26 Telecommunications Service Priority

6.26.1 General

- a. The Telecommunications Service Priority (TSP) Program is a federal program used to identify and prioritize telecommunications services that support National Security and Emergency Preparedness (NS/EP) missions.

NS/EP services are defined as those telecommunications services which are used to maintain a state of readiness or respond to and manage any event or crisis which causes or could cause injury or harm to the population, damage or loss to property, or degrades or threatens the NS/EP posture of the United States.

TSP restoration and/or provisioning shall be provided in accordance with Part 64.401, Appendix A of the Federal Communications Commission's Rules and Regulations (47 C.F.R.) and the “Service Vendor Handbook for the Telecommunications Service Priority (TSP) Program” and the “Service User Manual for the Telecommunications Priority (TSP) System” (NCS Manual 3-1-1) (Service User Manual) issued and updated as necessary by the Office of Priority Telecommunications (OPT) of the National Communications System. Any changes to or re-issuance of these regulations or manuals supersede the tariff language contained herein.

- b. The TSP program has two components: restoration and provisioning.
 1. A restoration priority is applied to new or existing telecommunications services to ensure restoration before any other services during a service outage. TSP restoration priorities must be requested and assigned before a service outage occurs.
 2. A provisioning priority is obtained to facilitate priority installation of new telecommunications services during a service outage. Provisioning on a priority basis becomes necessary when an end-user has an urgent requirement for a new NS/EP service that must be installed immediately or by a specific due date that can be met only by a shorter than standard or expedited Company provisioning time frame. As a matter of general practice, existing TSP services will be restored before provisioning new TSP services.

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6 PORTS

6.26 Telecommunications Service Priority

6.26.2 TSP Request Process

a. TSP Request Process - Restoration

To request a TSP restoration priority assignment, a prospective TSP user must:

1. Determine that its telecommunications service supports an NS/EP function under one of the following four TSP categories.
 - a. National Security Leadership
 - b. National Security Posture and U.S. Population Attack Warning
 - c. Public Health, Safety, and Maintenance of Law and Order
 - d. Public Welfare and Maintenance of National Economic Posture
2. Identify the priority level to be requested for the telecommunications service. The priority level is determined by the end-user's TSP category (see 2a. above) and service profile. The service profile defines the user's level of support to the portion of the telecommunications service that the user owns and operates, such as customer premises equipment or wiring. The five levels of priority and seven element groups that define the service profile are contained in the Service User Manual.
3. Complete the TSP Request for Service Users form (SF 315) available on the National Communications System (NCS) website (<http://tsp.ncs.gov/>).
4. For non-federal users, have their TSP requests approved by a federal agency sponsor. Non-federal users should contact the OPT at the NCS website (<http://tsp.ncs.gov/>) for information on identifying a sponsor for TSP requests.
5. Submit the SF 315 to the OPT.
6. Notify the Company, upon receipt of the TSP Authorization Code from the OPT and include the TSP Authorization Code in any service order to the Company requesting restoration of NS/EP services.

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6 PORTS

6.26 Telecommunications Service Priority (Cont'd)

6.26.2 TSP Request Process (Cont'd)

b. TSP Request Process – Provisioning

To request a TSP provisioning priority assignment, a prospective TSP user must follow the same steps listed in 6.26.2.b. above for restoration priority assignment except for the following differences. The user must:

1. Certify that its telecommunications service is an emergency service. Emergency services are those that support one of the NS/EP functions listed in 6.26.23a.1.a. above and are so critical that they must be provisioned at the earliest possible time, without regard to cost to the user.
2. Verify that the Company cannot meet the service due date without a TSP assignment.
3. Obtain approval from the its invocation official to request a provisioning priority. Invocation officials are designated individuals with the authority to request TSP provisioning for a telecommunications service and include the head or director of a federal agency, commander of a unified/specified military command, chief of a military service, commander of a major military command, or state governor.

6.26.3 Responsibilities of the End-User

End-users or entities acting on behalf of the end-user must perform the following:

- a. Identify telecommunications services requiring priority.
- b. Request, justify, and revalidate all priority level assignments. Revalidation must be completed every two years and must be done before expiration of the end-user's TSP Authorization Code(s).
- c. Submit the TSP Authorization Code along with a service request to the Company. The TSP assignment is signified by the TSP Authorization Code.
- d. Accept TSP services by the service due dates.

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6 PORTS

6.26 Telecommunications Service Priority (Cont'd)

6.26.3 Responsibilities of the End-User (Cont'd)

- e. For services assigned priority levels, ensure (through contractual means or otherwise) the availability of Customer Premise Equipment (CPE) and Customer Premise Wiring (CPW) necessary for end-to-end service operation by the service due date and for continued operation. For services in the Emergency NS/EP category, ensure CPE and CPW for end-to-end service by the time vendors are prepared to provide the services. Additionally, designate the organization responsible for the service on an end-to-end basis.
- f. Pay the Company any authorized costs associated with priority services.
- g. Report to the Company any failed or unusable services with priority levels.
- h. Designate a 24-hour point of contact for each TSP request and appraise the OPT.
- i. Cooperate with the OPT during reconciliation (comparison of NS/EP service information and resolution of any identified discrepancies) and revalidation.
- j. During certain emergencies, make TSP service requests verbally, but follow up with a written service order within two working days.

6.26.4 Responsibilities of the Company

The Company will perform the following:

- a. Provide TSP service only after the receipt of a TSP Authorization Code. The Company is not authorized to provide priority treatment to provision TSP services to customers that have no provisioning priority (i.e., "O" is the first character of the TSP code).
- b. Revoke TSP services at the direction of the end-user or OPT.
- c. Ensure the TSP Program priorities supersede any other telecommunications priority that may be provided (other than control services and order wires).
- d. Designate a 24-hour point of contact to receive reports of TSP service outages from TSP service users.

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6 PORTS

6.26 Telecommunications Service Priority (Cont'd)

6.26.4 Responsibilities of the Company (Cont'd)

- e. Designate a 24-hour point of contact to coordinate TSP processes with the OPT.
- f. Confirm completion of TSP service order activity to the OPT.
- g. Participate in reconciliation of TSP information at the request of the OPT.
- h. Ensure that all subcontractors complete reconciliation of TSP information with the service vendor, when acting as the prime contractor.
- i. Ensure that other carriers supplying underlying facilities are provided, upon request, information necessary to implement priority treatment of facilities that support NS/EP services.
- j. Assist in ensuring that priority level assignments of NS/EP services are accurately identified "end-to-end" by providing to subcontractors and interconnecting carriers the restoration priority level assigned to the service.
- k. Disclose content of the NS/EP TSP database only as may be required by law.
- l. Comply with regulations and procedures supplemental to and consistent with guidelines issued by the OPT.

The Company may verify provisioning priority assignments with the TSP Program Office. However, the Company may not delay provisioning of an Emergency TSP service for verification purposes.

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6 PORTS

6.26 Telecommunications Service Priority (Cont'd)

6.26.5 Preemption

When spare facilities are not available, it may be necessary for the Company to preempt the facilities required to provision or restore a TSP service. When preemption is necessary, the sequence in which existing services may be preempted is as follows:

Non-TSP Services

TSP services may be preempted to provision or restore NS/EP services with a higher priority level assignment. When this is necessary, NS/EP services will be selected in the inverse order of their TSP priority level assignment.

When such preemption is necessary, the Company will make every reasonable effort to notify the preempted customer of the action to be taken. When such preemption is necessary, prior consent of the service user is not required; however, the Company will make every reasonable effort to notify the preempted customer of the action to be taken.

6.26.6 Rates and Charges in Section 13, Rates

- a. In the event that the Company must utilize additional labor outside of normal business hours in the provisioning or restoration of a service, additional labor charges may apply. Such charges will be based on cost and billed to the customer. The Company will attempt to inform the customer of approximately how much these charges will be in advance.
- b. A one-time charge, based on cost, for the initial establishment of change in TSP status by the Company will be billed to the customer. In addition, normal connection charges will apply.
- c. In subscribing to TSP, the customer recognizes that quoting charges and obtaining customer permission to proceed with service installation or restoration would delay the installation or restoration process and grants the Company the right to assess additional charges, when applicable, after the installation or restoration has been completed. When possible, the Company will attempt to provide an estimate to the customer of the additional charges in advance of the work.
- d. Facilities required by the Company for provisioning, restoration, or maintenance are exempt from the TSP rules.

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6 PORTS

6.27 Critical Facilities Administration Service

6.27.1 General

- a. Critical Facilities Administration Service (CFAS) provides physical route information to customers with Telecommunications Service Priority (TSP) qualified circuits. If the Company is acting as the Prime Contractor, the company will obtain from its subcontractors the physical routing information for their portion of the qualified circuit.

6.27.2 Responsibilities of the Customer

- a. Customers' circuits must be federally registered as TSP circuits.
- b. Customers must subscribe to the Critical Facilities Administration Service (CFAS) offered by the Company and identify which qualifying circuits it wishes to enroll in the service. Such circuits will be referred to as "subscribed circuits."
- c. Customers must pay the appropriate tariff charges for CFAS, and any connecting carrier CFAS charges billed to the Company or directly to the customer.

Customers must agree to treat all network information provided to them regarding their subscribed circuits as confidential.

- d. Customers must comply with the Company's security procedures established in support of CFAS. This may include but will not be limited to provision of appropriate passwords prior to forwarding of CFAS information.
- e. Where Company systems permit, information will be transmitted to the customer in the form of an AutoCAD file with the coordinates included. The customer must provide its own software capable of reading an AutoCAD file.

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6 PORTS

6.27 Critical Facilities Administration Service (Cont'd)

6.27.3 Responsibilities of the Company

- a. The Company will maintain data and restrict access by each customer to information relative to that customer's subscribed circuits.
- b. The Company will identify the physical path of each subscribed circuit whenever requested by the customer so as to allow the customer to ascertain with a reasonable degree of accuracy the actual physical path of each subscribed circuit.
- c. The Company will make available physical path information for newly provisioned subscribed circuits to the customer within 5 business days after the circuit has been installed and within 15 business days for existing TSP circuits.
- d. For circuits provided in concert with other carriers, the Company, when acting as the Prime Contractor will obtain and forward information regarding the connecting carrier's portion of the physical path of the subscribed circuit to the customer as expeditiously as possible.
- e. Provision of CFAS will be suspended in the instance of a major telephone outage. Once subscribed circuits are restored to service, the Company will make updated physical path information available to the customer within ninety days of the restoration of service upon request.

6.27.4 Rates and Charges

- a. The rates contained in this tariff reflect the hourly rate that will be charged to the CFAS customer per circuit subscribed. If the Company is acting as the Prime Contractor, the customer will be billed the Company's tariff charges, in addition to those tariffed charges established by any connecting carrier for the service. The Company will give the customer a good faith estimate of the time needed to perform the requested service, including the time that may be needed to obtain information from connecting carriers, if applicable. A record order charge will also apply if the customer orders CFAS after the establishment of its TSP Service.

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6 PORTS

6.28 Toll Substitute Services Charge

6.28.1 General

The Toll Substitute Services Charge is applied in addition to other rates and charges. This charge applies to services which have access, either direct or indirect, to the local network and which thereby avoid toll charges. The Toll Substitute Services Charge applies to both intrastate and interstate toll Substitute Services.

For services which gain access to the local network through indirect means, such as operator intervention, the toll substitute services charge will be waived if local network access is rendered inoperable and disallowed. Written certification must be provided by the customer in these cases. The company reserves the right to make inspections and verify that access is inoperable and disallowed in such instances where certificates have been filed.

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7 CHANNEL CONNECTIONS

The channel connection is a non-switched connection for each link or between a link and a dedicated interoffice transport circuit and consists of the cross connection of a private line or dedicated access link to another link, a multiplexer, or a dedicated channel to another end office or tandem. The channel connection may be between the Telephone Company’s facilities and other carrier’s facilities, or between two facilities of other carriers. All such facilities must be located on or near the same main Distribution Frame.

The following channel connections are available:

CHANNEL CONNECTIONS

- A = 2 Wire Analog Channel Connection
- B = 4 Wire Analog Channel Connection
- C = APLUS Channel Connection
- D = Digital Channel (up to and including DS-0) Connection
- E = DS-1 Digital Channel Connection
- F = DS-3 Digital Channel Connection
- G = DACS Connection
- H = Fractional DS-1

7.1 2 Wire Analog channel Connection

A 2 Wire Analog Channel connection is a transmission connection for each link composed of two-wires, signal and ground, used to both send and receive information.

7.2 4 Wire Analog Channel Connection

4 Wire Analog Channel connection is a transmission connection for two pairs of circuits. Two circuits are used for transmitting and two circuits are for receiving. A 4 Wire Analog Channel connection joins two pairs of circuits.

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7 CHANNEL CONNECTIONS

7.3 Advanced Private Line User Service (APLUS)

7.3.1 General

Advanced Private Line User Service (APLUS) is a digital private line service that will provide service at rates of 2.4 Kbps, 4.8 Kbps, 9.6 Kbps, 19.2 Kbps, 38.4 Kbps, 56 Kbps, 64 Kbps, and increments of 64 Kbps up to 1.544 Mbps. APLUS will enable end users to take advantage of digital cross-connects throughout the network and contains options that will enable a customer to perform Bridging and Sub-rate Multiplexing. APLUS can be provisioned via a 1.544 Mbps loop facility, two or four-wire digital loop facilities or any combination thereof.

(C)

This service is available within the Frontier Telephone of Rochester, Inc.'s territory where appropriate facilities and equipment are available as determined by the Telephone Company.

The Customer or end user shall furnish all end user premise equipment including, but not limited to: Data Termination Units, Digital Service Units, Channel Service Units, and 1.544 Mbps Multiplexers.

7.3.2 Descriptions

APLUS Channel

The term "APLUS Channel" denotes a logical digital path between two points or multiple points which operate at a bit rate of 64 Kbps or less.

DS-1 Central Office Channel Connection

The term "DS-1 Central Office Channel Connection" denotes central office equipment which provides for connection of a 1.544 Mbps loop facility to APLUS.

Data Termination Unit (DTU)

A DTU is a piece of end user premises equipment which terminates a two-wire digital loop facility consisting of two 64 Kbps channels and an APLUS signaling channel. DTU equipment must conform to the Telephone Company's equipment specifications.

Data Termination Unit Central Office Channel Connection

The term "DTU Central Office Channel Connection" denotes the central office equipment which provides APLUS over a two-wire digital loop facility. The DTU Central Office Channel Connection will enable an end user to transmit two user accessible 64 Kbps channels and an APLUS signaling channel over one two-wire loop facility. The two-end user accessible 64 Kbps channels may be divided into multiple sub-channels operating at a lower bit rate.

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7 CHANNEL CONNECTIONS

7.3 Advanced Private Line User Service (APLUS) (Cont'd)

7.3.2 Descriptions (Cont'd)

Digital Service Unit (DSU)

A DSU is a piece of end user premises equipment which terminates a four-wire digital loop facility consisting of a single channel operating at or below the bit rate of 64 Kbps.

Digital Service Unit Central Office Channel Connection

The term "DSU Central Office Channel Connection" denotes the central office equipment which provides APLUS over a four-wire digital loop facility.

Analog Central Office Channel Connection

The term "Analog Central Office Channel Connection" denotes the central office equipment which provides for the connection of analog transmission equipment to APLUS. APLUS is transmitted over digital facilities.

Interoffice APLUS DS0 Channel

The term "Interoffice APLUS DS0 Channel" denotes a digital path at the DS0 rate of 64 Kbps for APLUS transmission between two central offices.

Bridging

The term "Bridging" denotes the central office function which provides for multipoint digital data circuits. Each circuit drop on a multipoint circuit has a bridge on it. Bridges are not used on point to point circuits. All drops on the same multipoint circuit must operate at the same bit speed.

Sub-rate Multiplexing

The term "Sub-rate Multiplexing" denotes the central office function which provides time division central office multiplexing. Sub-rate multiplexing allows multiple Sub-rate channels (which operate at a bit rate of less than 64 Kbps) to be combined into one 64 Kbps channel for transport. The exact number of channels that can be combined into a 64 Kbps channel depends on the precise bit rate of the Sub-rate channels.

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7 CHANNEL CONNECTIONS

7.3 Advanced Private Line User Service (APLUS) (Cont'd)

7.3.3 Regulations

- a. APLUS is available on a point-to-point basis. Multipoint service is also available for single channels operating at a bit rate of 64 Kbps or less.
- b. If the end user serving central office is not equipped to provide APLUS, additional charges will apply. Connection to a T1 Central Office Channel Connection will require that a 1.544 Mbps loop facility be leased to a central office equipped to provide APLUS. Connection to the DTU Central Office Channel Connection will require that the Customer pay a DTU Network Extension Fee, as stated in Section M.5.d below, to connect their serving central office with the nearest central office equipped to provide APLUS. Connection to a DSU Central Office Channel Connection is available through the use of Low Speed Digital Service. The Customer will be charged applicable Low Speed Digital Service rates for transport to the Low Speed Digital Service "node". Connection to an Analog Channel Connection will require a two or four-wire facility be leased to a central office equipped to provide APLUS.
- c. Charges for the loop facility required to provide APLUS will be applied at applicable tariffed rates. A DS-1 Central Office Channel Connection will require a 1.544 Mbps loop facility be leased. A DTU Central Office Channel Connection will require a two-wire loop facility be leased. A DSU Central Office Channel Connection will require a four-wire loop facility be leased. An Analog Central Office Channel Connection will require either a two or four-wire loop facility be leased.
- d. Charges for APLUS will be applied on a per channel basis.
- e. Channel groups are allowed by the Telephone Company and may be formed by a contiguous group of multiple 64 Kbps channels. This allows interoffice APLUS circuits to operate at a bit rate greater than 64 Kbps. Channel groups may consist of a maximum of twenty-four channels.
- f. APLUS is available at a bit per second rate of 1.544 Mbps (DS-1), increments of 64 Kbps (DS-0) channels, and at selected rates less than 64 Kbps (Sub-rate).
- g. DTU Central Office Channel Connections have cable distance limitations. The Channel Connections follow American National Standard T1.601-1988 with regard to line format (2B1Q) and are subject to the distance limitations of that standard. Service may be denied if the cable length exceeds the distance limitation.

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7 CHANNEL CONNECTIONS

7.3 Advanced Private Line User Service (APLUS) (Cont'd)

7.3.3 Regulations (Cont'd)

- h. DSU Central Office Channel Connections have cable distance limitations which vary depending on the operating bit rate of the service. Service may be denied if the cable length exceeds the distance limitation.
- i. The customer or end user, upon request, shall furnish such information as may be required to permit the Telephone Company to design and maintain the APLUS it offers and to assure that the service arrangement is in accordance with the tariff regulations contained herein.

7.3.4 Method of Applying Rates

Different rate elements will be applied depending on the particular design configuration. The following describes each rate element and when it will apply.

- a. DS-1 Central Office Channel Connection: This rate element will be applied when a 1.544 Mbps circuit is connected to APLUS.
- b. DTU Central Office Channel Connection: This rate element will be applied when a DTU is connected to APLUS using a two-wire loop facility. One or two DTU Central Office Channel Connection charges will apply to each two-wire loop facility connected to APLUS depending on the number of 64 Kbps channels utilized. Although each DTU can support up to two 64 Kbps channels the DTU Central Office Channel Connection supports only one 64 Kbps channel.
- c. DSU Central Office Channel Connection: This rate element will be applied when a DSU is connected to APLUS using a four-wire loop facility. Each DSU Central Office Channel Connection can support one DSU.
- d. Analog Central Office Channel Connection: This rate element will be applied when an analog voice or data loop facility is connected to APLUS.
- e. Interoffice APLUS DS0 Channel: This rate element is applied in quarter mile increments and is applied to each 64 Kbps path or fraction thereof required between central offices. On a multipoint circuit, if a number of drops are all served by the same central office, only one path is required back to the central office with the master drop.

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7 CHANNEL CONNECTIONS

7.3 Advanced Private Line User Service (APLUS) (Cont'd)

7.3.4 Method of Applying Rates (Cont'd)

- f. Bridging: This rate element is applied to each circuit drop, including the master drop, on a multipoint circuit.
- g. Sub-rate Multiplexing: This rate element is applied to each Sub-rate channel that is multiplexed. Since multiplexing is often performed at one end and demultiplexed at the other end, two multiplexing charges will usually be applied.
- h. DTU Network Extension: This rate element will be applied when a DTU CO Port customer resides in the serving area of a central office that is not equipped for APLUS. The interoffice mileage portion of the rate element will be applied between the serving central office and the nearest APLUS office.

7.4 Digital Local Channel Connection

Digital Local Channel denotes a path for Low Speed Digital service furnished from the designated serving central office to the end user premises. Digital terminating equipment is required by the end user in order to terminate Low Speed Digital services at the end user premises.

7.4.1 General

- a. Low Speed Digital Service provides point-to-point and multi-point data transmission service designed to transmit data in digital form, end-to-end over digital facilities routed through a central office node.
- b. This service is available within the Frontier Telephone of Rochester, Inc.'s territory where appropriate digital facilities are available as determined by the Telephone Company.
- c. The transmission medium used to provide this service will be determined by the Telephone Company.
- d. The customer shall furnish the Digital Terminating Equipment (DTE) on the end user's premises.

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7 CHANNEL CONNECTIONS

7.4 Digital Local Channel Connection (Cont'd)

7.4.2 Regulations

a. Description of Service

Low Speed Digital Service is capable of the simultaneous two-way transmission of digital signals at synchronous speeds of 2.4, 4.8, 9.6, 19.2 or 56.0 Kilobits per second (Kbps) between two or more points.

The design, maintenance and operation of Low Speed Digital Service contemplates communications originating or terminating at premises of the end user.

1. The Digital Terminating Equipment (DTE) provided by the customer or end user is required at the end user's premises to perform such functions as:
 - proper termination of the service
 - regeneration
 - signal shaping
 - remote loop-back

b. Description of Options

1. Secondary Channel Capability (SCC)

Secondary Channel Capability (SCC) is a diagnostic channel comprised of previously unavailable bits out of the existing data stream. This allows for control and testing of the network. The SCC is independent of the primary data path and operates at a substantially lower bit rate. Special customer equipment is necessary to utilize the benefits of the SCC. Customers or end users not wishing to utilize the capability will not be impacted. Due to the transmission equipment restrictions, SCC cannot be provided on 56.0 Kbps circuits that require the installation of loop repeater equipment for provision of service.

2. Digital Data Service Bridging

Digital Data Service Bridging is a service which allows an end user the ability to bridge either 2.4, 4.8, 9.6, 19.2 or 56 kbps data circuit using a multi-junction unit. The control leg of the circuit transmits and receives from all of the branch legs. The branch legs transmit to and receive from the control leg only, and not other branch legs. This service is only available between an end user premises and a Telephone Company designated digital node.

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7 CHANNEL CONNECTIONS

7.4 Digital Local Channel Connection (Cont'd)

7.4.2 Regulations (Cont'd)

c. Definitions

1. DIGITAL LOCAL CHANNEL

The term "Digital Local Channel" denotes a path for Low Speed Digital Service furnished from the designated serving central office to the end user's premises.

2. DIGITAL INTEROFFICE CHANNEL

The term "Digital Interoffice Channel" denotes a path for Low Speed Digital Service between the designated serving central office and the Telephone Company's node.

3. DIGITAL TERMINATING EQUIPMENT

The term "Digital Terminating Equipment" denotes equipment provided by the customer or end user to terminate Low Speed Digital Service at the end user's premises.

4. NODE

The term "node" denotes the location to which digital channels in the Frontier Telephone of Rochester, Inc. territory area are routed and where access is provided to such lines and associated equipment for testing.

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7 CHANNEL CONNECTIONS

7.4 Digital Local Channel Connection (Cont'd)

7.4.2 Regulations (Cont'd)

d. Mileage Measurement and Regulations

Links for Low Speed Digital Service will be charged at rates based on the airline distance from the designated serving central office to the end user's premises.

Digital interoffice channels will be charged at rates based on the airline distance from the designated serving central office to the Telephone Company's node.

The length of the digital local channel is restricted by the speed of the transmission desired. Many parameters affect the limitation and the Telephone Company reserves the right to deviate from the typical limitation.

The typical limitations are as follows:

Airline Miles

-	2.4 Kbps	8.6
-	4.8 Kbps	6.5
-	9.6 Kbps	4.9
-	19.2 Kbps	3.0
-	56.0 Kbps	2.6

e. Low Speed Digital Service may be used for the transmission of communications of the end user, provided that:

1. Low Speed Digital Service shall not be used for an unlawful purpose, and
2. The customer or end user, upon request, shall furnish such information as may be required to permit the Telephone Company to design and maintain the Low Speed Digital Service it offers and to assure that the service arrangement is in accordance with the tariff regulations contained herein.

f. Payment Arrangements

1. The minimum period for which service is furnished and for which charges are applicable is one month.
2. Suspension of service is not allowed.

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7 CHANNEL CONNECTIONS

7.4 Digital Local Channel Connection (Cont'd)

7.4.2 Regulations (Cont'd)

g. Unusual Installation Charges

If the Telephone Company incurs additional costs because the customer requests the service to terminate at a specific location, then the customer will be charged the additional cost incurred. In addition, the mileage used to determine the monthly charge for the local channel will be measured to the actual point of termination.

h. Service Charges

Basic order charges, as set forth in Section 13, Rates will apply.

7.5 DS-1 Digital Channel Connection

A DS-1 Digital Channel connection joins a DS-1 link to other facilities and terminating equipment. A channel service unit is the equipment located at the Customer's premise which terminates each DS-1 channel.

DS-1/DS-3 Service Regulations

7.5.1 General

These regulations are applicable to DS-1 and DS-3 Systems furnished by the Telephone Company for point to point digital communications at a transmission rate of 1.544 Mbps (DS-1) and 45 Mbps (DS-3). DS-3 Service uses optical fiber facilities.

7.5.2 Description of Service

DS-1 and DS-3 Service consists of a two-point digital channel which provides for simultaneous two-way transmission of digital signals at a transmission rate of 1.544 Mbps and 45 Mbps, respectively. This service will be provided by utilizing existing interoffice and local distribution facilities and/or facilities constructed to meet specific end user requirements.

DS-1 Service may be terminated at an end user's location with an appropriate charge for conversion of the digital signal to its equivalent 24 channels. The design, maintenance and operation of DS-1 Service contemplates communications originating or terminating at end user locations.

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7 CHANNEL CONNECTIONS

7.5 DS-1 Digital Channel Connection (Cont'd)

7.5.3 Definitions

Bit

The smallest unit of information in the Binary System of notation.

Channel Conversion

The term "Channel Conversion" denotes the termination of DS-1 or DS-3 Service at a central office or end user location, with conversion of the digital signal to 24 analog voice grade circuits, or 28 1.544 Mbps channels, respectively. Channel Conversion can be furnished by the end user at the end user premises.

Customers who wish to substitute digital data channels for voice grade channels will be charged an additional rate element for each digital data channel. This rate element is in addition to the charge for Voice Grade Central Office Channel Conversion.

Channel Service Unit

A Channel Service Unit (CSU) is the equipment located at the end user's premises which terminates each DS-1 Local Channel and performs such functions as proper termination of facilities, regeneration of signals, recognition and correction of signal format errors and provide remote loop-back capability.

Customer-Provided Derivation Equipment (Channel Bank)

The term "end user-provided derivation equipment" denotes a device provided by an end user which enables several narrow bandwidth channels to be obtained from one wider band.

Interoffice Channel

The term "interoffice channel" denotes one point to point duplex path for transmission between two central offices.

Local Channel

The term "local channel" denotes a path for DS-1 or DS-3 furnished from the central office to the end user's premises.

Node Splice Point

The term "Node Splice Point" denotes the point within the Telephone Company's fiber ring where traffic can be directionalized back to the serving wire center on a diverse basis.

System

The term "system" represents the increment in which the service is offered. A system refers to one 1.544 Mbps System equivalent to 24 voice channels for DS-1 Service or one 45 Mbps System.

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7 CHANNEL CONNECTIONS

7.5 DS-1 Digital Channel Connection (Cont'd)

7.5.4 Regulations

- a. DS-1 or DS-3 Service is available only on a two-point basis.
- b. This service is subject to the availability of suitable digital or light wave facilities between the serving central office and the end user's premises, and between serving central offices when interoffice facilities are required. If such equipment or facilities are not available, or if changes to existing facilities are required to provide DS-1 or DS-3 Service, a charge based on the cost incurred may apply in addition to the rates for the service.
- c. It is the responsibility of the end user (or any other party in interest such as the applicant for service or the owner or operator of the premises or the builder) to provide in a manner satisfactory to the Telephone Company and without cost to the Telephone Company: a means of entrance for the cable into the building; space for mounting the necessary terminals and equipment; and, where required, a means to reach each floor and each suite or office on each floor where telephone service is desired.
- d. 110 volt AC, 15 amperes, separately fused, non-switch controlled, single power outlet, or 48 volt DC, 10 amperes, must be provided by the end user for end-to-end service provided over fiber optic facilities.

Battery backup for the end user's service may be provided by the Telephone Company at charges based on cost.

- e. Service is provided by means of the following rating arrangements:
 1. Service between two customer locations in the same central office area consists of two Channel Connection links connected at the serving central office.
 2. Service between two customer locations in different central office areas consists of two Channel Connections connected to an Interoffice Channel between the serving central offices.
- f. For DS-1 Service, the default parity is AMI. For DS-3 Service, the default parity is M13.
- g. Method of Applying Rates

DS-1 Service is available on a month to month, 12, 36, or 60-month terms. DS3s are available on month-to-month, 18, 36 or 60-month terms. If the customer enters into a contract, suspension of service is not allowed.

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7 CHANNEL CONNECTIONS

7.5 DS-1 Digital Channel Connection (Cont'd)

7.5.4 Regulations (Cont'd)

If this service is terminated prior to the expiration of the agreed to payment period, the end user shall be required to continue paying the applicable charges for the remainder of the agreed to payment period.

Normally, installation at the end user's premises will involve termination of the Telephone Company's service at the closest possible access point to the central office. Any additional material or installation required from this closest possible point to the actual terminating point will be charged to the Customer at actual cost.

Systems furnished between serving central offices will be charged a fixed rate.

If the end user elects a termination of service which is not described here, charges other those listed in this tariff may apply.

h. Connections

End user-provided terminal equipment, end user-provided channel conversion equipment, end user-provided derivation equipment and end user-provided communications systems may be connected to DS-1 and DS-3 Service when such connection is made in accordance with the provisions which follow:

The responsibility of the Telephone Company shall be limited to the furnishing of an electronic 1.544 Mbps (DS-1) or 45 Mbps (DS-3) digital signal to that point on the end user's premises where provision is made for the connection of end user-provided equipment. The end user is responsible for testing its equipment or facilities to ensure that when they are connected with DS-1 or DS-3 Service such equipment or facilities are operating properly, and further that the cause of any service difficulty reported by the customer to the Telephone Company results from the operation of equipment and facilities provided by the Telephone Company.

The end user shall be responsible for payment of a maintenance service charge for:

Visits by the Telephone Company to the premises of the end user where the service difficulty or trouble report results from the use of equipment or facilities provided by the end user.

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7 CHANNEL CONNECTIONS

7.5 DS-1 Digital Channel Connection (Cont'd)

7.5.4 Regulations (Cont'd)

h. Connections (Cont'd)

1. Connection of End User-Provided Terminal Equipment, End User-Provided Derivation Equipment, End User-Provided Channel Conversion Equipment and End User-Provided Communications Systems.

- a. End User-provided terminal equipment, end user-provided channel conversion equipment, end user-provided derivation equipment and end user-provided communications systems may be connected at the premises of the end user at a DS-1 or DS-3 signal level.

2. Accessories

Accessories provided by an end user may be used in conjunction with DS-1 or DS-3 provided that such accessories comply with the provisions of (3) following.

3. Responsibility of Customer

Where DS-1 or DS-3 Service is available under this tariff for use in connection with terminal equipment or communications systems provided by an end user, the operating characteristics of such equipment or systems shall be such as not to interfere with any of the services offered by the Telephone Company. Such use is subject to the further provisions that the equipment provided by an end user does not endanger the safety of the Telephone Company employees or the public; does not damage, require change in or alteration of the equipment or other facilities of the Telephone Company; does not interfere with the proper functioning of such equipment or facilities; does not impair the operation of the Telephone Company's facilities or otherwise injure the public in its use of the Telephone Company services.

Upon notice from the Telephone Company that the equipment provided by an end user is causing or is likely to cause such hazard or interference, the end user shall take such steps as shall be necessary to remove or prevent such hazard or interference or incur termination of service by the Telephone Company.

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7 CHANNEL CONNECTIONS

7.5 DS-1 Digital Channel Connection (Cont'd)

7.5.4 Regulations (Cont'd)

h. Connections (Cont'd)

3. Responsibility of Customer (Cont'd)

Where an end user elects to connect an end user-provided communications system to DS-1 or DS-3 Service the customer shall be responsible for:

- a. Compatibility of the connected communications system and the DS-1 or DS-3 Service.
- b. Testing, sectionalization and clearance of trouble conditions or service difficulties on any communications system which is connected to DS-1 or DS-3 Service.
- c. A Channel Service Unit or functional equivalent is required at each terminating point for DS-1 Service.
- d. If an end user elects to provide the CSU, the end user may not disconnect this equipment without prior written consent of the Telephone Company.
- e. If the end user disconnects the equipment without this consent or fails to provide the equipment completely, the Telephone Company has the option of discontinuing service. All monthly charges will continue to apply.
- f. If the end user provides the CSU, the end user provided equipment must perform such functions as: proper termination of the facility, regeneration, signal shaping and remote loop back.

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7 CHANNEL CONNECTIONS

7.5 DS-1 Digital Channel Connection (Cont'd)

7.5.4 Regulations (Cont'd)

h. Connections (Cont'd)

4. Responsibility of the Telephone Company

- a. The Telephone Company shall not be responsible for installation, operation or maintenance of any terminal equipment or communications systems provided by an end user. DS-1 or DS-3 Service is not represented as adapted to the use of such equipment or system and where such equipment or system is connected to the Telephone Company facilities the responsibility of the Telephone Company shall be limited to the furnishing of facilities suitable for DS-1 or DS-3 Service and to the maintenance and operation of such facilities in a manner proper for such digital service. Therefore, the Telephone Company shall not be responsible for the through transmission of signals generated by such equipment or system, or for the quality of, or defects in, such transmission. Further, the Telephone Company shall not be responsible for the reception of signals by such equipment or system.
- b. The Telephone Company shall not be responsible to the Customer or end-user if changes in any of the facilities, operations or procedures of the Telephone Company utilized in the provision of DS-1 or DS-3 Service render any facilities provided by an end user or customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
- c. The Telephone Company undertakes to maintain and repair the facilities which it furnishes. The Customer or end user may not rearrange, disconnect, remove or attempt to repair any equipment installed by the Telephone Company without prior written consent of the Telephone Company.

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7 CHANNEL CONNECTIONS

7.5 DS-1 Digital Channel Connection (Cont'd)

7.5.5 Optional Features and Functions

a. Route Diversity with Automatic Protection Switching (Alternate Entrance)

In order to provide this option DS-1 or DS-3 Service must be provided over end-to-end fiber optic facilities and a separate entrance facility must be made available to the Telephone Company.

Route Diversity with Automatic Protection Switching (Alternate Entrance) provides added reliability to DS-1 or DS-3 Service. This feature provides a separate facility path for the protection system between the serving central office and the Telephone Company Point of Termination located in the same building as the customer designated premises.

This added protection is provided by ensuring that backup electronics and two physically separate facility paths are used in the provisioning of the service. A primary (or working) service path is established between the serving central office and the end user designated premises. A secondary (or protect path) is provisioned between the end user designated premises and the serving central office via the Telephone Company designated alternate route. Should the working path or electronics fail, or the service performance becomes impaired, i.e., the bit error rate degenerates to less than or equal to 10^{-6} , DS-1 or DS-3 Service will automatically switch to the service protect path in order to maintain a near continuous flow of information between locations.

This option is only available where facilities permit.

b. Route Diversity with Automatic Protection Switching (Same Entrance)

In order to provide this option DS-1 or DS-3 Service must be provided over end-to-end fiber optic facilities.

Route Diversity with Automatic Protection Switching (Same Entrance) provides added reliability to DS-1 or DS-3 Service. This feature provides a separate facility path for the protection system between the serving central office and the node splice on the Telephone Company's fiber ring. This option does not provide for protection between the node splice point on the Telephone Company's ring and the Telephone Company Point of Termination.

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7 CHANNEL CONNECTIONS

7.5 DS-1 Digital Channel Connection (Cont'd)

7.5.5 Optional Features and Functions (Cont'd)

b. Route Diversity with Automatic Protection Switching (Same Entrance) (Cont'd)

This added protection is provided by ensuring that backup electronics and two physically separate facility paths are used in the provisioning of the service from the node splice point to the serving central office. A primary (or working) service path is established between the serving central office and the end user designated premises. A secondary (or protect path) is provisioned between the node splice point and the serving central office via the Telephone Company designated alternate route.

Should the working path or electronics fail, or the service performance becomes impaired, i.e., the bit error rate degenerates to less than or equal to 10 to the minus 6, between the node splice point and the serving central office the DS-1 or DS-3 Service will automatically switch to the service protect path in order to maintain a near continuous flow of information between locations.

This option is only available where facilities permit.

c. Channel Conversion

1. Channel Conversion multiplexes up to 24 voice grade channels. The voice grade channel services available for Central Office Channel Conversion include:
 - a. Voice grade circuits
 - b. Analog data circuits
 - c. PBX and Centrex off premises extensions
 - d. Tie lines
 - e. Interoffice portion of a foreign exchange line (FX)
 - f. Digital Data Service (Kbps 2.4, 4.8, 9.6, 56, 64 Kbps)
 - g. APLUS
 - h. Fractional DS-1 (up to 6 channels)
2. The end user provided Channel Conversion equipment must be compatible with the facilities provided by the Telephone Company.
3. A Customer of Channel Conversion will be billed for DS-1 or DS-3 Service and the appropriate voice grade channels in addition to Central Office Channel Conversion.

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7 CHANNEL CONNECTIONS

7.5 DS-1 Digital Channel Connection (Cont'd)

7.5.5 Optional Features and Functions (Cont'd)

c. Channel Conversion (Cont'd)

4. Rates and charges for voice grade channels or DS-1 between the central office where the channel conversion occurs, and the customer's premises will apply. Foreign exchange service will be calculated from the foreign exchange office to the central office where the channel conversion occurs.
5. The minimum period for which service is furnished and for which charges are applicable is 12 months for DS-1 Service and 18 months for DS-3 Service. Suspension of service is not allowed.
6. Service is furnished in month to month, 12, 36 or 60 months for DS-1 Service and month to month, 18, 36 or 60 months for DS-3 Service. Suspension of service is not allowed.

d. 1.544 Clear Channel Capability Option (B8ZS Protocol Type)

1. This service option will be available only between locations which are equipped for sending and receiving signals with B8ZS coding/decoding capabilities.
2. End user provided equipment must be capable of transmitting and decoding B8ZS signals as described in ANSI T1.102.
3. End users must agree to out-of-service periods required to add this feature to an existing circuit. No credit allowance will be made for the periods of interruption.

7.5.6 Individual Case Billing Arrangements

The Telephone Company may, in response to a request from a Customer or potential Customer, develop a responsive competitive pricing proposal for DS-1 or DS-3 Service.

Prices quoted in response to such requests may be different than those in effect in this tariff but will be set at a level that is at least equal to the relevant incremental costs for the requested service.

An individual case billing arrangement price quote will be offered to the Customer for acceptance in writing. Such individual case billing arrangements will specify, among other things, the length of service.

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7 CHANNEL CONNECTIONS

7.5 DS-1 Digital Channel Connection (Cont'd)

7.5.7 Demonstration Period

a. General

The Demonstration Period gives the Telephone Company the option of waiving recurring charges, nonrecurring charges, or both, in order to promote the sale of DS-1 and DS-3 Service.

b. Regulations

1. The Telephone Company reserves the right to waive any or all of the recurring charges, nonrecurring charges, or both, associated with DS-1 and DS-3 Service at any time upon 1 days' notice to the Commission.
2. Individual promotional periods will not exceed 120 days.

7.6 DS-3 Digital Channel Connection

DS-3 Digital Channel connection joins a DS-3 link to other facilities and terminating equipment. DS-3 Digital Channel is a leased channel for high capacity transport (45 Mbps) of digital electrical signals. 45 Mbps service consists of a two-point digital channel which provides for simultaneous two-way transmission of digital electrical signals at a transmission rate of 45 Mbps. (See Section 7.E for regulations regarding DS-3.)

7.7 DACS Connection

7.7.1 General

DACS Connection will enable customers to terminate a 1.544 Mbps facility and cross-connect individual DSO channels. Through the use of a Digital Access Cross-Connect system (DACS), located in the Telephone Company's Hub, customers will be able to utilize digital transmission facilities for the transport of DSO channels between the end user serving central office and the Telephone Company's DACS. The DACS functions as an electronic switching node that allows circuits to be cross-connected.

1.544 Mbps facilities will utilize a 1.544 Mbps termination on the DACS. Up to twenty-four DSO circuits can be cross-connected into a 1.544 Mbps facility.

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7 CHANNEL CONNECTIONS

7.7 DACS Connection (Cont'd)

7.7.1 General (Cont'd)

DACS Connection rates apply in addition to any monthly recurring and nonrecurring charges for 1.544 Mbps, Low Speed Digital, two-wire or four-wire loop facilities.

- a. DACS terminations are only available in selected central offices.
- b. The rate for DACS connections can be found in Section 13, Rates.

7.8 Fractional DS-1 Connection

7.8.1 General

- a. Fractional DS-1 Service is a High Capacity Digital Service that provides for the transmission of signals in N x 56Kbps or N x 64Kbps, ordered in increments of 2, 3, 4, 5, or 6 DSO channels. Channels must be sequential. Signaling can either be digital or analog and will handle AMI or B8ZS options. The Speeds at which the service may be ordered are as follows:

N x 56	N x 64
2 x 56 = 112Kbps	2 x 64 = 128Kbps
3 x 56 = 168Kbps	3 x 64 = 192Kbps
4 x 56 = 224Kbps	4 x 64 = 256Kbps
5 x 56 = 280Kbps	5 x 64 = 320Kbps
6 x 56 = 336Kbps	6 x 64 = 484Kbps

- b. Fractional DS-1 Service is deployed, where available, using a Digital Access Cross-connect System (DACS), or D4-type channel bank located in the central office. The link (local loop) from the end user's serving wire center (SWC) to the end user's premises must be a 4-wire non-loaded copper facility. The maximum length over which the service may be provided is, 12,000 feet from the SWC to the end user's premises.

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7 CHANNEL CONNECTIONS

7.8 Fractional DS-1 Connection (Cont'd)

7.8.2 Regulations

- a. Fractional DS-1 Service is available only on a two-point basis.
- b. This service is subject to the availability of suitable digital facilities between the serving central office and the end user's premises, and between serving central offices when interoffice facilities are required. If such equipment or facilities are not available, or if changes to existing facilities are required to provide Fractional DS-1 Service, a charge based on the cost incurred may apply in addition to the rates for the service.
- c. It is the responsibility of the end user (or any other party in interest such as the applicant for service, the owner or operator of the premises, the builder or Customer) to provide in a manner satisfactory to the Telephone Company and without cost to the Telephone Company: a means of entrance for the cable into the building; space for mounting the necessary terminals and equipment; and, where required, a means to reach each floor and each suite or office on each floor where telephone service is desired.
- d. Method of Applying Rates

The minimum period for which service is furnished and for which charges are applicable is 12 months. Suspension of service is not allowed.

If this service is terminated prior to the expiration of the agreed to payment period, the customer shall be required to continue paying the applicable charges for the remainder of the agreed to payment period.

A local channel is furnished between a central office and the end user's premises. The rate is based on a monthly port and link fixed charge dependent on the speed of service required by the end user. Normally, installation at the end user's premises will involve termination of the Telephone Company's service at the closest possible access point to the central office. Any additional material or installation required from this closest possible point to the actual terminating point will be charged to the customer at actual cost.

Rates for Fractional DS-1 Service are for local channel transport only. Inter-office transport, may be provided by a DS-1 Service Interoffice Channel, DACS Cross-Connect Inter-Office Mileage, or Low Speed Digital Service Inter-Office transport as found in Section 13, Rates. Charges for Fractional DS-1 Service will be assessed for the interoffice transport chosen by the end user. A Basic Order charge applies for installation of this service.

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7 CHANNEL CONNECTIONS

7.8 Fractional DS-1 Connection (Cont'd)

7.8.2 Regulations (Cont'd)

e. Responsibility of the Customer/End User

1. The customer shall be responsible for payment of a maintenance service charge for:

Visits by the Telephone Company to the premises of the end user where the service difficulty or trouble report results from the use of equipment or facilities provided by the end user.
2. Accessories provided by an end user may be used in conjunction with Fractional DS-1 Service provided that such accessories comply with the provisions of (3) following.
3. Where Fractional DS-1 Service is available under this tariff for use in connection with terminal equipment or communications systems provided by an end user, the operating characteristics of such equipment or systems shall be such as not to interfere with any of the services offered by the Telephone Company. Such use is subject to the further provisions that the equipment provided by an end user does not endanger the safety of the Telephone Company's employees or the public; does not damage, require change in or alteration of the equipment or other facilities of the Telephone Company; does not interfere with the proper functioning of such equipment or facilities; does not impair the operation of the Telephone Company's facilities or otherwise injure the public in its use of the Telephone Company's services.
4. Upon notice from the Telephone Company that the equipment provided by an end user or customer is causing or is likely to cause such hazard or interference, the end user or customer shall take such steps as shall be necessary to remove or prevent such hazard or interference or incur termination of service by the Telephone Company.

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7 CHANNEL CONNECTIONS

7.8 Fractional DS-1 Connection (Cont'd)

7.8.2 Regulations (Cont'd)

e. Responsibility of the Customer/End User (Cont'd)

5. Where an end user elects to connect an end user-provided communications system to Fractional DS-1 Service the end user shall be responsible for:
 - a. Compatibility of the connected communications system and the Fractional DS-1 Service.
 - b. Testing, sectionalization and clearance of trouble conditions or service difficulties on any communications system which is connected to Fractional DS-1 Service.
 - c. A Channel Service Unit or functional equivalent is required at each terminating point.
 - d. If an end user elects to provide the CSU, the end user may not disconnect this equipment without prior written consent of the Telephone Company.
 - e. If the end user disconnects the equipment without this consent or fails to provide the equipment completely, the Telephone Company has the option of discontinuing service. All monthly charges will continue to apply.
 - f. If the end user provides the CSU, the end user-provided equipment must perform such functions as: proper termination of the facility, regeneration, signal shaping and remote loop back.

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7 CHANNEL CONNECTIONS

7.8 Fractional DS-1 Connection (Cont'd)

7.8.2 Regulations (Cont'd)

f. Responsibility of the Telephone Company

1. The responsibility of the Telephone Company shall be limited to the furnishing of an electronic digital signal to that point on the end user's premises where provision is made for the connection of end user-provided equipment. The end user is responsible for testing its equipment or facilities to ensure that when they are connected with Fractional DS-1 Service such equipment or facilities are operating properly, and further that the cause of any service difficulty reported by the customer or end user to the Telephone Company results from the operation of equipment and facilities provided by the Telephone Company.
2. The Telephone Company shall not be responsible for installation, operation or maintenance of any terminal equipment or communications systems provided by an end user. Fractional DS-1 Service is not represented as adapted to the use of such equipment or system and where such equipment or system is connected to the Telephone Company's facilities, the responsibility of the Telephone Company shall be limited to the furnishing of facilities suitable for Fractional DS-1 Service and to the maintenance and operation of such facilities in a manner proper for such digital service. Therefore, the Telephone Company shall not be responsible for the through transmission of signals generated by such equipment or system, or for the quality of, or defects in, such transmission. Further, the Telephone Company shall not be responsible for the reception of signals by such equipment or system.
3. The Telephone Company shall not be responsible to the customer or end user if changes in any of the facilities, operations or procedures of the Telephone Company utilized in the provision of Fractional DS-1 Service render any facilities provided by a customer or end user obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
4. The Telephone Company undertakes the responsibility of maintenance and repairs the facilities which it furnishes. The customer or end user may not rearrange, disconnect, remove or attempt to repair any equipment installed by the Telephone Company without prior written consent of the Telephone Company.

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8 USAGE

8.1 General

Usage is tracked and recorded on the Telephone Company's Automatic Message Accounting (AMA) tapes. The AMA tapes will be provided by the Telephone Company and made available to the other network service providers and will be priced on an individual case basis.

8.2 Local Usage

- a. Local usage for business end users and measured rate residence end users is charged to Customers on a per-minute of use basis. There are separate charges for a one-minute call, a two-minute call, a three-minute call, and calls that are four or more minutes in length. Charges for local usage can be found in Section 13, Rates.
- b. Local Measure Service (LMS)-Plan II. This is an optional timed service for local calling provided as an option to business customers. There is a one-month minimum requirement to sign up for this plan.

The option LMS-Plan II consists of two separate rating period. Charges for the plan can be found in Section 13, Rates.

8.3 Intralata Toll Usage

IntraLATA toll calls are charged to Customers according to the rates outlined in P.S.C. No. 3 – Access Tariff. Customers will be charged originating access and terminating access (local switching and local transport).

8.4 Peak and Off-Peak Periods

Charges for local usage will be calculated for peak and off-peak periods. Peak period for local measured usage will be from 8:00 a.m. to 4:59 p.m., Monday through Friday.

The off-peak period for local measured usage will be from 5:00 p.m. to 7:59 a.m., Monday through Friday, and from 5:00 p.m. Friday through 7:59 a.m. Monday. The off-peak rates also apply to Holidays - Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Labor Day (the first Monday in September), and Thanksgiving (the fourth Thursday in November). In case Christmas, New Year's Day, and Independence Day legal holidays fall on other than December 25, January 1, and July 4, respectively, off-peak rates apply on such legal holidays.

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8 USAGE

8.5 Non-Adjacent Extended Area Service

- a. A monthly surcharge will apply to those exchanges which are provided with non-adjacent, flat-rate Extended Area Service (EAS).
- b. Please see Section 13, Rates, for rates and charges.
- c. Exchanges in which non-adjacent, flat-rate EAS is provided are as follows: Avon, Bergen, Brockport, Caledonia, Canandaigua, Churchville, East Rochester-Pittsford, Fairport, Geneseo, Hamlin, Hemlock, Henrietta, Honeoye Falls-Lima, Livonia, Rochester, Rush, Scottsville, Victor, Webster and West Webster.

8.6 Local Calling Regions

The following services are offered to the Exchange Areas listed below:

<u>Business</u> Individual Line - Measured Rate		<u>Residence</u> Individual Line - Flat Rate
<u>Exchange Area</u>	<u>Rate Group</u>	<u>Local Calling Area</u>
Atlanta	3	Atlanta Cohocton Naples Wayland
Avon	9	Avon Caledonia Henrietta Livonia Rochester Rush
Bergen	9	Bergen Brockport Byron Churchville LeRoy Rochester Scottsville

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8 USAGE

8.6 Local Calling Regions (Cont'd)

The following services are offered to the Exchange Areas listed below: (Cont'd)

<u>Business</u> Individual Line - Measured Rate		<u>Residence</u> Individual Line - Flat Rate
<u>Exchange Area</u>	<u>Rate Group</u>	<u>Local Calling Area</u>
Brockport	9	Bergen Brockport Churchville Hamlin Hilton Holley Kendall North Chili Rochester Spencerport Waterport
Caledonia	9	Avon Caledonia Churchville LeRoy Rochester Scottsville
Canandaigua	9	Bloomfield (Frontier Communications of Seneca Gorham, Inc.) Canandaigua Honeoye (Frontier Communications of Seneca Gorham, Inc.) Naples Rochester Rushville (Frontier Communications of Seneca Gorham, Inc.) Shortsville Stanley (Frontier Communications of Seneca Gorham, Inc.) Victor

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8 USAGE

8.6 Local Calling Regions (Cont'd)

The following services are offered to the Exchange Areas listed below: (Cont'd)

<u>Business</u> Individual Line - Measured Rate		<u>Residence</u> Individual Line - Flat Rate
<u>Exchange Area</u>	<u>Rate Group</u>	<u>Local Calling Area</u>
Castile-Gainesville- Silver Springs	3	Bliss (NYNEX) Castile-Gainesville- Silver Springs Perry Warsaw
Churchville	9	Bergen Brockport Caledonia Churchville North Chili Rochester Scottsville Spencerport
Cohocton	2	Atlanta Cohocton Wayland
Dansville	3	Canaseraga Dansville Mount Morris Springwater Wayland

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8 USAGE

8.6 Local Calling Regions (Cont'd)

The following services are offered to the Exchange Areas listed below: (Cont'd)

<u>Business</u> Individual Line - Measured Rate		<u>Residence</u> Individual Line - Flat Rate
<u>Exchange Area</u>	<u>Rate Group</u>	<u>Local Calling Area</u>
East Rochester-Pittsford	9	East Rochester-Pittsford Fairport Henrietta Hilton Honeoye Falls-Lima Macedon North Chili Rochester Rush Scottsville Spencerport Victor Webster West Webster
Fairport	9	East Rochester-Pittsford Fairport Henrietta Honeoye Falls-Lima Macedon (NYNEX) Marion (NYNEX) Ontario (NYNEX) Rochester Victor Webster West Webster

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8 USAGE

8.6 Local Calling Regions (Cont'd)

The following services are offered to the Exchange Areas listed below: (Cont'd)

<u>Business</u> Individual Line - Measured Rate	<u>Residence</u> Individual Line - Flat Rate	
<u>Exchange Area</u>	<u>Rate Group</u>	<u>Local Calling Area</u>
Geneseo	9	Avon Caledonia Geneseo Henrietta Leicester Livonia Mount Morris Pavilion Rochester Rush Scottsville
Hamlin	9	Brockport Hamlin Hilton (Ogden Telephone) Kendall (NYNEX) North Chili (Ogden Telephone) Rochester Spencerport (Ogden Telephone) Waterport (NYNEX)
Hemlock	9	Hemlock Honeoye (Frontier Telephone of Seneca Gorham, Inc.) Livonia Rochester

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8 USAGE

8.6 Local Calling Regions (Cont'd)

The following services are offered to the Exchange Areas listed below: (Cont'd)

<u>Business</u> Individual Line - Measured Rate		<u>Residence</u> Individual Line - Flat Rate	
<u>Exchange Area</u>	<u>Rate Group</u>	<u>Local Calling Area</u>	
Henrietta	9	Avon East Rochester-Pittsford Fairport Henrietta Hilton Honeoye Falls-Lima North Chili (Ogden Telephone) Rochester Rush Scottsville Spencerport (Ogden Telephone) West Webster	
Honeoye Falls-Lima	9	East Rochester-Pittsford Fairport Henrietta Honeoye Falls-Lima Rochester Rush Victor	
Leicester	3	Geneseo Leicester Mount Morris Perry	
Leroy	4	Batavia Bergen Caledonia LeRoy Pavilion	

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8 USAGE

8.6 Local Calling Regions (Cont'd)

The following services are offered to the Exchange Areas listed below: (Cont'd)

<u>Business</u> Individual Line - Measured Rate		<u>Residence</u> Individual Line - Flat Rate	
<u>Exchange Area</u>	<u>Rate Group</u>	<u>Local Calling Area</u>	
Livonia	9	Avon Geneseo Hemlock Honeoye (Frontier Telephone of Seneca Gorham, Inc.) Livonia Rochester	
Mount Morris	4	Dansville Geneseo Leicester Mount Morris Nunda	
Naples	4	Atlanta Canandaigua Naples	
Nunda	2	Dalton (Iroquois Telephone Corporation) Mt. Morris Nunda	
Pavilion	4	Batavia Geneseo LeRoy Pavilion Wyoming	
Perry	3	Castile-Gainesville-Silver Springs Leicester Perry Warsaw Wyoming	

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8 USAGE

8.6 Local Calling Regions (Cont'd)

The following services are offered to the Exchange Areas listed below: (Cont'd)

<u>Business</u> Individual Line - Measured Rate	<u>Residence</u> Individual Line - Flat Rate	
<u>Exchange Area</u>	<u>Rate Group</u>	<u>Local Calling Area</u>
Rochester	9	Avon Bergen Brockport Byron Caledonia Canandaigua Churchville East Rochester-Pittsford Fairport Geneseo Hamlin Hemlock Henrietta Hilton Holley Honeoye Falls-Lima Kendall Livonia Macedon Marion North Chili Ontario Rochester Rush Scottsville Sodus Spencerport Victor Waterport Webster West Webster Williamson

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8 USAGE

8.6 Local Calling Regions (Cont'd)

The following services are offered to the Exchange Areas listed below: (Cont'd)

<u>Business</u>		<u>Residence</u>	
Individual Line - Measured Rate		Individual Line - Flat Rate	
<u>Exchange Area</u>	<u>Rate Group</u>	<u>Local Calling Area</u>	
Rush	9	Avon East Rochester-Pittsford Henrietta Honeoye Falls-Lima Rochester Rush Scottsville	
Scottsville	9	Bergen Caledonia Churchville East Rochester-Pittsford Henrietta Hilton North Chili Rochester Rush Scottsville Spencerport West Webster	
Springwater	3	Dansville Springwater Wayland	
Victor	9	Canandaigua East Rochester-Pittsford Fairport Honeoye Falls-Lima Macedon Rochester Shortsville Victor	

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8 USAGE

8.6 Local Calling Regions (Cont'd)

The following services are offered to the Exchange Areas listed below: (Cont'd)

<u>Business</u> Individual Line - Measured Rate		<u>Residence</u> Individual Line - Flat Rate
<u>Exchange Area</u>	<u>Rate Group</u>	<u>Local Calling Area</u>
Warsaw	3	Bliss-Hermitage Castile-Gainesville-Silver Springs Perry Warsaw Wyoming
Wayland	3	Atlanta Cohocton Dansville Springwater Wayland
Webster	9	East Rochester-Pittsford Fairport Macedon (NYNEX) Marion (NYNEX) Ontario (NYNEX) Rochester Webster West Webster

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8 USAGE

8.6 Local Calling Regions (Cont'd)

The following services are offered to the Exchange Areas listed below: (Cont'd)

<u>Business</u> Individual Line - Measured Rate		<u>Residence</u> Individual Line - Flat Rate
<u>Exchange Area</u>	<u>Rate Group</u>	<u>Local Calling Area</u>
West Webster	9	East Rochester-Pittsford Fairport Henrietta Hilton North Chili Ontario Rochester Scottsville Spencerport Webster West Webster
Wyoming	5	Batavia Pavilion Perry Warsaw Wyoming

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8 USAGE

8.7 High Volume Commission Plan (HVCP)

8.7.1 General

HVCP provides payments, based on call minute volume, to HVCP customers as defined below.

8.7.2 Regulations

- a. HVCP Customer is any customer that meets the traffic quantity requirements listed in Section 13, Rates.
- b. Customer must purchase the entire DID facility. This includes DID port, link and associated telephone station numbers.
- c. The customer will receive monthly commission payments from the Company on the wholesale bill. A true-up will occur quarterly. The commission payments will be calculated by the formula below:

(Number of local minutes terminated by the HVCP customer – number of local minutes originated by the HVCP customer) x commission rate from Section 13, Rates.
- d. HVCP may be withdrawn by the Company at any time during the contract period if laws, regulations, court or regulatory commission decisions, or orders governing reciprocal compensation change. The Company is under no obligation to renew HVCP terms.
- e. The HVCP Customer must order the proper quantity of facilities to adequately support HVCP service.
- f. Upon establishing service, the customer must provide the Company a list of all its telephone numbers for purposes of tracking minutes.
- g. The company reserves the right to verify that all numbers are provided. If a customer does not provide all telephone numbers to the Company, then the Company reserves the right to:
 - i. Bill the customer retroactively as appropriate.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.1 Custom Calling Features

The Custom calling Features listed below are offered where technically available. The following features are available with flat and measured rate residential ports and measured rate business ports.

9.1.1 Types of Service

- a. Call Forwarding – This 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.

Call Forwarding Busy Line – 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 provision premises.

Call Forwarding Don't 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.

Call Forwarding Busy Line/Don't 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.

- b. Call Forwarding-Plus - This feature includes Call Forwarding and Remote Activation of Call Forwarding. Call Forwarding allows an end user to reroute incoming calls to any telephone number as listed in Paragraph A.1.a. of this Section. Remote Activation of Call Forwarding allows the end user to activate the Call Forwarding feature from a remote location.
- c. Call Forwarding - Fixed - Allows end users to reroute incoming calls to a pre-designated telephone number. The end-user may choose one or both of the following types of forwarding:
 - 1. Transfer unanswered calls after a pre-designated number of rings.
 - 2. Transfer calls if the line is busy.

A Record Order change will apply if an end user wishes to change the pre-designated number or number of rings.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.1 Custom Calling Features (Cont'd)

9.1.1 Types of Service (Cont'd)

- d. Call Forward Multipath¹ – This feature provides a 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. The feature is priced by the number of paths requested
- e. Call Hold - Allows an end user to put an in-progress call on hold and originate a second call. The held call cannot be added to the original call to create a conference call
- f. Call Waiting/Cancel Call Waiting - Allows the end user already on the telephone to know that another call is waiting. The end user can transfer to the new call while holding the original connection. Cancel Call Waiting allows an end user to disable the Call Waiting feature for the duration of a specific call. End users who have Call Waiting automatically receive Long Distance Alert Ring. In addition to the standard call waiting tone, when a long distance call is received, there will be a distinctive ring (short, long, short) to inform the end user that the call is long distance
- g. Call Waiting Whisper¹ - Allows the customer already on the telephone to know that another call is waiting and who the call is from. The name of the calling party is announced to the customer, in addition to the call waiting beep. A customer must subscribe to call waiting to have this feature. This service is available where technically feasible.
- h. Customized Ringing¹ - Allows an end user to have up to two additional directory numbers assigned to a single access line. The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns.
- i. Speed Calling - Allows an end user to automatically dial one of (8 or 30) end user changeable preprogrammed telephone numbers by dialing the 1 or 2 digits representing the number to be called.
- j. Three-Way Calling - Allows an end user to hold a conversation with two other parties at the same time. See A.19 for regulations regarding per-activation of Three-Way calling.
- k. Call Transfer - Allows the end user to receive an incoming call, then transfer the calling party to any other number. This feature also includes the Three-Way Calling feature.

¹ This service is grandfathered.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.1 Custom Calling Features (Cont'd)

9.1.1 Types of Service (Cont'd)

- i. Distinctive Ringing - Allows an end user with more than one line to have a different ringing pattern on up to two additional lines.
- m. Busy Number Redial (*66) - 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.
- n. Call Return (*69) - Allows a customer to identify and automatically return the most recent incoming call, even if it is not answered. This is accomplished by the customer activating a code. An announcement will provide the number, date and time of the last incoming call, as well as an option to return the call immediately or hang up and call later. The customer is charged after receiving the information, regardless of whether or not they actually place the call. If a line is found busy, a 30-minute queuing process begins within which the Network automatically attempts to complete the call.
- o. Customer Originated Trace - Allows a called party to initiate an automatic trace of the last call received. After receiving the call which is to be traced, the end user activates a code and the traced telephone number is automatically sent to the Telephone Company. The end user calls the Customer and the Customer refers the Customer Originated Trace to the Telephone Company for further action. The end user originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to law enforcement authorities upon proper request by them. The Telephone Company is not liable for damage if a trace attempt is not successful. Customer originated trace is available on a usage basis only.

Storage of Customer Originated Trace activations will be as follows:

- 3 months if there is no customer follow-up with the Annoyance Call Bureau.
- 1 year if there is a customer follow-up with the Annoyance Call Bureau, but law enforcement authorities do not become actively involved.
- 7 years if an investigation is originated and referred to law enforcement authorities.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.1 Custom Calling Features (Cont'd)

9.1.1 Types of Service (Cont'd)

- p. Call ID¹ - Permits an end user to receive the calling telephone number for calls placed to that end user, if the call is not placed from outside of the Call ID area, or through an operator or via telephone credit card, and provided the calling party has not activated either the per call or all call restrict options.

Before placing an outgoing local telephone call, an end user with per call restrict may designate his/her number as private and prevent the delivery of his/her telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

An end user electing the all call restrict option may designate his/her number as private and prevent the delivery of his/her telephone number to the called party for ALL calls, unless before dialing a telephone number the all call restrict deactivation code is dialed.

End user of record when Call ID service is initiated, and any new end users which appear thereafter will be given free per call restrict unless the end user chooses all call restrict. End users are entitled to change restrict options two times during the six months after Call ID becomes available in their central office territory. End users electing to change their restrict option after the initial six-month period will incur a \$10.00 nonrecurring fee. New end users, who move into the territory after Call ID becomes available, are entitled to a six-month grace period to change restriction options from their initial service date.

All end users may activate Anonymous Call Rejection (ACR) by dialing an activation code. ACR allows end users to reject calls automatically if the calling party is using either per call restrict or all call restrict. With ACR activated, the called party's phone will not ring, and the calling party will hear an announcement advising that the anonymous call will not be accepted. There will be no charge to the calling party for anonymous calls thus rejected. Upon customer request, ACR will be removed from an end user's line without charge. A Record Order Charge will apply to add ACR capability back onto an end user's line after it has been removed.

¹ As of July 19, 1996, Call ID service is grandfathered. Only customers of record as of 7/19/96 may have this service.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.1 Custom Calling Features (Cont'd)

9.1.1 Types of Service (Cont'd)

- q. Call ID Plus Name - Permits an end user to receive the calling telephone number and associated name for calls placed to that end user, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, and provided the calling party has not activated either the per call or all call restrict options.

Before placing an outgoing telephone call, an end user with per call restrict may designate his/her number and name as private and prevent the delivery of his/her telephone number and name to the called party through the Call ID Plus Name feature for that call by dialing the Call ID restrict activation code.¹

An end user electing the all call restrict may designate his/her number and name as private and prevent the delivery of his/her telephone number and name to the called party for calls, unless before dialing a telephone number the all call restrict deactivation code is dialed.¹

End user of record when Call ID service is initiated, and new end users appearing thereafter will be given free per call restrict unless the end user chooses all call restrict. End users are entitled to change restrict options two times during the six months after Call ID becomes available in their central office territory. End users electing to change their restrict option after the initial six months or in excess of two changes within the six-month period will incur a \$10.00 nonrecurring fee. New end users, who move into the territory after Call ID becomes available, are entitled to a six-month grace period from their initial service date.

All end users may activate Anonymous Call Rejection (ACR) by dialing an activation code. ACR allows end) users to reject calls automatically if the calling party is using either per call restrict or all call restrict. With ACR activated, the called party's phone will not ring, and the calling party will hear an announcement advising that the anonymous call will not be accepted. There will be no charge to the calling party for anonymous calls thus rejected. Upon customer request, ACR will be removed from an end user's line without charge. A Record Order Charge will apply to add ACR capability back onto an end user's line after it has been removed.

¹ Calling Number Identification service-blocking options does not prevent the calling party's Automatic Number Identification (ANI) from being transmitted with the call. Therefore, Calling Number Identification Blocking does not prevent the delivery of calling party's telephone number to those parties that utilize ANI, such as calls made to emergency services (9-1-1), (3-1-1), or calls made to toll free service numbers (i.e. 800, 888, 877, 866 etc.).

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9 FEATURES AND MISCELLANEOUS SERVICES

9.1 Custom Calling Features (Cont'd)

9.1.1 Types of Service (Cont'd)

- q. Call ID Plus Name (Cont'd) - The Company does not assure the delivery or non-delivery of calling numbers or the accuracy or completeness in the name, number or other information delivered to the customer in conjunction with Call ID, Call ID Plus Name, Call Return, Automatic Redial services and other similar services identified in this tariff. Some calls may not display name and/or number information and/or Automatic Redial may not be available for some calls, including but not limited to, those calls from callers who block their information, calls from or routed through certain Company and/or third-party equipment or networks, and calls from certain types of customer provided equipment. The Company is not liable to the customer or any party for any error, omission, incomplete call or mistake associated with Call ID, Call ID Plus Name, Call Return, Automatic Redial or other similar services identified in this tariff.
- r. Selective Call Forward - Selective Call Forwarding 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 Forwarding list will be forwarded to the predetermined telephone number. Selective Call Forwarding is access by dialing *63 or 1163 from a rotary telephone. After gaining access to the service, the customer can active or deactivate by dialing an activation/ deactivation code as directed by an announcement. Entries on the Selective Call Forwarding list, as well as the forward-to telephone number, can be changed at any time.
- s. Selective Call Acceptance - Selective Call Acceptance allows a customer to select specific telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that the customer is not accepting calls. Selective Call Acceptance is accessed by dialing *64 or 1164 on a rotary telephone.
- t. Selective Call Rejection - Selective Call Rejection allows a customer to reject call attempts from up to 15 telephone numbers. To use this service, the customer preprograms telephone numbers of calling parties they wish to reject. Any call attempts to the customer's telephone from these specified numbers will be prevented from being completed to that customer. The calling party will get a recording advising the caller that the called party is not receiving calls. The customer can also add an unknown caller to the Selective Call Rejection list by activating the feature immediately after receiving an unwanted call. Selective Call Rejection is activated by dialing *60 or 1160 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.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.1 Custom Calling Features (Cont'd)

9.1.1 Types of Service (Cont'd)

- u. Multiple Simultaneous Call Forward - This feature provides a business customer with the capability to specify the number of calling paths that will be forwarded from one subscriber line to another telephone number. The feature is offered where facilities permit and at no time will this service take precedent over the requirement for these facilities to provide a customer with telephone service. Multiple Simultaneous Call Forward is restricted to voice use only. The feature is available only as an enhancement to one or more of the following features: Call Forwarding, Call Forwarding Busy and Call Forward No answer. Multiple Simultaneous Call Forward is limited to ten (10) call forwarding paths per telephone number. It can be used with any of the following services: B1, PBX, Centrex and ISDN BRI ¹.
- v. Priority Call - 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.
- w. Talking Caller ID provides the functionality of Caller ID without requiring the Caller ID Box. This service receives the name that was delivered with the call and converts the name into speech to be spoken to the subscriber. If a caller's name is blocked or unavailable, then a phrase such as “name unavailable” or “name Blocked” is spoken to the subscriber. **Private numbers are announced as “private”**. The subscriber has the same choices for handling all incoming calls that Call Screening provides for blocked or unavailable calls.

(C)

Customers have the following options:

1. Press a digit to accept the call. The caller will then be connected.
2. Press a digit to reject the call. The service plays a message to the caller that the subscriber is unavailable and disconnects the call.
3. Press a digit to reject the call and request their name to be removed from the caller's phone list. The service plays a message to the caller of this request and disconnects the call.
4. Press a digit to send the call to their voice mail. The service connects the caller to the subscriber's voice mail system. This option is configured and can only be provided to subscribers with voice mail capabilities

¹ ISDN BRI is grandfathered and limited to existing customers at existing locations as of 03/28/2022. Moves, additions or changes will not be permitted.

(N)
(N)

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9 FEATURES AND MISCELLANEOUS SERVICES

9.1 Custom Calling Features (Cont'd)

9.1.1 Types of Service (Cont'd)

x. Multiple Custom Calling Feature Discounts

1. Custom Calling Features (non-usage sensitive) in service on each access line.

Discount Percentage

- | | |
|---|---|
| a. 2 Features on each access line | 1 |
| b. 3 or more Features on each access line | 1 |

2. Feature Packages

These feature packages include custom calling features, inTeleFeatures and voice mail products at a special package rate.

Basic Max Pack (Business Only)

Call ID Plus Name
Call Forwarding
Call Transfer
Call Return
Busy Redial
Speed Call 8

Max Pack (Business Only)

Call ID Plus Name
Call Forwarding
Call Transfer
Call Return
Busy Redial
Speed Call 8
Call Waiting

Frontier Freedom Pack – I² (Residence Only)

Call ID Plus Name
Call Forwarding
Call Transfer
Call Return
Busy Redial
Speed Call 8
Call Waiting

Frontier Freedom Pack – II² (Residence Only)

Call ID Plus Name
Call Forwarding
Call Transfer
Call Return
Busy Redial
Speed Call 8
Call Waiting

¹ See Section 13, Rates for discounts currently in effect.

² Grandfathered as of May 11, 2019.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.1 Custom Calling Features (Cont'd)

9.1.1 Types of Service (Cont'd)

x. Multiple Custom Calling Feature Discounts (Cont'd)

2. Feature Packages (Cont'd)

Frontier Freedom Family Pack ¹ (Residence Only)	Frontier Freedom Plus Pack ¹ (Residence Only)
Call ID Plus Name Call Forwarding	Call ID Plus Name Call Forward Plus
Call Transfer Call Return Busy Redial Speed Call 30 Call Waiting	Call Transfer Call Return Call Waiting Busy Redial Speed Call 30
Max Pack Plus (Business Only)	In-Touch Pack (Residence & Business)
Call ID Plus Name Call Forward Plus Call Transfer Call Return Busy Redial Speed Call 8 Call Waiting	Call Waiting Call Return Call Transfer Busy Redial

¹ Grandfathered as of May 11, 2019.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.1 Custom Calling Features (Cont'd)

9.1.1 Types of Service (Cont'd)

x. Multiple Custom Calling Feature Discounts (Cont'd)

2. Feature Packages (Cont'd)

Family Max Pack² (Residential Only)

Call ID Plus Name
Call Forwarding
Call Transfer
Call Return
Busy Redial
Speed Call 8
Call Waiting

Max Pack Plus² (Residential Only)

Call ID Plus Name
Call Forward Plus
Call Transfer
Call Return
Busy Redial
Speed Call 8
Call Waiting

Max Pack¹ (Residence)

Call ID Plus Name
Call Forwarding
Call Transfer
Call Return
Busy Redial
Speed Call 8
Call Waiting

¹ As of April 13, 1998, this service is grandfathered. Only customers of record as of 4/13/98 may have this service.

² As of September 4, 1998, this service is grandfathered. Only customers of record as of 9/4/98 may have this service.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.1 Custom Calling Features (Cont'd)

9.1.1 Types of Service (Cont'd)

x. Multiple Custom Calling Feature Discounts (Cont'd)

2. Feature Packages (Cont'd)

Frontier Choices¹ (Residential Only)

Call Forwarding
Call Forward – Plus
Call Forwarding – Fixed
Call Waiting/Cancel Call Waiting
Customized Ringing
Speed Dialing (8) Number List
Speed Dialing (30) Number List
3-Way Calling
Call Transfer
Automatic Redial
Call Return
Call ID Plus Name or Talking Caller ID
Message Waiting Indication
Long Distance Alert Ring
Anonymous Call Rejection
Call Waiting Whisper

Frontier Choices¹ (Business Only)

Call Forwarding
Call Forward – Plus
Call Forwarding – Fixed
Call Waiting/Cancel Call Waiting
Customized Ringing
Speed Dialing (8) Number List
Speed Dialing (30) Number List
3-Way Calling
Call Transfer
Automatic Redial
Call Return
Call ID Plus Name or Talking Caller ID
Message Waiting Indication
Long Distance Alert Ring
Anonymous Call Rejection
Call Waiting Whisper

¹ The Frontier Choices Package is a feature package available to customers where technically feasible. Customers may change Custom Calling features offered in this package at no additional charge.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.1 Custom Calling Features (Cont'd)

9.1.1 Types of Service (Cont'd)

x. Multiple Custom Calling Feature Discounts (Cont'd)

2. Feature Packages (Cont'd)

Frontier Feature5 Package (Small Business Only)

The Frontier Feature5 Package is a feature package available to small business customers where technically feasible. Customers may change Custom Calling features offered in this package at no additional charge.

Constant Features

Caller ID Plus Name
Call Forwarding
Call Forwarding - Fixed

Choice of 3 Custom Calling features from the following

Call Waiting/Cancel Call Waiting	Call Return
Three-Way Calling	Call Transfer
Speed Dialing (8) Number List	Multiline Hunting
Automatic Redial	

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9 FEATURES AND MISCELLANEOUS SERVICES

9.1 Custom Calling Features (Cont'd)

9.1.2 Per Activation Regulation

a. Call Return (*69), Busy Number Redial (*66) and Three-Way Calling

Call Return (*69), Busy Number Redial (*66) and Three-Way Calling are available to end users either on a subscription basis or on an alternative per activation basis. A cap of \$15.00 will be provided to all customers utilizing Busy Number Redial (*66), Call Return (*69) and Three-Way calling on a per activation basis. (For Centrex lines, the cap is twice the monthly charge for the feature on a regular business line.)

The activation charge for Call Return (*69), Busy Number Redial (*66) and Three-Way Calling is not applied when the call is not completed. Non-Subscription end users will be charged the activation charge for completed calls without any specific prior request for the feature.

Upon customer request, Call Return (*69), Busy Number Redial (*66) or Three-Way Calling will be removed from an end user's port without charge. A Record Order Charge will apply to add per activation capability back onto an end user's port after it has been removed.

The Company does not assure the delivery or non-delivery of calling numbers or the accuracy or completeness in the name, number or other information delivered to the customer in conjunction with Call ID, Call ID Plus Name, Call Return (*69), Busy Number Redial (*66) services and other similar services identified in this tariff. Some calls may not display name and/or number information and/or Busy Number Redial may not be available for some calls, including but not limited to, those calls from callers who block their information, calls from or routed through certain Company and/or third-party equipment or networks, and calls from certain types of customer provided equipment. The Company is not liable to the customer or any party for any error, omission, incomplete call or mistake associated with Call ID, Call ID Plus Name, Call Return (*69), Busy Number Redial (*66) or other similar services identified in this tariff.

b. Long Distance Alert Ring (LDA) - Allows the end user to have an audible indications of a long-distance call with a distinctive ring (short, long, short) when the phone is not in use. Any number which does not come in via SS7, which includes cellular calls, Frontier Telephone of Rochester, Inc. intraLATA toll calls, as well as calls initiated from a company with a PBX will also ring with the Long-Distance Alert.

End users can have both customized ringing as well as LDA, however LDA takes first priority. This means no matter which number is dialed, if the call falls into the category of LDA, it will ring with the LDA ring.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.2 Remote Call Forwarding Service (RCF)

9.2.1 General

Remote Call Forwarding Service (RCF) - This feature is a local exchange service that utilizes a telephone number and central office facilities in the RCF local calling area to automatically forward all incoming calls dialed to the RCF telephone number to another telephone number in the same exchange as the RCF number or in a different exchange.

9.2.2 Rate and Charges

a. Rearrangements and Changes

	<u>Per Occasion Charge</u>
1. Change of telephone number to which calls are forwarded	Additional Line Charge applies. Rates can be found in Section 13, Rates
2. Change of Directory Listing	Record order charge. Rates can be found in Section 13, Rates
3. Change of Interexchange Carrier	See Access Service Tariff (F.C.C. #1), Section 4.9(c)

In addition, the subscriber to Remote Call Forwarding is responsible for station-to-station local and toll charges applicable to calls transferred from the forwarding location to the terminating location. The charge applies for each call answered, including person-to-person and collect calls which are refused at the terminating location. For calls transferred within the same local calling area, the message rate schedule for service in the RCF central office will apply. No allowance for local calls is included in the RCF monthly rate.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.2 Remote Call Forwarding Service (RCF) (Cont'd)

9.2.3 Terms and Conditions

- a. Remote Call Forwarding service is offered subject to the availability of necessary equipment and facilities.
- b. RCF paths may be used singly, in groups, or as overflow paths for foreign exchange trunk groups; only one forwarding number is permitted per group.
- c. Remote Call Forwarding is not offered where the terminating number is a coin telephone.
- d. Identification of the originating telephone number is not provided to the remote end user.
- e. Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forward call.
- f. Remote Call Forwarding is not represented as suitable for the transmission of data.
- g. Call Forwarding will not be offered as a feature at the RCF terminating station.
- h. Remote Call Forwarding is provided on condition that the end user subscribe to sufficient RCF paths and terminating facilities to adequately handle calls to the RCF end user without interfering with or impairing any other services offered by the Telephone Company.
- i. The minimum charge for the RCF Service is the monthly rate for one month plus the Service Connection charge.
- j. Appropriate charges for the call to the Remote Call Forwarding directory number shall be paid by the calling party.
- k. Each RCF group is entitled to one alphabetical listing and one classified listing (for business end-users only) at no charge in the directory which serves the associated RCF central office. Overflow paths associated with foreign exchange trunk groups are not listed. All other listing regulations apply.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.2 Remote Call Forwarding Service (RCF) (Cont'd)

9.2.4 Demonstration Period

a. General

The Demonstration Period gives the Telephone Company the option of waiving recurring charges, nonrecurring charges, or both, in order to promote the sale of Remote Call Forwarding Service.

b. Regulations

1. The Telephone Company reserves the right to waive any or all of the recurring charges, nonrecurring charges, or both, associated with Remote Call Forwarding Service at any time upon 1-day notice to the Commission.
2. Individual promotional periods will not exceed 120 days.
3. Within a promotional period, individual line subscribers may be offered the use of Remote Call Forwarding Service for a 60-day free trial period. The purpose of this offering is to acquaint subscribers with the benefits of these features. If, at the conclusion of the 60-day period, the subscriber elects to retain any or all of the features, rates specified in Section 13, Rates will apply from the date the service was permanently established. Features which the subscriber does not elect to retain will be discontinued and no charge will apply. Installation or service charges for this initial installation may not apply. A customer can take advantage of this offer only once within the same serving central office.
4. Recurring charges for Remote Call Forwarding Service may be waived for a 60-day period for new customers.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.3 Centrex Features

9.3.1 Description of Features

- a. Add-on Consultation Hold-Incoming Only - Provides three way calling restricted to incoming DID calls.
- b. Automatic Callback - Allows an end user, after reaching a busy station, to dial a code to activate automatic callback. When the busy station becomes available, the end user is rung back. Upon answer of the originating caller, the previously busy station is rung.
- c. Call Forward-Variable - Allows an end user to reroute incoming calls to another specified telephone number. The end user must activate and deactivate.
- d. Call Forward-Busy - Automatically reroutes incoming calls to a pre-specified telephone number when the called line is busy.
- e. Call Forward-Don't Answer - Automatically reroutes incoming calls to a pre-specified telephone number when the called number does not answer after a specified period of time.
- f. Call Pickup - Allows an end user to answer another user's telephone from his/her set (within the same Centrex group).
- g. Call Waiting - Allows an end user already on the telephone to know that another call is waiting. The end user can transfer to the new call while holding the original connection.
- h. Cancel Call Waiting - Allows an end user with Call Waiting to disable the feature for the duration of a specific call.
- i. Speed Calling - Allows an end user to automatically dial one of 30 end user changeable preprogrammed telephone numbers by dialing the 2 digits representing the number to be called.
- j. Call Hold - Allows an end user to "hold" a call-in progress. This frees the line for originating another call or answering a waiting call. A held call cannot be added to another call.
- k. Call Transfer - Allows an end user to pass on an established call to another station.
- l. Distinctive Ringing - Applies a distinctive ringing pattern that enables an end user to determine the source of an incoming call - from within a business or from outside the business.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.3 Centrex Features (Cont'd)

9.3.1 Description of Features (Cont'd)

- m. Three-Way Calling - Allows an end user to hold a conversation with two other parties at the same time.

Transmission may not be satisfactory on all three-way and call forward connections.

- n. Station-to-Station Calling - Allows conversations between users with Centrex service. This is accomplished by dialing an abbreviated number (usually 4 digits).
- o. Multiline Hunting - Allows incoming calls placed to one number to be rung on other lines if the preceding line is busy. The hunting process may be circular, regular or uniform hunting.
- p. Call Transfer - Internal Only - Allows an end user to pass on an established call to another station in the Centrex group.
- q. Call Transfer - Outside - Allows an end user to transfer a call from outside the Centrex group to an external call.
- r. Call Transfer - Individual - Incoming Only - Allows an end user to transfer an incoming call to another station in the same Centrex group.
- s. Call Transfer - Individual - All Calls - Allows an end user to transfer only established call to another station within or outside Centrex group.
- t. Direct Inward Dialing - Allows an incoming call from the Telephone Company's network to reach a specific Centrex station line without attendant assistance.
- u. Direct Outward Dialing - Allows calls to be placed to the Telephone Company's network without attendant assistance.
- v. Directed Call Pickup with Barge-In - Allows a Centrex user to answer calls directed to a specific line from any other station line in the end user group. The end user accomplishes this by dialing a unique answer code and the extension number of the line to be answered. If the call has already been answered by the called party, a barge-in alert tone is provided, and a 3-way call is established.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.3 Centrex Features (Cont'd)

9.3.1 Description of Features (Cont'd)

- w. Directed Call Pickup Without Barge-In - Allows a Centrex user to answer calls directed to a specific line from any other station line in the end user group. The end user accomplishes this by dialing a unique answer code and the extension number of the line to be answered. If the call has already been answered by the called party, the Call Pickup user receives a reorder tone, and a 3-Way call is NOT established.
- x. Group Call Pickup Originating - Allows a Centrex end user to answer any incoming call within an associated preset pickup group.
- y. Group Call Pickup Termination - Designates which lines can be picked up using the Group Call Pickup Originating feature.
- z. Group Number Plan - Reserves a range of numbers for Centrex Customers.
- aa. Speed Calling Shared - Allows multiple users to access a common speed call list.
- bb. Station Line Hunting - Allows telephone numbers to be grouped into a prearranged ordered list. When calls are placed to a busy line in the group, it will search for an idle line.
- cc. Call Forwarding - Within Group Only - Allows calls only to be transferred to stations within the Centrex group.
- dd. Call Waiting - Incoming only - alerts an end user already on the telephone that a call from outside the Centrex group is waiting.
- ee. Call Waiting - Originating - Allows a Centrex group station end user to direct a call waiting tone toward a busy called station in the same Centrex group (even if the user does not in fact have the call waiting feature).
- ff. Code Calling - Allows attendants and station end users to dial an access code and a 2- or 3-digit called party code to activate signaling devices (bells, gongs, horns etc.) with a coded signal corresponding to the called code.
- gg. Conference Calling - 6-Way * - Allows a station end user to establish a conference call involving up to 5 other parties without attendant assistance. This service is available to Business end users only.

¹ As of November 8, 1996, Conference Calling - 6-Way service for residential end users is grandfathered. Only customers of record as of 11/8/96 may have this service.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.3 Centrex Features (Cont'd)

9.3.1 Description of Features (Cont'd)

- hh. Dial Call Waiting - Allows origination Centrex group stations to invoke call waiting service on selected intragroup calls by dialing an access code followed by the extension number of the station to receive the call waiting tone.
- ii. Loudspeaker Paging - Allows dial access to end user-owned loudspeaker paging equipment. (The called party can dial an access code from any station in the Centrex group to be connected to the paging party.) End user must provide necessary on-premises equipment for this feature.
- jj. Radio Paging Access - Allows attendants and station end users to access radio paging equipment and page individuals carrying pocket radio receivers. The paged party, upon receiving the page, establishes a voice connection with the paging party by dialing a unique answering code from any station in the Centrex group. End user must provide any necessary on-premises equipment for this feature.
- kk. Selective Control of Facilities - Allows the end user to busy out private facilities and thereby deny all originating access.
- ll. Tandem Tie Line Dialing - Allows routing of calls over multiple private facilities uniform dialing requirements.
- mm. Terminal Group Restriction (Originating and Terminating) - Allows for individual stations to be restricted from dialing or receiving certain types of calls (i.e.: outgoing/incoming calls to or from outside the Centrex group).
- nn. Automatic Redial - See 9.1.1 of this section.
- oo. Call Return - See 9.1.1 of this section.
- pp. Call Tracing - See 9.1.1 of this section.
- qq. Remote Activation of Call Forwarding - See 9.1.1 of this section.
- rr. Call ID - See 9.1.1 of this section.
- ss. Call ID Plus Name - See 9.1.1 of this section.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.4 ISDN Features and Services

These services are basic voice and data capabilities which can be combined on a single access line. The digital service line provides a combination of up to two B Channels and one D Channel. Each B Channel is capable of transmitting up to 64 kbps for Circuit Switched Voice, Circuit Switched Data or High-Speed Packet Switched Data. The D Channel is a 16 kbps channel and is used for signaling as well as transmission of packet switched data. Up to three basic service capabilities may be furnished for each digital service line.

9.4.1 The following services are available with Basic Rate ISDN and ISDN Centrex ports:

- a. Circuit Switched Data - up to 64 kbps circuit mode used for data information calls.
- b. Alternate Circuit Switched Voice/Circuit Switched Data - Circuit switched voice and circuit switched data used alternately for voice information or data information calls.
- c. Low Speed Packet Switched Data (LSPSD) - X.25 virtual call and permanent virtual circuit bearer service capability on the 16 kbps D Channel.
- d. High Speed Packet Switched Data (HSPSD) - X.25 virtual call and permanent virtual circuit bearer service capability on the B Channel at speeds up to 64 kbps.
- e. Alternate Circuit Switched Voice/Packet Switched Data - Circuit switched voice and packet switched data used alternately for voice information or data information calls.
- f. Multipoint - Multipoint ISDN allows multiple terminals or users access to one ISDN basic rate interface access line. Terminals on the multipoint share the available 2B + D Channels. When one terminal is active on a circuit switched B-Channel call, no other terminal may use that B-Channel. When both B-Channels are in use, no other terminal may use them. The D-Channel may be shared among all users, although throughput may be affected with high usage. This service will be available at a standard number of two terminals per ISDN access line.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.4 ISDN Features and Services (Cont'd)

9.4.1 The following services are available with Basic Rate ISDN and ISDN Centrex ports: (Cont'd)

- g. Enhanced Digital Telephone Service (EDTS) - Is comprised of several features which provide end users with the functionality of a key system, from the central office, thereby eliminating the need for controlling equipment and complex wiring on the end user premises. ISDN terminals must be obtained independent of this service by the end user.

The customized features available with EDTS are:

- Configuration Groups - Allow a number of ISDN terminals to have identical assignment of button functions on the ISDN terminals. Predefined standard configuration groups are provided with the EDTS system. The end user has the option of ordering non-standard configuration groups at an additional charge as specified in the rates and charges section following.
- Feature Access - Provides use of optional features via button/key assignments or feature access codes.
- Multiple Directory Numbers - Allows for more than one directory number to be assigned to call appearances on single ISDN terminal for the exclusive use of that ISDN terminal. One directory number will be specified as the primary directory number.
- Terminal Management - Allows certain functions associated with call appearance to be performed automatically as specified by the end user. A call appearance is the designated button or equivalent on the ISDN terminal where EDTS provides for the termination of directory numbers. The options are:
- Idle Call Appearance Preference - The switch determined which call appearance, previously indicated by the end user, is to be employed when the end user goes off-hook without first manually selecting an appearance.
- Ringing Call Appearance Preference - If more than one call is alerting (ringing), the switch selects the first call if a specific call appearance is not manually selected.
- Automatic Hold/Drop Preference - The switch will automatically determine, according to the end user's previously indicated preference, how to treat a call-in progress on a call appearance when the end user shifts to another appearance without manually placing the call on hold.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.4 ISDN Features and Services (Cont'd)

9.4.1 The following services are available with Basic Rate ISDN and ISDN Centrex ports: (Cont'd)

g. (Cont'd)

- Call Appearance Selection for Conference/Transfer - The switch automatically selects an idle call appearance after the end user has pressed the conference or transfer button.
- Button Management - The switch follows the end user's definition of which ISDN terminal buttons are used for call appearances and activated features within the limits of the configuration group.
- Delayed Ringing - End user selects the number of seconds to elapse before ringing is provided on an incoming call. A visual signal is activated to alert the end user.
- Abbreviated Ringing - Ringing is provided on incoming calls for an end user specified interval only.
- Manual Exclusion - Prevents other terminal users in an ISDN group from retrieving a held call and from bridging onto a call-in progress.
- Shared Call Appearances - Allows an ISDN group to be established where members of the group may share directory numbers of other terminals in the group.
 - Hold with Shared Call Appearances - Allows an ISDN terminal to place a call appearance on hold permitting the retrieval of the held call by any member of the ISDN group that has that call appearance.
 - Bridging with Shared Call Appearances - This feature allows third party-initiated bridging onto a call that is in progress as long as the terminal has an appearance of the directory number, unless manually restricted.
 - Multiple Call Appearances - Allows the assignment of a directory number to more than one call appearance button on a telephone terminal. This allows an end user to handle more than one call on a single directory number.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.4 ISDN Features and Services (Cont'd)

9.4.1 The following services are available with Basic Rate ISDN and ISDN Centrex ports: (Cont'd)

h. Flexible Packet Service

The following customized features are available with any of the Basic Packet Switching Service capabilities at no charge.

- Flow Control Parameter Negotiation - Permits negotiation, on a per call basis, of the flow control parameters (window size and packet size).
- Throughput Class Negotiation - Allows negotiation, on a per call basis, of the throughput calls (speed or baud rate) for each direction of data transfer associated with a virtual call.
- Calls Barred - Incoming/Outgoing - Prevents the ISDN terminal from receiving or originating data calls on a per virtual circuit basis.
- Fast Select, Fast Select Acceptance - Allows an end user to send up to 128 bytes of user data in the call request packet.
- Reverse Charge Request - Permits an end user, on a per call basis, to request the Packet Switch to assign billing charge to the called terminal rather than the calling data terminal.
- Reverse Charge Acceptance - Permits an end user, on a per call basis, to accept billing charges for a terminating call.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.4 ISDN Features and Services (Cont'd)

9.4.1 The following services are available with Basic Rate ISDN and ISDN Centrex ports: (Cont'd)

- i. Display Service - Provides group call related data to ISDN terminals which are equipped with a display screen or which can otherwise utilize this information. The features available are:

Basic Display Service

- Outgoing Called Line Identification (OCLID) - Provides the terminal user with information about the originating call.
 - Call Status
 - Time and Date Information
 - Call ID Service - See description in part A of this section.
 - Inspect for ISDN Station Sets - Enables the ISDN terminal user to display call related information about calls placed on hold.
- j. Packet Switching Service Optional Features - The following optional features are available with any of the Basic Packet Switching Service Capabilities.
1. Permanent Virtual Circuits - Allows an end user to establish a dedicated logical channel between two digital service lines equipped for packet service without needing call setup or clearing.
 2. Additional Virtual Circuits - Those circuits that an end user subscribes to that are in addition to the initial virtual circuit (logical channel) provided with the HSPSD or LSPSD basic service capability on one digital subscriber line. Additional virtual circuits are provisioned as switched virtual circuits unless the end user specifies that they are to be permanent virtual circuits, in which case the rates for permanent virtual circuits would apply.
 3. Closed User Group - Provides an end user with the capability to form closed sub-networks within the end user's group of ISDN terminals and thus control user access.
 4. Single and Multiple Address Hunt Group - Provides a multiline hunt group capability for packet switching which hunts through virtual circuits on a line similar to the analog hunt feature.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.4 ISDN Features and Services (Cont'd)

9.4.1 The following services are available with Basic Rate ISDN and ISDN Centrex ports: (Cont'd)

k. Miscellaneous Optional Features for Basic Rate ISDN and ISDN Centrex ports.

1. Additional Directory Numbers - per end user request, a second directory number will be provided per ISDN terminal at no charge.
2. ISDN Centrex Service also includes the following features at no charge:
 - Direct Inward Dialing (DID)
 - Direct Outward Dialing (DOD)
 - Directed Call Pick-Up
 - Group Numbering Plan
 - Identified Outward Dialing (IOD)
 - Speed Calling
 - Station Busy-Camp On
 - Station Line Hunting
 - Station-to-Station Calling on Circuit Switched Voice & Data Calls
 - Tie Line Access
 - ISDN Centrex Group - Allows up to eight primary directory numbers to appear on a single ISDN Centrex terminal.
 - ISDN Centrex Group Coverage for Analog Lines - Allows an analog station set to share call appearances with an ISDN Centrex group terminal. Suitable terminal equipment is required.

NOTE: Packet Switched Data calls within the Centrex group are billable at the rates listed in Section 13, Rates.

3. Multifrequency Switched Digital Data Access Service

Allows for an access connection between a subscriber's premises and a suitably equipped central office that is equipped to transmit digital data at the speed of 56 Kbps per second over the switched network. This service is only available for use in conjunction with a specially provisioned Interexchange Carrier Feature Group D switched access service trunk.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.4 ISDN Features and Services (Cont'd)

9.4.2 Demonstration Period

a. General

The Demonstration Period gives the Telephone Company the option of waiving recurring charges, nonrecurring charges, or both in order to promote the sale of ISDN.

b. Regulations

1. The Telephone Company reserves the right to waive any or all of the nonrecurring charges, recurring charges, or both associated with ISDN at any time upon 1-day notice to the Commission.
2. Individual promotional periods will not exceed 120 days.
3. Appropriate notification of waived charges will be made to eligible customers.

9.5 ISDN Centrex Features

9.5.1 Refer to Links (Section 5) of this tariff.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.6 Call Handling

9.6.1 Call Handling Service provides end users with call distribution of incoming calls.

The following Call Handling options are available to Residential access lines, Metered Business lines, PBX trunks, and Direct Inward Dialed Trunks:

- a. Series Completion Hunting - Allows an end user to group up to 13 lines or trunks into a hunt group. When a call is placed to a busy number, the call will hunt to the next available line in the hunt group. Busy tone is returned if the last line is reached without finding an idle line.
- b. Multiline Hunting - Provides a search for an idle terminal within a hunt group. The end user can group 14 or more lines or trunks into a hunt group.
 1. Regular - The call will hunt in the same manner as series completion hunting.
 2. Circular Hunting - Hunting starts at the terminal associated with the dialed number and continues through the last terminal in the hunt group, then proceeds to the first terminal in the group and continues to hunt sequentially through the remaining lines in the group. Busy tone is returned if the called terminal is reached without finding one that is idle.
 3. Hunting/Non-Hunting Number - If the lead number of the hunt group is called, the non-hunt number will be part of multiline hunt group. If the non-hunting number is called directly, the call will not hunt to the next terminal if this line is busy.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.6 Call Handling (Cont'd)

9.6.2 Uniform Call Distribution is available to business end users:

- a. Uniform Call Distribution - A multiline hunt service that provides for the uniform distribution of incoming calls, in order of their arrival, among the available members of a hunt group.
- b. Call Queuing Options - The following call queuing options are available to Uniform Call Distribution hunt groups. If all lines in the hunt group are busy, the incoming call will be queued. If the number of calls in a queue reaches the maximum number of calls permitted in that queue, subsequent calls to the hunt group will receive a busy signal. Calls will be released from the queue to the available lines in the approximate order of their arrival.
 1. Ringing - While in the queue, the calling party will hear the telephone ringing.
 2. Generic Announcement - A standard announcement is provided to incoming calls while waiting for an available line.
 3. Personalized Announcement - A personalized announcement is provided to incoming calls while waiting for an available line. This feature is offered with either a 12 or 24 second announcement.
 4. Personalized Announcement Change - An end user is allowed to change the personalized announcement at any time.
 5. Queue Number Change - An end user may change the number of calls allowed in the Queue at any time.

9.6.3 Terms and Conditions

- a. Call Handling Service is available where equipment and facilities permit.
- b. Personalized announcement can be either male or female voices.
- c. The Telephone Company must be informed 20 working days prior to when a personalized announcement change is scheduled to be effective.
- d. The Telephone Company will not permit obscene announcements.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.6 Call Handling (Cont'd)

9.6.4 Demonstration Period

a. General

The Demonstration Period gives the Telephone Company the option of waiving recurring charges, nonrecurring charges, or both, in order to promote the sale of Call Handling.

b. Regulations

1. The Telephone Company reserves the right to waive any or all of the recurring charges, nonrecurring charges, or both, associated with Call Handling at any time upon 1-day notice to the Commission.
2. Individual promotional periods will not exceed 120 days.
3. Within a promotional period, individual line subscribers may be offered the use of Call Handling for a 60-day free trial period. The purpose of this offering is to acquaint subscribers with the benefits of these features. If, at the conclusion of the 60-day period, the subscriber elects to retain any or all of the features, rates specified in Section 13, Rates will apply from the date the service was permanently established. Features which the subscriber does not elect to retain will be discontinued and no charge will apply. Installation or service charges for this initial installation may not apply. A customer can take advantage of this offer only once within the same serving central office.
4. Recurring charges for Call Handling may be waived for a 60-day period for new customers.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.7 Message Waiting Indication Feature

9.7.1 General

Message Waiting Indication service allow the Telephone Company's central office switch to provide an indication to an end user that he/she has a message waiting to be retrieved. Two types of indicators are available:

- a. Audible Message Waiting Indication - the Telephone Company's central office switch provides an indication tone (stutter dial tone) when the end user goes off hook.
- b. Visual Message Waiting Indication - the Telephone Company's central office switch activates a message waiting indication lamp on the station set.

Once the end user retrieves the messages, the message waiting indication is deactivated.

9.7.2 Terms and Conditions

- a. End users subscribing to Message Waiting Indication must also subscribe to a vendor that provides voice mail service. This may be a vendor different from the end users presubscribed local/intraLATA provider.
- b. Customers subscribing to Message Waiting Indication must convey to the Telephone Company which voice mail vendor they will be utilizing.
- c. Message Waiting Indication is offered only from a No. 5ESS central office containing at least one Integrated Services Digital Network (ISDN) Switch Module.
- d. End users that wish to utilize the Visual Message Waiting Indication feature must provide the end user premises equipment needed to support this feature.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.8 Simplified Message Service Interface

9.8.1 Description and Definition of Customer

- a. Simplified Message Service Interface (SMSI) enables a Voice Mail provider to connect its own system, via an Applications Processor Link, to a No. 5ESS central office which serves the Voice Mail provider's end users. When a call is placed to an end user, the Applications Processor Link simultaneously transmits the called number (end user's telephone number).
- b. An audible or visual Message Waiting Indication may be activated or deactivated by the Customer via Simplified Message Service Interface to indicate to the end user that a message has been taken.
- c. Customer - refers to voice mail provider (vendor).
- d. End user refers to endorser - Voice mail customer.

9.8.2 Rules and Regulations

- a. SMSI is offered only from a No. 5ESS central office containing at least one Integrated Services Digital Network (ISDN) Switch Module.
- b. A voice mail vendor who wishes to offer this service to its end users must link the appropriate hardware and software (Applications Processor) to the 5ESS central office. At least one ISDN switch module, must be equipped with the appropriate software to provide this service, provided that the central office has the technical capability to do so. The Customer is responsible for their equipment and any fees associated with installation and maintenance of the equipment. The Customer must make payment for services associated with this equipment as specified elsewhere in this tariff.
- c. The voice mail vendor must use an Applications Processor Link to communicate with the No. 5ESS central office switch.

An Applications Processor Link is a specially provisioned ISDN line that is used to transport data for enhanced capabilities such as SMSI.

- d. The rates specified for the Applications Processor Link contemplate the availability of existing compatible facilities from the normal serving central office. If such facilities are not available, or if changes to existing facilities are required to provide SMSI, a charge based on the cost incurred may apply in addition to the rates for this service. These charges may be in the form of a non-recurring and/or monthly charge.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.8 Simplified Message Service Interface (Cont'd)

9.8.2 Rules and Regulations (Cont'd)

- e. The end user must authorize the Telephone Company in writing, to deliver data on the end user's calls.
- f. To ensure satisfactory operation, the terminal equipment provided by the Customer must be compatible with the facilities provided by the Telephone Company.
- g. The Telephone Company is not responsible for data lost between the No. 5ESS switch and the Customer's equipment due to power failures, retrofits, back up procedures, link failures, etc.
- h. The Telephone Company will not provide a transaction history to the Customer or end user.

9.8.3 Payment Arrangements and Credit Allowances

- a. The minimum period for which service is furnished and which charges are applicable is one year.
- b. Termination charges will apply for the unrecovered amount of contracted service.
- c. Suspension of service is not allowed.
- d. Rates for Simplified Message Service Interface and the applications processor link can be found in Section 13, Rates.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.9 Hotline Service

9.9.1 General

Hotline Service permits a telephone access line to be programmed to automatically establish a pre-designated connection the moment the calling line goes off-hook.

9.9.2 Terms and Conditions

- a. Hotline Service can be used for intra or inter Central Office calls.
- b. Calls may be terminated on the line.
- c. An end user cannot override the Hotline feature. The Customer must call the Telephone Company to change the pre-designated number.
- d. Hotline service is not available to ISDN access lines and coin phones.

9.9.3 Demonstration Period

a. General

The Demonstration Period gives the Telephone Company the option of waiving recurring charges, nonrecurring charges, or both, in order to promote the sale of Hotline Service.

b. Regulations

1. The Telephone Company reserves the right to waive any or all of the recurring charges, nonrecurring charges, or both, associated with Hotline Service at any time upon 1-day notice to the Commission.
2. Individual promotional periods will not exceed 120 days.
3. Within a promotional period, individual line subscribers may be offered the use of Hotline Service for a 60-day free trial period. The purpose of this offering is to acquaint subscribers with the benefits of these features. If, at the conclusion of the 60-day period, the subscriber elects to retain any or all of the features, rates specified in Section 13, Rates will apply from the date the service was permanently established. Features which the subscriber does not elect to retain will be discontinued and no charge will apply. Installation or service charges for this initial installation may not apply. A customer can take advantage of this offer only once within the same serving central office.
4. Recurring charges for Hotline Service may be waived for a 60-day period for new customers.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.10 Blocking Service

9.10.1 General

Blocking Service is a feature that permits end users to restrict access from their telephone line to various discretionary services. The following blocking options are available to residential and business end users:

- a. 900, 700 Service Access Code Blocking - Allows an end user to block all calls beginning with the 900 and 700 NPA (i.e. 900-XXX-XXXX) and 333 NXX from being placed.
- b. 976 Central Office Code Blocking - allows the subscriber to block placement of all calls to numbers with a 976 central office code (i.e. XXX-976-XXXX).
- c. Central Office Code Blocking - Allows an end user to block placement of all calls to a particular central office code.
- d. Third Number Billed and Collect Call Restriction - Provides an end user with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.
- e. Toll Restriction and Blocking - Provides an end user with local dialing capabilities but blocks any end user-dialed call that has a long-distance charge associated with it.

Toll Restriction will not block the following types of calls: 911 (Emergency), 1+800 (Toll Free), and operator assisted toll calls.

- f. Toll Restriction Plus - Provides an end user with Toll Restriction, as described in paragraph H.1.d. of this Section and blocking of 411 calls.
- g. Toll, Operator, Other – Provides an end user with the ability to block all calls beginning with 0+, 1+, 800, 877, 866, 888, 500, 700, 900, 971, 411 and 333.
- h. Direct Inward Dialing Blocking (Third Party and Collect Call) - permits business end users who subscribe to DID Service as described in Section 13, Rates of this tariff to have Third Party and Collect Call Blocking on their number ranges.
- i. Customized Blocking Services - Provides subscribers with the ability to customize their blocking feature by allowing them to specify individual numbers in their blocking schemes. Blocking schemes can either block all calls except to the specified numbers or call allow all calls except to the specified number. The charges are based on the number of lines that are allowed or blocked.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.10 Blocking Service (Cont'd)

9.10.1 General (Cont'd)

- j. Limited Local Service Blocking Option-Providers subscribers with toll restriction on their line where they will be limited to having the ability to make: 0-, 911, 311, 8YY or 611 outgoing calls only and have unlimited incoming calls.

9.10.2 Blocking Due to Non-payment by End Users

Frontier Telephone of Rochester, Inc. will provide blocking services for Customers whose end users are in default of their payments. Blocking of third number and collect calls will be made within 48 hours of the request, excluding weekends and holidays.

The Telephone Company's liability or failure to carry out such instructions is limited to the tariffed charge for this blocking service. In addition, the customers will defend and hold the Telephone Company harmless from any claims of any damages alleged by its end users as a result of such blocking.

The following options are available:

- a. Deny Service One Way - Blocks all outgoing calls except 911 calls. Customer may still make third number, collect and calling card calls.
- b. Deny Service Two Ways - Blocks all incoming and outgoing calls except 911 calls. This will be done 10 days after the Deny One-Way is added unless Customer informs the Telephone Company that the end user should be restored. The line will be totally disconnected by the end of the following business day. Customer may still make third number, collect and calling card calls until the account is canceled.
- c. Deny for Protection - Blocks all incoming and outgoing calls. This blocking is mainly used by customers who suspect fraud on the part of their end users, as opposed to an end user simply not paying. Another application may be when mail is returned by the post office. The line will be totally disconnected within 10 business days. Customer may still make third number, collect and calling card calls until the account is canceled.
- d. IntraLATA Toll Restrict - Blocks the following types of intraLATA calls: Calls to 411, Collect calls, Third Party calls, Calls prefixed by 10XXX, calls to numbers beginning with 971 and 974, 1+ calls, 0+ calls, and 800 number calls.
- e. InterLATA Toll Restrict - Blocks the following types of interLATA calls: Collect calls, Third Party calls, Calls prefixed by 10XXX, 1+ calls, 0+ calls, and 800, 900, 500 and 700 number calls. Also blocks intraLATA calls to numbers beginning with 971 and 974.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.10 Blocking Service (Cont'd)

9.10.2 Blocking Due to Non-payment by End Users (Cont'd)

- f. InterLATA and IntraLATA Toll Restrict - Provides the blocking associated with both InterLATA Toll Restrict and IntraLATA Toll Restrict.
- g. Selective Unblocking - Allows an interexchange carrier to remove the interLATA 1+ blocking on an end user's port for calls placed by that interexchange carrier only. Requests for this type of blocking will not be accepted from Customers.
- h. Feature Blocking - Provides blocking of some or all of the custom calling features on an end user's line.

Customers will be charged a Record Order charge (described in Section 1, with rates listed in Section 13, Rates) for toll and feature blocking each time blocking is added or removed from an end user's port. A deny service charge will apply for one way and two way denies. If a customer requests more than one type of blocking on one port, only one Record Order charge will apply.

9.10.3 Terms and Conditions

- a. The Telephone Company will not be liable for any charge incurred due to a third or collect call being placed to a third and collect blocked line by any carrier other than the Telephone Company.
- b. Blocking Service is available where equipment and facilities permit.

9.11 Coin Line Features

The following features are available with basic coin line ports. Rates are listed in Section 13, Rates.

Outward Call Screening - This feature is designed to prevent fraudulent use of a COCOT by placing calls on an operator assisted basis without depositing coins, or without using a calling card.

Outgoing Only Service - This feature will prevent the completion of incoming calls to COCOT equipment.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.12 Feature Plus Service

Feature Plus Service provides business end users the ability to add a specified set of features to their business ports. End users may choose any one of three feature packages for any or all lines. Feature Plus is available where technically feasible.

The Feature Plus packages listed below are available. Touch Phone Service is required for Feature Plus and is included in the package rate. Rates for Feature Plus packages can be found in Section 13, Rates.

Recurring rates and installation, termination and other non-recurring charges apply according to the appropriate schedules outlined elsewhere in this tariff.

Package A

Call Hold	Station-to-Station Calling
Call Transfer	Call Forward-All Calls
Three-way Calling	

Package B

Package A Features	Speed Calling - 30
Call Pick-up	Distinctive Ringing
Call Forward-Busy	Call Forward-Don't Answer
Automatic Call Back (from Feature Plus lines)	

Package C

Package A Features	Call Forward-Don't Answer
Call Pick-up	Speed Calling - 30
Call Waiting	Distinctive Ringing
Cancel Call Waiting	Automatic Call Back (from Feature Plus lines)

Package D

Package A Features	Distinctive Ringing
Call Pick-up	Automatic Call Back (from Feature Plus lines)
Speed Calling - 30	Multiline Hunting

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9 FEATURES AND MISCELLANEOUS SERVICES

9.13 Conditioning for Leased Channels for Data Transmission

9.13.1 General

These channels are similar in transmission characteristics to channels furnished for private line service. Terminal equipment required to condition the signals generated by the subscriber-provided data processing equipment to signals suitable for transmission and to condition the signals received from such a channel to signals suitable for delivery to subscriber -provided data processing equipment shall be provided by the subscriber.

9.13.2 Rates and Charges

- a. The charges for conditioning in Section 13, Rates are in addition to the rates for links and ports required to provide service.
- b. Channel Conditioning, for data leased channeled to meet subscriber's specifications for transmission characteristics.

Type C1 - The envelope delay distortion shall not exceed:
between 1,000 and 2,400 Hertz, a maximum difference of 1,000 mcs.
- The loss deviation with frequency (from 1,000 Hertz reference) shall not exceed:
between 1,000 and 2,400 Hertz, -1db to +3db
between 300 and 2,700 Hertz, -2db to +6db
(+ means more loss)
For each terminal

Type C2 - The envelope delay distortion shall not exceed:
between 1,000 and 2,600 Hertz, a maximum difference of 500 mcs.
between 600 and 2,600 Hertz, a maximum difference of 1,500 mcs.
between 500 and 2,800 Hertz, a maximum difference of 3,000 mcs.
- the loss deviation with frequency (from 1,000 Hertz reference) shall not exceed:
between 500 and 2,800 Hertz, -1db to +3db
- between 300 and 3,000 hertz, -2db to +6db
(+ means more loss)
For each terminal

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9 FEATURES AND MISCELLANEOUS SERVICES

9.13 Conditioning for Leased Channels for Data Transmission (Cont'd)

9.13.2 Rates and Charges (Cont'd)

b. (Cont'd)

- Type C4 - The envelope delay distortion shall not exceed:
- between 1,000 and 2,600 Hertz, a maximum difference of 300 mcs.
 - between 800 and 2,800 Hertz, a maximum difference of 500 mcs.
 - between 600 and 3,000 Hertz, a maximum difference of 1,500 mcs.
 - between 500 and 3,000 Hertz, a maximum difference of 3,000 mcs.
- the loss deviation with frequency (from 1,000 Hertz reference) shall not exceed:
- between 500 and 3,000 Hertz, -2db to +3db;
 - between 300 and 3,200 Hertz, -2db to +6db
- (+ means more loss)
For each terminal

c. Private Line Channel for Protective Relaying (Type C6 Conditioning)

This conditioning is furnished only to power companies for protection of high voltage transmission line sections. It is furnished for use with 4-wire channels.

1. Transmission Specifications

The loss deviation (reference 1,000 Hz) shall not exceed the following limits:

300-3,000 Hertz	-2db	+6db
500-2,800 Hertz	-1db	+3db

(+ means more loss)

The envelope delay distortion shall not exceed 2,000 mcs between 800 and 2,600 Hertz.

The resistance unbalance of the local channel cable pairs provided for protective relaying channels will be one percent or less.

2. Conditioning Channels Between Two Points

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9 FEATURES AND MISCELLANEOUS SERVICES

9.13 Conditioning for Leased Channels for Data Transmission (Cont'd)

9.13.2 Rates and Charges (Cont'd)

- d. Bridging Arrangement furnished in the central office to provide Multi-Point Leased Channels for Data Transmission. Each bridging arrangement has a capacity of six terminations.

Each segment of a multi-point data leased channel is measured from the subscriber's location to the central office building where the bridging arrangement is located or between bridging arrangements in difference central office buildings and is rated separately.

Channel conditioning charges specified in a. preceding, where applicable, apply only at the terminations of the channels at the subscriber's location.

Bridging Arrangements are furnished, subject to the availability of facilities only in the central offices listed below.

Field
Geneseo
Pixley
Plymouth

9.14 Direct Inward Dial Station Numbers

A charge applies for each group of 100 Direct Inward Dialed Station Numbers. This charge can be found in Section 13, Rates.

9.15 Digital Data Service Bridging

Digital Data Service bridging (used with low speed digital service) is a service which allows an end user the ability to bridge either 2.4, 4.8, 9.6, 19.2 or 56 Kbs data circuit using a multi junction unit. The control leg of the circuit transmits and receives from all of the branch legs. The branch legs transmit to and receive from the control leg only and not other branch legs. This service is only available between a customer premises and the Telephone Company's designated digital node.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.16 Automatic Route Selection

9.16.1 General

Automatic Route Selection (ARS) is a Centrex/ISDN Centrex optional feature, available where facilities permit, that allows end users, to automatically select the preferred routing pattern for network toll calls.

Two different ARS dialing plans are available, the LATA Dialing Plan and the Custom Dialing Plan.

9.16.2 Description

- a. The LATA Dialing Plan allows the end user to designate a preferred routing pattern for each of the following call categories:
 1. IntraLATA Toll - All toll calls terminating in the Rochester LATA.
 2. NYS InterLATA Toll - All toll calls terminating outside of the Rochester LATA within NYS.
 3. Interstate Toll - All toll calls terminating outside NYS.
- b. The Custom Dialing Plan routes calls based on a pre-defined list of NPA, NXX and country codes supplied by the end user.

9.16.3 Regulations

- a. Automatic Route Selection is offered only to Centrex/ISDN Centrex end users served from central offices equipped to furnish this feature.
- b. Preferred routing patterns must be specified by the end user. A pattern is a group of up to 5 different routes, arranged to be automatically selected in sequence to complete calls.
- c. The customer may select either the Direct Distance Dialing (DDD) Network or an overflow tone as the final route.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.16 Automatic Route Selection (Cont'd)

9.16.3 Regulations (Cont'd)

- d. Final routing to an overflow tone will be offered only if an end user has subscribed to a sufficient number of facilities which, in the judgment of the Telephone Company, provide an adequate level of service so as to avoid interfering with the service of others or to prevent others from making or receiving calls over their telephone service.
- e. Under the LATA Dialing Plan, all international calls will be routed to the DDD Network.

International call routing is available with the Custom Dialing Plan. The end user has the option of routing either all international calls or only calls to specific countries.
- f. 555-1212, 411, 900, 971, 974, 700, 800 and 911 calls are not included in ARS routing.
- g. The end user is responsible for providing the Telephone Company with any modifications to the routing pattern. This includes modifications that may be necessary when a new NPA/NXX opens.
- h. All rates and charges specified for Automatic Route Selection are in addition to the rates and charges for the associated facilities.
- i. The rates specified in Section 13, Rates are per ARS routing pattern. Should an end user request more than one routing pattern within the terminal group, additional charges will apply.
- j. The Telephone Company is not liable for any charges associated with a toll call that does not follow the end user specified preferred routing pattern.

Should a call not follow the end user specified preferred routing pattern, the end user is responsible for providing the Telephone Company with the pertinent information needed to correct the pattern.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.17 Centrex Management System (CMS)

9.17.1 General

a. Description

1. The Centrex Management System (CMS) allows Centrex end users to manage and control their Centrex lines and certain features. End users may transmit, via a dial-up terminal, request for line feature changes and inside rearrangements of single lines where all wiring and central office equipment is in place.
2. The CMS utilizes an AT&T system which is marketed under the name MACSTAR.
3. Customer premises equipment is required for the CMS. The Centrex end user must provide a terminal and modem, compatible with the Telephone Company's equipment. Feature changes are initiated by the end user through end user provided and maintained equipment interfacing with equipment on the Telephone Company's premises.
4. The CMS is a time share system which provides access to end users on shared facilities. Depending upon the number of end users trying to simultaneously access the CMS, end users may occasionally incur a busy condition.

b. Definitions

1. **Feature Change.** A feature change is when the end user adds, deletes or alters the information in an alphanumeric field for a voice or data calling feature associated with a telephone number. (i.e., the idle telephone number field for the Call Forwarding Don't Answer feature).
2. **Line Rearrangement.** A Line Rearrangement is when the end user swaps or rotates a telephone number with other telephone numbers.
 - a. **Line Swap.** A line swap is when the end user moves one telephone number and all its associated calling features to another telephone's number physical location. The second telephone number and all its associated calling features are simultaneously moved to the first telephone's number original physical location.
 - b. **Line Rotation.** A Line Rotation is when a telephone number is swapped with two or more telephone numbers. The telephone numbers are rotated in a closed loop.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.17 Centrex Management System (CMS) (Cont'd)

9.17.2 Rules and Regulations

- a. The CMS is offered only where the end user's location is served by a No. 5ESS central office that is linked to an applications processor with the CMS software.
- b. The CMS is subject to the availability of the equipment and the Telephone Company's capacity to provide the system.
- c. The Telephone Company reserves the right to withhold the offering of this system if it is determined that the end user's equipment is incompatible with the Telephone Company's equipment.
- d. End user terminal equipment requires the use of a dial-up modem to run at a speed acceptable to the Telephone Company.
- e. If an end user has more than one service address/location served by the same Centrex Terminal Group, line rearrangements may be denied between these service addresses/locations.

Line rearrangements may be made only to lines within the same Centrex Terminal Group.

If an end user is served by more than one Centrex Terminal Group, features removed from a line in one Terminal Group cannot be added to a line in another Terminal Group.

- f. End users may not exclude any Centrex lines within a Centrex Terminal Group from being included in the CMS.
- g. The Telephone Company reserves the right to establish the features that may be changed by an end user.
- h. The Telephone Company reserves the right to exclude certain lines from the CMS and/or to restrict changes to certain lines, such as lines terminated on an attendant position, lines equipped with special hardware or software configurations (eg. multiline hunt groups, ground start, make busy, stop hunt, etc.) The end user may view line features on restricted lines.
- i. An end user may request certain lines to be restricted.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.17 Centrex Management System (CMS) (Cont'd)

9.17.2 Rules and Regulations (Cont'd)

- j. The Telephone Company reserves the right to temporarily restrict the end user from accessing the CMS when service conditions, including routine maintenance and backup procedures, affecting the central office or CMS exist.
- k. The Telephone Company reserves the right to determine and change the time of day and/or day of the week that the end user can access the CMS.
- l. The Telephone Company reserves the right to establish and change the time interval for releasing transactions to the CMS and No. 5ESS central office switch.

Changes will normally take effect within 24 hours of the release of transactions to the CMS.
- m. The Telephone Company reserves the right to limit the number of feature changes and line rearrangements per session and/or per day.
- n. Periodically, the software generic of the No. 5ESS central office switch will be upgraded. When this occurs, the end user may experience a period of service degradation until the corresponding software upgrade of the CMS takes place.
- o. A password is required to access the CMS. The end user shall be fully responsible for the security of the CMS system. The end user recognizes that while the CMS system requires password access, the system does not require periodic password changes. The Telephone Company shall bear no liability for any loss or damages arising directly or indirectly out of any lapse in system security, including but not limited to the end user's failure to periodically change the access password or otherwise to keep the system secure.
- p. In the event the end user uses CMS to swap or rotate directory numbers, all other FTR databases, including FTR's 911 Emergency System, will be updated within a reasonable period of time within the Telephone Company's discretion. The Telephone Company shall bear no responsibility for any loss of service, other loss, damage or inconvenience to end user arising directly out of the swap or rotation during the interim period until all databases are updated. The end user will be liable for all calls made from all swapped and rotated directory numbers during such period.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.17 Centrex Management System (CMS) (Cont'd)

9.17.2 Rules and Regulations (Cont'd)

- q. The parties recognize and agree that CMS is not intended to support and will not support the following types of lines:
 - 1. Multiline Hunt groups (MLHG, UCD, ACD, etc.)
 - 2. Attendant Consoles
 - 3. Ground Starts
 - 4. Any other line requiring special hardware

9.17.3 Responsibility of the Telephone Company

- a. The Telephone Company is responsible for determining if the end user's password is a valid password when the customer dials into the CMS.
- b. The Telephone Company is not responsible for adjusting differences in charges to Billing Numbers caused by line rearrangements.
- c. In the event the system is unavailable for over 2 consecutive business working days, the Telephone Company will process the customer's transactions through normal operating procedures at no charge. The number of changes processed in this manner are limited to 30 per day for each day the system is unavailable.

9.17.4 Responsibility of End User

- a. The end user must provide and maintain all necessary end user equipment.
- b. The end user is responsible for the administration and security of the password. The end user is also responsible for any charges associated with the unauthorized use of the password.
- c. The end user is required to change their password a minimum of one time every 90 days.
- d. The end user must maintain a backup record of all transactions performed through the CMS.
- e. The end user must assign at least one employee as the CMS administrator. This person will maintain the customer's CMS data base.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.17 Centrex Management System (CMS) (Cont'd)

9.17.4 Responsibility of End User (Cont'd)

- f. To resolve feature related problems, the end user's employees must contact the end user's CMS administrator.
- g. The end user is responsible for loading, maintaining and updating the discretionary/remarks data field on the CMS.
- h. CMS end users will be responsible for initiating changes to any information pertaining to Directory Listings, Location Addresses, Billing Telephone Number, etc., that changed as a result of a Telephone Number swap through CMS.
- i. Customers will pay the Telephone Company to load the end user's data base, with the end user telephone numbers and associated features, into the CMS.
- j. Once access to the CMS has been established, there is a fixed monthly charge, an additional per line monthly charge, and a usage charge for each feature or line rearrangement change. Restricted lines will be included in the line count.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.18 Station Message Detail Recording (SMDR)

9.18.1 General

a. Description

1. Station Message Detail Recording (SMDR) is an enhanced service for Centrex and measured business lines. SMDR is the collection of call detail information on a station by station basis which provides the end user the data to perform a wide variety of reporting and manipulation functions.
2. Additional customer premises equipment is required to retrieve SMDR data. The equipment will consist of a software package that is installed in the end user's personal computer. Information is accessed via a dial-up modem which collects data from the central office message processor in order to produce reports.
3. Account codes can only be used in conjunction with SMDR. These account codes would allow the tracking of call information on an individual basis. Two types of account code services will be available to the end user; Deluxe and Restricted. The Deluxe system would allow the end user to voluntarily assign account codes to specific call detail on an individual user basis. The Restricted system would mandate account codes on all call information for specific lines placed on this system. The Account Code service is provided by the 5ESS and is accessed through the message monitor. The Deluxe system is activated at the end user premises and the Restricted system is activated at the switch.

b. Definitions

1. Monitor. The Monitor consists of the Message Processor and the Administrator Processor.
2. Message Processor. The Message Processor is a rack mounted microprocessor system used for high speed, high volume recording. It is necessary to have one message processor for each Central Office that is chosen to have SMDR capability.
3. Administrator Processor. The Administrator Processor is a workstation that configures and monitors up to 500 message processors located at the various Central Offices.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.18 Station Message Detail Recording (SMDR) (Cont'd)

9.18.2 Rules and Regulations

- a. SMDR is offered only where the end user's location is served by a 5ESS central office that is equipped with a message processor and linked to an administrative processor.
- b. SMDR is subject to the availability of the equipment and the Telephone Company's capacity to provide the system.
- c. Intra Centrex and terminating (DID) call records currently cannot be provided.
- d. The Telephone Company reserves the right to temporarily restrict the end user from accessing SMDR when service conditions, including routine maintenance and backup procedures, affecting the Central Office warrant interruption in service.
- e. A password is required to access the SMDR system. The end user shall be fully responsible for the security of the SMDR system. The Telephone Company shall bear no liability for any loss or damages arising directly or indirectly out of any lapse in system security, including but not limited to end user's failure to periodically change the access password or otherwise to keep the system secure.
- f. SMDR is not represented or intended to be used as a provision for obtaining detail of billing records. The Telephone Company is not liable for any actions caused by discrepancies between SMDR data and billing data.

9.18.3 Responsibility of the Telephone Company

- a. The Telephone Company will conduct an initial training session for up to two SMDR customer administrators. This administrator will be trained on how to retrieve the data provided by SMDR.
- b. The Telephone Company will make every effort to keep the SMDR system operational at all times. However, the Telephone Company reserves the right to temporarily restrict service due to maintenance or system upgrades. Customers will receive prior notice for planned system outages.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.18 Station Message Detail Recording (SMDR) (Cont'd)

9.18.4 Responsibility of the End User

- a. The end user must provide and maintain all necessary end user equipment.
- b. The end user is responsible for the administration and security of the password. The end user is also responsible for any charges associated with the unauthorized use of the password.
- c. Once access to SMDR has been established, there will be a fixed monthly charge and an additional per line monthly charge.

9.19 Audio Teleconferencing Service

9.19.1 General

Audio Teleconferencing Service (ATS) is the furnishing of telecommunications between two or more stations.

9.19.2 Definitions

- a. End User - The entity requesting the Audio Teleconferencing Service
- b. Conferee - A participant in an Audio Teleconference call.

9.19.3 Description

Audio Teleconferencing Service (ATS) provides the capability to establish a teleconference between multiple voice stations.

An end user with Touch Phone Service, or its equivalent, can either establish and control the teleconference or elect to have the teleconference established through an operator. After the call is established, control of the teleconference is transferred from the operator to the end user. An end user with rotary signaling must use the operator to establish the teleconference and will not have access to the control features of this service. Conferees may have either rotary or touch type telephones.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.19 Audio Teleconferencing Service (Cont'd)

9.19.4 Types of Audio Teleconferencing Service

- a. We Call You - Conferees are called by a Conference Coordinator to establish the teleconference.
- b. Meet-Me - An end user may establish a teleconference by having each conferee call a specified telephone number.
- c. Combination Calling - Some Conferees may be called by a Conference Coordinator while other conferees may call a specified telephone number to establish the teleconference.
- d. Meet-Me-Unattended - A Customer may establish a teleconference by having each conferee call a specified telephone number. A Conference Coordinator is not available to the conferees during the conference.

9.19.5 ATS Features

The end user can establish and/or control the teleconference utilizing Touch Tone signaling or its equivalent for ATS features.

ATS features enable end users to:

- Access operator assistance (for an ATS arrangement ordered on a reservation basis there is no access to an operator during the last four minutes of the teleconference or during an unattended teleconference).
- Add additional stations
- Transfer control of the teleconference to another station
- Restore a station which has been disconnected from the teleconference
- Terminate the teleconference
- Arrange to have an operator provide the capability in which each conferee will call a specified telephone number at a specified time (this feature is called a "meet-me" teleconference). This ATS feature is available only on a reservation basis and must be ordered by the Customer at least 30 minutes prior to the start of the teleconference. In addition, this ATS feature is available only for a voice grade ATS arrangement. Any conferees not able to join the teleconference due to network limitations must be added to the teleconference by the originating conferee.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.19 Audio Teleconferencing Service (Cont'd)

9.19.6 Availability

- a. ATS and associated features are furnished subject to the availability of components and billing capability.
- b. ATS and associated features are not limited to the Telephone Company's local exchange territory.
- c. A customer may request an ATS arrangement on a reservation basis up to twelve months in advance. Reservations will be honored in the order received. All reservations are made subject to the availability of the ATS capacity.
- d. Collect and Coin Station Sent-Paid Calls are not permitted.

9.19.7 Regulations

- a. All charges incurred for the conference call will be billed against the originating telephone number unless arrangements are made to bill the teleconference to a Bank Credit Card.
- b. For end user dialed calls only, chargeable time for the Usage Charge, for the initially specified ports used in a teleconference, starts when the originating station is connected. During the teleconference, if all initially specified ATS ports are in use and additional ATS ports are added, the chargeable time starts for each additional ATS port when the ATS port is added to the teleconference.
- c. Chargeable time for the Usage Charge for the ATS ports ordered on a reservation basis starts at the end user requested conference start time. If scheduled conferences are not convened, a fee will be applied to each unused port unless the conference is canceled at least 30 minutes prior to the scheduled conference time.
- d. Chargeable time for ATS arrangements will stop when each conferee hangs up.
- e. A fractional minute of use for the Usage Charge is rounded to the next highest whole minute.
- f. A reservation or Meet-Me type teleconference other than Operator Assisted calls may be changed or canceled at any time prior to 30 minutes of the start time. If a Customer changes or cancels the order within 30 minutes of the start time, or does not use the teleconference, the Customer will be liable for the Cancellation Fee specified in Section 13, Rates. In addition, for a Meet-Me type teleconference, the Customer is liable for the non-recurring charge as specified in Section 13, Rates.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.19 Audio Teleconferencing Service (Cont'd)

9.19.7 Regulations (Cont'd)

- g. Chargeable time for an Operator Assisted conference call begins when connection is established for each of the stations on the conference call.
- h. Chargeable time for an Operator Assisted call ends on any connection of a conference call when each station hangs up.

9.19.8 Rates and Charges

a. General

Rates for Audio Teleconference Service calls may include: 1) Usage charges, 2) Set-up charges. When a teleconference is initiated or ordered on a reservation basis, the Customer must specify the number of ports required. One port is required for each station on the teleconference. The Usage charge will be billed for all ports used by the end user. If scheduled conferences are not convened, a fee will be applied to each unused port unless the conference is canceled at least 30 minutes prior to the scheduled conference time. A Set-Up Charge also applies if the teleconference is established with operator assistance.

b. Rates:

1. Usage Charge - When a teleconference is initiated, the end user must specify the number of ATS ports (number of stations on the teleconference) required. One port is required for each station on the teleconference. A Usage Charge will be billed for each port specified by the end user. If scheduled conferences are not convened, a fee will be applied to each unused port unless the conference is canceled at least 30 minutes prior to the scheduled conference time.

The Usage Charge applies for each port minute of use. To determine the port minutes of use, multiply the number of ports by the duration of the total teleconference. If ports are subsequently added to the teleconference, a Usage Charge will apply for the time that each additional port is connected.

2. Additional services requested such as Conference Recording, Transcription and Participant Pre-Notification will be priced on an individual case basis.
3. Rates can be found in Section 13, Rates.
4. Annual contracts requiring usage will be provided on an individual case basis.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.19 Audio Teleconferencing Service (Cont'd)

9.19.9 Demonstration Period

a. General

The Demonstration Period gives the Telephone Company the option of waiving recurring charges, nonrecurring charges, or both, in order to promote the sale of Audio Teleconferencing Service.

b. Regulations

1. The Telephone Company reserves the right to waive any or all of the recurring charges, nonrecurring charges, or both, associated with Audio Teleconferencing Service at any time upon 1 days' notice to the Commission.
2. Individual promotional periods will not exceed 120 days.
3. The Telephone Company reserves the right to provide one free Audio Teleconferencing call to Customers who have never used the service.
4. Appropriate notification of waived charges will be made to eligible customers.

9.20 Recorded Announcement Service Company Sponsored

9.20.1 General

Recorded Announcement Service Company Sponsored consists of facilities whereby end users may, by calling a particular central office designation and number, obtain recorded messages.

9.20.2 Types of Recorded Announcement Service

- a. Basic - End users call a specified telephone number for each topic and receive information on that (single) topic. The topics are: State Lottery, Off Track Betting and Time and Temperature.
- b. Enhanced (Infoline) - Is no longer available to end users.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.20 Recorded Announcement Service Company Sponsored (Cont'd)

9.20.3 Regulations

- a. Recorded Announcement Service Company Sponsored is available where technically feasible.
- b. Recorded Announcement Service Company Sponsored, including the content of the recorded messages, is furnished at the Telephone Company's option. Messages may be withdrawn at any time.
- c. The Telephone Company will furnish and maintain all the facilities required for Recorded Announcement Service Company Sponsored.
- d. Recorded Announcement Service Company Sponsored is not available from coin telephones.

9.20.4 Charges applicable to Customers can be found in Section 13, Rates.

9.20.5 Demonstration Period

a. General

The Demonstration Period gives the Telephone Company the option of waiving charges, in order to promote the sale of Recorded Announcement Service Company Sponsored.

b. Regulations

1. The Telephone Company reserves the right to waive any or all of the associated charges for Recorded Announcement Service Company Sponsored at any time upon 1-day notice to the Commission.
2. Individual promotional periods will not exceed 120 days.
3. Within a promotional period, end users may be offered the use of Recorded Announcement Service Company Sponsored for a 60-day free trial period. The purpose of this offering is to acquaint end users with the benefits of this service.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.21 Interactive Information Network Service (As of May 25, 1996, this service is grandfathered. Only customers of record as of 5-25-96 may order this service.)

9.21.1 General

Interactive Information Network Services (IINS) consists of service and facilities whereby end users, by calling a particular central office designation and number, can obtain a subscriber-provided pre-recorded announcement or interactive program. An interactive program is a program whereby an end user, by the use of a touchphone telephone or similar device, can communicate with the subscriber's equipment for the purpose of sending or receiving information. A subscriber to the IINS is an Information Provider (IP) who provides the program. An end user is a person who makes a call to an IINS number and is responsible for the payment of the Subscriber Selected Price (SSP) for such a call. The Telephone Company provides to the subscriber (Information Providers), IINS access lines and transport over the telephone network.

Information Providers must categorize their program, in writing, as either decent or indecent. The Telephone Company will block access to indecent programs and permit access only to those customers who request (presubscribe) such access in writing. Blocking of decent programs is available upon customer request.

9.21.2 Regulations

- a. Connection to and transport of Interactive Information Network Service calls on the network are furnished subject to the availability of facilities and the requirements of local exchange service.
- b. The Telephone Company will furnish, install, and maintain the Interactive Information Network Service access lines subject to the rates and charges specified in section 1, Rates.
- c. IINS access lines are provided as incoming service only.
- d. The choice as to which central office in any geographic area will be used to serve an IINS subscriber is at the sole discretion of the Telephone Company.
- e. Company coin-originated, operator assisted and calling card calls cannot access the IINS.
- f. The service will not be furnished where the proposed use of the service or facilities would tend to injuriously affect the efficiency of the Telephone Company's plant, property, or service. The Telephone Company may withdraw or temporarily suspend service from the subscriber forthwith if such injurious effects are experienced.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.21 Interactive Information Network Service (As of May 25, 1996, this service is grandfathered. Only customers of record as of 5-25-96 may order this service.) (Cont'd)

9.21.2 Regulations (Cont'd)

- g. The Telephone Company shall not be liable for the lack of available IINS facilities or for calls that cannot be completed, for whatever reason, except when due to gross negligence or willful misconduct of the Telephone Company.
- h. Connection to the IINS may take up to twelve (12) months.
- i. Connection to the IINS serving Central Office will only be provided to subscriber locations within the Telephone Company's serving area of the Rochester LATA.
- j. In any case where the furnishing of facilities and service involves special installation work or unreasonable construction, maintenance or replacement costs or expenses on the part of the Telephone Company, the subscriber may be required to agree in writing to a termination charge liability which would apply in the event of disconnection prior to a specified period, or to pay an installation charge or construction charge, monthly charge or any combination thereof, based on the additional costs and expenses involved. The subscriber may also be required to pay additional charges for work performed outside regular working hours at the request of the subscriber.
- k. Upon termination of service, telephone numbers assigned to the subscriber will not be reassigned for at least six (6) months, unless written authorization is received from the immediately preceding subscriber.
- l. One alphabetical directory listing per billing number will be furnished without charge in Frontier's "Official Rochester White Pages" White Pages directory.
- m. The assignment of a telephone number for an IINS program is at the sole discretion of the Telephone Company.
- n. Subscribers who request telephone numbers other than those randomly offered by the Telephone Company, will be subject to the rates, regulations and charges applicable to Preferential Telephone Number Service as specified in Section 10 of this tariff.
- o. Decent programs and indecent programs will be placed on separate exchanges.
- p. The Telephone Company will provide to the general public, upon written request, the name, address, and telephone numbers of the subscribers to IINS.
- q. IINS access lines are analog and are provided as either a line or trunk connection.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.21 Interactive Information Network Service (As of May 25, 1996, this service is grandfathered. Only customers of record as of 5-25-96 may order this service.) (Cont'd)

9.21.2 Regulations (Cont'd)

- r. This tariff shall not be interpreted to mean that the provision of any particular IINS program by a subscriber shall preclude another subscriber from providing the same or similar IINS program.
- s. All subscribers to the IINS will be required to pay all installation charges set forth in Section 13, Rates prior to the connection of their service.
- t. A program that directs an end user to another program must include the Subscriber Selected Price for that program, including the initial minute and additional minute rates.
- u. Calls made from WATS lines to the IINS will be billed the full Subscriber Selected Price.
- v. Calls made from toll points will be billed the full Subscriber Selected Price.
- w. The Telephone Company will block access to indecent programs and permit access only to those adult end users who request (presubscribe) such access in writing.
- x. Calls to decent programs may be blocked subject to the provisions for Blocking Service as specified in Section 9 of this tariff.

9.21.3 Obligations of the Subscriber

- a. The subscriber is responsible for providing the program and all necessary premises equipment in connection with its program.
- b. Prior to the connection of service, the subscriber must provide the Telephone Company with an estimate of annual call volumes, the expected busy hour and busy hour call volumes, and the average message length of each program.
- c. Any equipment connected to a telephone line or trunk must comply with the Federal Communications Commission's Rules and Regulations, Part 68, "Connection of Terminal Equipment to the Telephone Network".
- d. The subscriber will provide continuous and uninterrupted program service.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.21 Interactive Information Network Service (As of May 25, 1996, this service is grandfathered. Only customers of record as of 5-25-96 may order this service.) (Cont'd)

9.21.3 Obligations of the Subscriber (Cont'd)

- e. The subscriber is responsible for the provisioning of the program and shall be responsible for its content and quality. The Telephone Company assumes no liability for the content or quality of the program. In the event that any program is found to be unlawful, the Telephone Company reserves the right to terminate service.
- f. The subscriber shall indemnify and save the Telephone Company harmless against any and all claims, damages, or other penalties associated with the subscriber's program, including, but not limited to, those for libel arising from the material transmitted over facilities furnished in connection with IINS, and against all claims, damages, or other penalties arising out of any act or omission of the subscriber in connection with IINS, or of the telephone user in connection with the subscriber's program.
- g. The subscriber assumes all financial responsibility for all costs involved in providing its program, including but not limited to the subscriber premises equipment, the development of programs, advertising, and promotional expenses for its programs.
- h. The subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers, releases, and all other rights from all persons whose work, statements or performance are used in connection with its' programs, and from all holders of copyrights, trademarks, and patents used in connection with its' programs.
- i. Each IINS advertisement, publication, or other communication, including another IINS or Mass Announcement Network Service program containing the IINS telephone number to be called, shall designate the IINS geographic serving area and the current Subscriber Selected Price rate as well as any planned Subscriber Selected Price rate change for calls within the area. A clearly discernible audio announcement of this information is required for all video displays in addition to the visual printed message. The audio announcements for advertisements broadcast during time spots considered to be within hours that contain programming directed to children under twelve (12) years of age must be presented in language that can be understood by children and must advise children to obtain parental consent before calling.
- j. The subscriber must submit a tape or transcript of the announcement or interactive program and a copy of any promotional material associated with the program.
- k. Subscribers must categorize their program, in writing, as either decent or indecent.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.21 Interactive Information Network Service (As of May 25, 1996, this service is grandfathered. Only customers of record as of 5-25-96 may order this service.) (Cont'd)

9.21.3 Obligations of the Subscriber (Cont'd)

- i. The subscriber must notify the Telephone Company one month prior to any program change. If the type of program has been altered, the Telephone Company reserves the right to change the telephone number of that program.
- m. The subscriber is responsible for establishing the IINS Subscriber Selected Price (SSP) applicable to the end user.

The subscriber is required to place a message on the IINS program informing the end users of the new call rate for at least two weeks prior to the effective date of the rate change.

- n. The subscriber must order a sufficient number of IINS access lines to adequately handle the volume of calls placed to its program without interfering with any of the services offered by the Telephone Company. If, in the judgement of the Telephone Company, there are excessive overflows (busies) to a program, the subscriber will be required to order additional access lines to relieve the overflow condition, as facilities permit. Failure to do so within two weeks after written notification from the Telephone Company may result in disconnection of the listed number for the program and its associated access lines.
- o. Failure by the subscriber to comply with any of these regulations may result in disconnection of the listed number for the program and its associated access lines.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.21 Interactive Information Network Service (As of May 25, 1996, this service is grandfathered. Only customers of record as of 5-25-96 may order this service.) (Cont'd)

9.21.4 Charges applicable to Telephone Users:

The charge for each call to the IINS number is established by the subscriber in an amount divisible by \$.10 and may be changed in one or more \$.10 increments. The Telephone Company does not establish the charge per call.

If the subscriber elects to charge in excess of \$2.00 per call, it must provide at the beginning of each call, an announcement stating the price charged by the subscriber and informing the telephone user that he or she has the option to disconnect within 20 seconds at no charge. There is no charge to the telephone user who disconnects within 20 seconds. The subscriber will be billed for Customer Optional Disconnects.

The announcement must be stated as follows:

"You have reached XXX-XXXX (program number). The price for this call is (Subscriber Selected Price). You may hang up now and not be charged for this call."

If a flat rate applies to a program, that rate must be quoted. If per minute rates are charged, the initial minute rate and additional minute rate must be quoted. The announcement must be clearly articulated, be of a volume level equal to that of the subscriber's program and must be completed within 10 seconds.

Rates can be found in Section 13, Rates.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.22 Testing Charge

A testing charge, found in Section 13, Rates, will apply when a trouble is referred to the Telephone Company and the Telephone Company tests and concludes that the trouble is not within its network. If a dispatch of personnel is required, then Time Charges for Field Work applies.

9.23 Premium Installation Service

9.23.1 General

When placing an order for special service circuits, loops, lines or services a customer may request an in-service date that is prior to the standard interval date specified in Paragraph 9.23.3. following. A customer may also request that a pending standard interval be modified to reflect an expedited in-service date. Premium Installation Service is offered where facilities are available.

When service is provided on an expedited basis, a premium installation charge applies as specified in Section 13, Rates. This charge is applied per circuit loops, lines or services on a per diem basis for each day by which the standard interval is requested to be shortened, except as provided in paragraph 9.23.2.b. following. This premium installation charge applies in addition to all other applicable charges.

9.23.2 Regulations

- a. The Telephone Company reserves the right to limit the number and/or the number of days it will accept for expedited installation.
- b. If the Telephone Company is unable to meet an agreed upon service date, no premium installation charge applies. If a missed service date is caused by the end user, his agent or patron, or the customer, the entire premium installation charge applies.
- c. If the end user or customer requests that out-of-hours work be performed in connection with Premium Installation Service, the Telephone Company will develop and quote an estimate of the costs for such work to the customer and bill the customer in accordance with Section 1 of this tariff. These charges will apply in addition to the premium installation charge and other applicable charges. Out-of-hours work is defined as work requested by a customer or end user outside of the Telephone Company's normal business hours.
- d. Premium Installation Service is furnished subject to availability of facilities.
- e. The terms diem and days used herein exclude Saturdays, Sundays and "Company honored" holidays.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.23 Premium Installation Service (Cont'd)

9.23.3 Service and Associated Intervals

The following intervals apply only for situation in which facilities are in place.

	Standard Interval (<u>Work Days</u>)
2 Wire Services	7 Days
4 Wire Services	7 Days
1.544 Mbps Services	8 Days

9.23.4 Application of Rates

The nonrecurring charges found in Section 13, Rates are applied per two-point circuit for each day by which the standard interval is shortened at the customer's or end user's request. Each segment of a multi-point circuit is considered a two-point circuit for the application of these charges.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.24 Frontier Emergency Connect Service

9.24.1 General

Frontier Emergency Connect Service is a LIMITED SERVICE that allows calls to be placed to 911 ONLY. The service does NOT allow for any inbound calling.

9.24.2 Regulations

- a. This service is available where technically feasible and subject to availability of existing facilities.
- b. All attempted inbound calls will receive a recording saying the number is not in service.
- c. Customers will not be given a telephone number of the service and no directory listing services will be available.
- d. The customer only has the following dialing options:
 - 911 and
 - Where technically feasible, the ability to dial 611 and/or a Frontier Call Center.
 - All other calling patterns will receive re-order tone.
- e. The call origination telephone number (All information) going to the 911 center will indicate NO CALL BACK allowed.
- f. Applicable Non-Recurring charges may apply.
- g. NO LIABILITY SHALL ATTACH TO THE COMPANY REGARDING USE OF SERVICES OR THE FAILURE OF OR INABILITY TO USE THE SERVICES. FURTHER, COMPANY SHALL NOT BE LIABLE FOR DAMAGES (INCIDENTIAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY OR ATTORNEY’S FEES) ARISING FROM ERRORS, MISTAKES, OMISSIONS, INTERRUPTIONS, OR DELAYS OF THE COMPANY, ITS AGENTS, SERVANTS OR EMPLOYEES, IN THE COURSE OF ESTABLISHING, FURNISHING, REARRANGING, MOVING, TERMINATING, OR CHANGING THE SERVICE OF FACILITIES (INCLUDING THE OBTAINING OR FURNISHING OF INFORMATION IN RESPECT THEREOF OR WITH RESPECT TO THE CUSTOMERS OR USERS OF THE SERVICE OR FACILITIES).

9.24.3 Rates and Charges in Section 13, Rates

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9 FEATURES AND MISCELLANEOUS SERVICES

9.25 Duplicate Bill Charges

9.25.1 General

Duplicate Bill copies are furnished upon the request of the customer or the customer's authorized agent, subject to the provisions listed below. Customers and their agents are the only parties that can request copies of a bill. Copies will be sent directly to the customer or authorized agent.

9.25.2 Regulations

The duplicate bill charge applies for each duplicate copy of a telephone bill that is supplied.

The duplicate bill charge will not apply when the customer's bill was never received. Requests for an additional copy of a bill that was never received must be made within one year of the original issue date.

Requests for copies of bills issued before the most recent bill will be completed to the extent the Company's billing system allows.

No information about an individual subscriber's billing will be furnished to anyone outside the company other than the subscriber unless proper written authorization has been received and verified.

9.25.3 Rates in Section 13, Rates

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9 FEATURES AND MISCELLANEOUS SERVICES

9.26 Busy Study of Traffic

9.26.1 General

A busy study counts the number of incoming calls per hour for a given time frame. The study registers calls received, and calls received that reach a busy signal. It is done at the customer's request and is done in a one-week interval. Rates for the service are found in Section 13, Rates.

9.26.2 Regulations

- a. At the customer's request traffic studies will be performed on access lines, trunk groups or hunt groups that are provided by the Company.
- b. A separate traffic study report is required for each access line, hunt line, or trunk group.
- c. Business Traffic Study Service is available to business customers and only where technically feasible.
- d. Traffic study detail requested by the customer will be limited to calls that originate or terminate on the Company's network.
- e. Studies will not be performed on toll-free or pay-per-call type telephone numbers.
- f. Studies are done in 7-day intervals.
- g. Types of studies include (but are not limited to):
 - Line or Trunk Study
 - Remote Call Forwarding Study
 - Multiline Hunt Group Study

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9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services

9.27.1 FrontTIER Choices Bundles ¹

a. General

The FrontTIER Choices Bundles are several package offerings that give residential customers a combination of local services. The package includes either one or two Flat Rate Access Lines, a combination of local features plus ten free local directory assistance calls. Customers can take any combination of features for the same flat rate charge.

Basic Bundle

Access Line	Call Waiting/Cancel Call Waiting
Call Forwarding – Plus and Fixed	Call ID Plus Name or Talking Call ID
Speed Dialing (8) Number List	Customized Ringing
3-Way Calling	Speed Dialing (30) Number List
Automatic Redial	Call Transfer
Message Waiting Indicator	Call Return
Anonymous Call Rejection	Long Distance Alert
10 Local Directory Assistance Calls	Call Waiting Whisper

Additional Line Bundle

Access Line	Additional Access Line
Call Waiting/Cancel Call Waiting	Call Forwarding – Plus and Fixed
Call ID Plus Name or Talking Call ID	Speed Dialing (8) Number List
Customized Ringing	3-Way Calling
Speed Dialing (30) Number List	Automatic Redial
Call Transfer	Message Waiting Indicator
Call Return	Anonymous Call Rejection
Long Distance Alert	10 Local Directory Assistance Calls
Call Waiting Whisper	

¹ The service offering is limited to all existing subscribers at their existing locations.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.1 FrontTIER Choices Bundles ¹ (Cont'd)

b. Regulations

1. The FrontTIER Choices Bundles are available where technically feasible.
2. The bundled rates are based on the current access line rate groups.
3. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
4. It is the responsibility of the subscriber to enroll in the package.
5. Residential customers currently subscribing to all services in the FrontTIER Choices Bundle package may request billing at the package price.
6. When the customer changes or disconnects any component of the bundles, then the remaining components of the package will be billed at their individually tariffed rates. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package.
7. Customers may add or delete any features offered in the package without a service order charge.
8. Customers may change bundles without incurring a service order charge.
9. The bundles price is a set price. No discounts will be given to subscribers that do not use all the features or have some features turned off.
10. The free directory assistance calls encompass any free DA offering that may be available.
11. CALC charges will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

¹ The service offering is limited to all existing subscribers at their existing locations.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.1 FRONTIER Choices Bundles ¹ (Cont'd)

c. Demonstration Period

1. The demonstration period gives the Telephone Company the option of waiving recurring, nonrecurring or both in order to promote the sale of the bundle services.
2. Regulations
 - a. The Telephone Company reserves the right to waive any or all of the recurring, nonrecurring or both charges associated with the bundle's product at any time upon 1 days' notice to the Commission.
 - b. Individual promotional periods will not exceed 120 days.
 - c. Appropriate notification of waived charges will be made to eligible customers.

d. Rates – Rates listed in Section 13, Rates

Call Forwarding (all Types): The Customer pays the rate for a station-to-station call between his/her telephone and the telephone where the call is answered. This applies to all calls answered, even any person-to-person or collect calls that are refused.

Three-Way Calling: The customer pays for calls placed from his/her telephone to the other telephone(s) on the connection.

Basic Bundle – Rate Group

Group 1	Group 4
Group 2	Group 5
Group 3	Group 9

Additional Line Bundle - Rate Group

Group 1	Group 4
Group 2	Group 5
Group 3	Group 9

*The service offering is limited to all existing subscribers at their existing locations.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.2 Frontier Digital Phone Silver ¹⁺

a. General

The Frontier Digital Phone Silver is a package offering that gives residential customers a combination of local services. The package includes one Flat Rate Access Lines and a combination of local features. Customers can take any combination of features for the same flat rate charge.

Basic Bundle

Access Line
Call Waiting/Cancel Call Waiting
Call Forwarding Busy & Call Forward No Answer
Call ID Plus Name

Frontier Digital Phone Silver Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in I.4 Rates.

Automatic Redial	Speed Dialing 30 number list
Call Return	Call Forwarding
3-way Calling	

b. Regulations

1. The Frontier Digital Phone Silver is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. It is the responsibility of the subscriber to enroll in the package.
4. Residential customers currently subscribing to all services in the Frontier Digital Phone Silver package may request billing at the package price.

¹ The service offering is limited to all existing subscribers at their existing locations.

+ The bundle was previously called Frontier UnlimitedNY.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.2 Frontier Digital Phone Silver 1+ (Cont'd)

b. Regulations (Cont'd)

5. When the customer changes or disconnects any component of the bundles, then the remaining components of the package will be billed at their individually tariffed rates. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package.
6. Customers may add or delete any features offered in the package without a service order charge.
7. The bundles price is a set price. No discounts will be given to subscribers that do not use all the features or have some features turned off.
8. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply
9. The bundles are offered on a month-to-month, one-year term and two-year contract.
10. Early termination liability charges shall apply if the customer cancels the bundle before the end of the term. No termination will apply if a customer upgrades to a bundle of greater value.
11. For the one and two-year terms, the early termination liability charges shall be at a rate of \$200.00 (two hundred) for a one year and a \$250.00 (two hundred and fifty) termination liability for a two year.
12. Customer contract will automatically renew at the current rate for the current term period if no cancellation notification is received.

c. Demonstration Period

1. The demonstration period gives the Telephone Company the option of waiving recurring, nonrecurring or both in order to promote the sale of the bundle services.
2. Regulations
 - a. The Telephone Company reserves the right to waive any or all of the recurring, nonrecurring or both charges associated with the bundle's product at any time upon 1 days' notice to the Commission.

¹ The service offering is limited to all existing subscribers at their existing locations.

+ The bundle was previously called Frontier UnlimitedNY.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.2 Frontier Digital Phone Silver 1+ (Cont'd)

c. Demonstration Period (Cont'd)

2. Regulations (Cont'd)

- b. Individual promotional periods will not exceed 120 days.
- c. Appropriate notification of waived charges will be made to eligible customers.
- d. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Silver while they are away, a minimum of one month and up to nine months for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then the reconnection charges does 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 CALC.
 - 7. This service does not change any other terms and conditions of the product.

d. Rates

These services are flexibly priced per Case 05-C-0616. The effective dates are listed in Section 13, Rates.

¹ The service offering is limited to all existing subscribers at their existing locations.

+ The bundle was previously called Frontier UnlimitedNY.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.3 Frontier Digital Phone Service - Grandfathered as of May 11, 2019

a. General

The Frontier Digital Phone Service Bundle is a package offering that gives residential customers a combination of local services. The package includes one Flat Rate Access Lines and a combination of local features. Customers can take any combination of features for the same flat rate charge.

Basic Bundle

Access Line	Call Waiting/Cancel Call Waiting
Call Forwarding Busy & Call Forward No Answer	Call ID Plus Name

Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in I.4 Rates.

3-way Calling	Automatic Call Return	Call Forwarding Plus
Automatic Busy Redial	Call Tracing Service	Caller ID
Caller ID Name/Number	Call Forwarding-Variable	Call Forwarding Fixed
Call Waiting	Caller Waiting ID	Call Forwarding Do Not Answer
Call Acceptance/Selective	Distinctive Ring	Speed Calling 30
Anonymous Call Rejection	Calls Rejection-Selective	Speed Call 08
VIP Alert		

b. Regulations

1. The Frontier Digital Phone Service Bundle is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. It is the responsibility of the subscriber to enroll in the package.
4. Residential customers currently subscribing to all services in the Frontier Digital Phone Service Bundle package may request billing at the package price.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.3 Frontier Digital Phone Service - Grandfathered as of May 11, 2019 (Cont'd)

b. Regulations (Cont'd)

5. When the customer changes or disconnects any component of the bundles, then the remaining components of the package will be billed at their individually tariffed rates. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package.
6. Customers may add or delete any features offered in the package without a service order charge.
7. The bundles price is a set price. No discounts will be given to subscribers that do not use all the features or have some features turned off.
8. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
9. The bundles are offered on a month-to-month, one-year term and two-year contract.
10. Early termination liability charges shall apply if the customer cancels the bundle before the end of the term. No termination will apply if a customer upgrades to a bundle of greater value.
11. For the one and two-year terms, the early termination liability charges shall be at a rate of \$200.00 (two hundred) for a one year and a \$250.00 (two hundred and fifty) termination liability for a two year.
12. Customer contract will automatically renew at the current rate for the current term period if no cancellation notification is received.
13. 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 service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

c. Demonstration Period

1. The demonstration period gives the Telephone Company the option of waiving recurring, nonrecurring or both in order to promote the sale of the bundle services.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.3 Frontier Digital Phone Service - Grandfathered as of May 11, 2019 (Cont'd)

c. Demonstration Period (Cont'd)

2. Regulations

- a. The Telephone Company reserves the right to waive any or all of the recurring, nonrecurring or both charges associated with the bundle's product at any time upon 1 days' notice to the Commission.
 - b. Individual promotional periods will not exceed 120 days.
 - c. Appropriate notification of waived charges will be made to eligible customers.
- d. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then the reconnection charges does 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 CALC.
 7. This service does not change any other terms and conditions of the product.

e. Rates

These services are flexibly priced per Case 05-C-0616. The effective dates are listed in Section 13, Rates.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.4 Frontier Digital Phone Bronze ¹+

a. General

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

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Call ID Plus Name	

Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in I.3 Rates.

Automatic Redial	Speed Dialing 30 number list
Call Return	Call Forwarding
3-way Calling	

b. Regulations

1. The Frontier Digital Phone Bronze is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.

¹ The service offering is limited to all existing subscribers at their existing locations.

+ The bundle was previously called Frontier Digital Phone Essentials.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.4 Frontier Digital Phone Bronze ¹+ (Cont'd)

b. Regulations (Cont'd)

7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
8. The bundles are offered on a month to month.
9. The bundle will appear as a single line item on the bill.
10. Voice Mail Essentials will be offered as an add on to this bundle.

c. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then the reconnection charges does 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 CALC.
7. This service does not change any other terms and conditions of the product.

d. Rates

These services are flexibly priced per Case 05-C-0616. The effective dates are listed in Section 13, Rates.

¹ The service offering is limited to all existing subscribers at their existing locations.

+ The bundle was previously called Frontier Digital Phone Essentials.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.5 Frontier Digital Phone Plus Service - Grandfathered as of May 11, 2019

a. General

The Frontier Digital Phone Plus Service is a package offering available to residential customers that subscribe to flat rate service. The package includes two basic flat rate access lines, a combination of local features, and non-regulated services. Customers can take any combination of features for the same charge.

Basic Bundle

Two Flat Rate Access Lines	Call Waiting/Cancel Call Waiting
Call Forwarding Busy & Call Forward No Answer	Call ID Plus Name
Local and Extended Area Toll Calls	Message Waiting Indicator
Speed Call 8	

Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

3-way Calling	Anonymous Call Rejection	Automatic Call Return
Automatic Busy Redial	Call Tracing Service	Caller ID
Caller ID Name/Number	Call Forwarding-Variable	Call Forwarding Fixed
Call Waiting	Caller Waiting ID	Distinctive Ring
Call Acceptance/Selective	Speed Call 08	Call Forwarding Plus
Calls Rejection-Selective	Speed Calling 30	VIP Alert
Call Forwarding Do Not Answer		

b. Regulations

1. The Frontier Digital Phone Plus Service is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the package without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.

“Per FCC Order 19-66 and 19-72, services on this page are grandfathered and are not available for new purchases or resale. Current customers are allowed to keep grandfathered services until August 2, 2022 for resale”.

9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.5 Frontier Digital Phone Plus Service - Grandfathered as of May 11, 2019 (Cont'd)

b. Regulations (Cont'd)

6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
 7. The bundles are offered on a month-to-month basis.
 - a. If the tariffed rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
 - b. If the customer cancels the bundle before the end of the term contract, an early termination charge of \$200.00 shall apply.
 8. The bundle will appear as a single line item on the bill.
 9. 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 service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- c. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service
 3. Customer's line will be available for 911 calls only at the time of suspension.
 4. The time that the customer is on the “Stay Connected” Seasonal Service will count for the fulfillment of the contract time.
 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 6. The cost of the service includes the CALC.
 7. This service does not change any other terms and conditions of the product.

d. Rates

These services are flexibly priced per Case 05-C-0616. The effective dates are listed in Section 13, Rates.

“Per FCC Order 19-66 and 19-72, services on this page are grandfathered and are not available for new purchases or resale. Current customers are allowed to keep grandfathered services until August 2, 2022 for resale”.

9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.6 FRONTEIR DIGITAL PHONE 100¹ - Grandfathered as of May 11, 2019

a. General

The Frontier Digital Phone 100* is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

<u>Basic Bundle</u>	
Flat Rate Access Line	Speed Call 8
Extended Area Calling	Touch Tone

b. Regulations

1. The Frontier Digital Phone 100 is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundles are offered on a month to month.
6. The bundle will appear as a single line item on the bill.
7. 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 service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
8. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40.00 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

¹ This bundle was previously called Frontier Digital Phone Essentials.

“Per FCC Order 19-66 and 19-72, services on this page are grandfathered and are not available for new purchases or resale. Current customers are allowed to keep grandfathered services until August 2, 2022 for resale”.

9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.6 FRONTEIR DIGITAL PHONE 100¹ - Grandfathered as of May 11, 2019 (Cont'd)

b. Regulations (Cont'd)

9. Features will be available to the Digital Phone 100 at a special price. The following features are available:

3-way Calling	Anonymous Call Rejection	Automatic Call Return
Automatic Busy Redial	Call Tracing Service	Caller ID
Caller ID Name/Number	Call Forwarding-Variable	Call Forwarding Fixed
Caller Waiting ID	Call Waiting	Distinctive Ring
Call Acceptance/Selective	Calls Rejection-Selective	Speed Call 08
VIP Alert	Call Forwarding Plus	Speed Calling 30
Call Forwarding Do Not Answer		

- c. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone 100* service while they are away, a minimum of one month and up to nine months for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then the reconnection charges does 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.

The cost of the service includes the CALC.

This service does not change any other terms and conditions of the product.

d. Rates

These services are flexibly priced per Case 05-C-0616. The effective dates are listed in Section 13, Rates.

¹ This bundle was previously called Frontier Digital Phone Essentials.

“Per FCC Order 19-66 and 19-72, services on this page are grandfathered and are not available for new purchases or resale. Current customers are allowed to keep grandfathered services until August 2, 2022 for resale”.

9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.7 Frontier Unlimited State - Grandfathered as of May 11, 2019

a. General

The Frontier Unlimited State is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

<u>Basic Bundle</u>	
Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Extended Area Calling	Touch Tone

b. Regulations

1. The Frontier Unlimited State is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundles are offered on a month to month.
6. The bundle will appear as a single line item on the bill.
7. 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 service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
8. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40.00 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

“Per FCC Order 19-66 and 19-72, services on this page are grandfathered and are not available for new purchases or resale. Current customers are allowed to keep grandfathered services until August 2, 2022 for resale”.

9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.7 Frontier Unlimited State - Grandfathered as of May 11, 2019 (Cont'd)

b. Regulations (Cont'd)

9. Features will be available to the Frontier Unlimited State bundle at a special price. The following features are available:

3-way Calling	Anonymous Call Rejection	Automatic Call Return
Automatic Busy Redial	Call Tracing Service	Caller ID
Caller ID Name/Number	Call Forwarding-Variable	Call Forwarding Fixed
Caller Waiting ID	Call Waiting	Distinctive Ring
Call Acceptance/Selective	Calls Rejection-Selective	Speed Calling 30
Call Forwarding Plus	Speed Call 08	VIP Alert
Call Forwarding Do Not Answer		

- c. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then the reconnection charges does 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 CALC.
 7. This service does not change any other terms and conditions of the product.

d. Rates

These services are flexibly priced per Case 05-C-0616. The effective dates are listed in Section 13, Rates.

“Per FCC Order 19-66 and 19-72, services on this page are grandfathered and are not available for new purchases or resale. Current customers are allowed to keep grandfathered services until August 2, 2022 for resale”.

9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.8 Frontier Digital Phone Essentials 4 – 2010 ¹

a. General

The Frontier Digital Phone Essentials 4 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customers can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line	Call ID Plus Name
Call Waiting/Cancel Call Waiting	Extended Area Calling
Call Waiting ID	Touch Tone

Unlimited Feature Pack

Features will be available to the Frontier Digital Phone Essentials 4 bundle at a special price. The following features are available:

3-way Calling	Distinctive Ring
Automatic Busy Redial	Calls Rejection-Selective
Call Acceptance/Selective	Call Forwarding Plus
Speed Call 08	Automatic Call Return
VIP Alert	Caller ID
Anonymous Call Rejection	Call Forwarding Fixed
Call Tracing Service	Call Waiting
Call Forwarding-Variable	Speed Calling 30
Call Forwarding Do Not Answer	

b. Regulations

1. The Frontier Digital Phone Essentials 4 is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.

¹ This service offering is limited to all existing subscribers at their existing locations.

“Per FCC Order 19-66 and 19-72, services on this page are grandfathered and are not available for new purchases or resale. Current customers are allowed to keep grandfathered services until August 2, 2022 for resale”.

9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.8 Frontier Digital Phone Essentials 4 – 2010¹ (Cont'd)

b. Regulations (Cont'd)

5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. 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.
8. The bundles are offered on a month to month basis.
9. The bundle will appear as a single line item on the bill.

c. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Essentials 4 while they are away, a minimum of one month and up to nine months for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
2. A 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 SLC.
7. This service does not change any other terms and conditions of the product.

d. Rates

These services are flexibly priced per Case 05-C-0616. The effective dates are listed in Section 13, Rates.

¹ This service offering is limited to all existing subscribers at their existing locations.

“Per FCC Order 19-66 and 19-72, services on this page are grandfathered and are not available for new purchases or resale. Current customers are allowed to keep grandfathered services until August 2, 2022 for resale”.

9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.9 Frontier Digital State Unlimited with Essentials 4 ¹

a. General

The Frontier Digital State Unlimited with Essentials 4 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Extended Area Calling	Touch Tone
Caller ID plus Name	Call Waiting ID
Call Forwarding	

b. Regulations

1. The Frontier Digital State Unlimited with Essentials 4 is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundles are offered on a month to month.
6. The bundle will appear as a single line item on the bill.
7. Features will be available to the Digital Phone State Unlimited with Essentials 4 bundle at a special price. The following features are available:

Speed Call 30	Anonymous Call Rejection
Anonymous Call Acceptance	Call Trace
Call Forward Plus	3-Way Calling
Remote Call Forwarding	Call Return
Automatic Redial	Speed Call 8

¹ This service offering is limited to all existing subscribers at their existing locations.

“Per FCC Order 19-66 and 19-72, services on this page are grandfathered and are not available for new purchases or resale. Current customers are allowed to keep grandfathered services until August 2, 2022 for resale”.

9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.9 Frontier Digital State Unlimited with Essentials 4 ¹ (Cont'd)

- c. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do 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.
- d. Rates

These services are flexibly priced per Case 05-C-0616. The effective dates are listed in Section 13, Rates.

¹ This service offering is limited to all existing subscribers at their existing locations.

“Per FCC Order 19-66 and 19-72, services on this page are grandfathered and are not available for new purchases or resale. Current customers are allowed to keep grandfathered services until August 2, 2022 for resale”.

9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.10 Frontier Digital Phone Nationwide Unlimited with Essentials 4 – 2010 ¹

a. General

The Frontier Digital Phone Nationwide Unlimited with Essentials 4 Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Forward Busy/No Answer (Variable) Call Waiting/Cancel Call Waiting
Caller ID - Name and Number
Voice Mail with Message Waiting Indication (non-regulated)

Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 3.

Speed Calling 30	Remote Call Forwarding
Call Forwarding Busy/No Answer (Fixed)	3-Way Calling
Call Forwarding Busy Line (Fixed)	Automatic Redial
Selective Call Acceptance	Speed Call 8
Selective Call Rejection	Call Return

b. Regulations

1. The Frontier Digital Phone Service is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
3. 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.
4. Customers may add or delete any features offered in the bundle without a service order charge.

¹ This service offering is limited to all existing subscribers at their existing locations.

“Per FCC Order 19-66 and 19-72, services on this page are grandfathered and are not available for new purchases or resale. Current customers are allowed to keep grandfathered services until August 2, 2022 for resale”.

9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.10 Frontier Digital Phone Nationwide Unlimited with Essentials 4 – 2010 ¹ (Cont'd)

- b. Regulations (Cont'd)
 - 5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
 - 6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
 - 7. The bundles are offered on a month to month.
 - 8. The bundle will appear as a single line item on the bill.
- c. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then the reconnection charges to do 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.
- d. Rates and Charges

These services are flexibly priced per Case 05-C-0616. The effective dates are listed in Section 13, Rates.

¹ This service offering is limited to all existing subscribers at their existing locations.

“Per FCC Order 19-66 and 19-72, services on this page are grandfathered and are not available for new purchases or resale. Current customers are allowed to keep grandfathered services until August 2, 2022 for resale”.

9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.11 Frontier Digital Phone Nationwide Unlimited Plus with Essentials 4 – 2010 ¹

a. General

The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 4 Service is a package offering available to residential customers and includes two flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Forward Busy/No Answer (Variable) Caller ID - Name and Number
Call Waiting/Cancel Call Waiting
Voice Mail with Message Waiting Indication (non-regulated)

Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Attachment A.

Speed Calling 30	Remote Call Forwarding
Call Forwarding Busy/No Answer (Fixed)	3-Way Calling
Call Forwarding Busy Line (Fixed)	Automatic Redial
Selective Call Acceptance	Speed Call 8
Selective Call Rejection	Call Return

b. Regulations

1. The Frontier Digital Phone Service is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
3. 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.
4. Customers may add or delete any features offered in the bundle without a service order charge.

¹ This service offering is limited to all existing subscribers at their existing locations.

“Per FCC Order 19-66 and 19-72, services on this page are grandfathered and are not available for new purchases or resale. Current customers are allowed to keep grandfathered services until August 2, 2022 for resale”.

9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.11 Frontier Digital Phone Nationwide Unlimited Plus with Essentials 4 – 2010 ¹ (Cont'd)

- b. Regulations (Cont'd)
 - 5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
 - 6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
 - 7. The bundles are offered on a month to month.
 - 8. The bundle will appear as a single line item on the bill.
- c. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do 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.
- d. Rates and Charges

These services are flexibly priced per Case 05-C-0616. The effective rates are listed in Section 13, Rates.

¹ This service offering is limited to all existing subscribers at their existing locations.

“Per FCC Order 19-66 and 19-72, services on this page are grandfathered and are not available for new purchases or resale. Current customers are allowed to keep grandfathered services until August 2, 2022 for resale”.

9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.12 Frontier Digital Phone Essentials

a. General

The Frontier Digital Phone Essentials is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line, unlimited local calling and a combination of local features. Customers can take any combination of features for the same flat rate charge. The feature pack is optional and is available for an additional charge.

Basic Bundle

Flat Rate Access Line	Call Waiting ID
Extended Area Calling	Call ID Plus Name
Touch Tone	Call Waiting/Cancel Call Waiting

Feature Package

Three Way Calling	Call Forward
Automatic Busy Redial	Speed Call 8 or 30
Call Return	Distinctive Ring
Anonymous Call Rejection	Call Waiting
Call Forward Variable or Fixed	Call Forward Busy
Selective Call Forwarding	Selective Call Rejection
Selective Call Acceptance	Priority Ring
Basic or Deluxe Voicemail	

b. Regulations

1. The Frontier Digital Phone Essentials is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.

“Per FCC Order 19-66 and 19-72, services on this page are grandfathered and are not available for new purchases or resale. Current customers are allowed to keep grandfathered services until August 2, 2022 for resale”.

9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.12 Frontier Digital Phone Essentials (Cont'd)

b. Regulations (Cont'd)

7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
8. The bundles are offered on a month to month basis.
9. The bundle will appear as a single line item on the bill.
10. Frontier Digital Phone Essentials is available to residential customers only.

c. Stay Connected Seasonal Offering ¹ allows the customer to suspend the Frontier Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then the reconnection charges to 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 Offering 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.

d. Rates

These services are flexibly priced per Case 05-C-0616. The effective dates are listed in Section 13, Rates.

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

“Per FCC Order 19-66 and 19-72, services on this page are grandfathered and are not available for new purchases or resale. Current customers are allowed to keep grandfathered services until August 2, 2022 for resale”.

9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.13 Frontier Digital Phone Unlimited

a. General

The Frontier Digital Phone Unlimited Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Basic Bundle

Call Waiting ID
Call Waiting/Cancel Call Waiting
Voice Mail with Message Waiting Indication and Call Forward (non-regulated)

Caller ID - Name and Number

Feature Package

Call Waiting
Call Forward
Distinctive Ring
Priority Ring
Call Forward Busy
Selective Call Rejection
Automatic Busy Redial

Three Way Calling
Speed Call 8 or 30
Anonymous Call Rejection
Call Forward Variable or Fixed
Selective Call Forwarding
Selective Call Acceptance
Call Return

b. Regulations

1. The Frontier Digital Phone Unlimited Service is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.

“Per FCC Order 19-66 and 19-72, services on this page are grandfathered and are not available for new purchases or resale. Current customers are allowed to keep grandfathered services until August 2, 2022 for resale”.

9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.13 Frontier Digital Phone Unlimited (Cont'd)

c. Regulations (Cont'd)

7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
8. Nonrecurring Service Order Charges as specified in Section 14 do not apply.
9. The bundles are offered on a month to month basis.
10. The bundle will appear as a single line item on the bill.

c. Stay Connected Seasonal Offering ¹ allows the customer to suspend the Frontier Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then the reconnection charges do not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the “Stay Connected” Seasonal Offering 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.

d. Rates

These services are flexibly priced per Case 05-C-0616. The effective dates are listed in Section 13, Rates.

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

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9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.14 Frontier Digital Phone Unlimited Plus

a. General

The Frontier Digital Phone Unlimited Plus Service is a package offering available to residential customers and includes two flat-rate residential one-party service access line, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Basic Bundle

Call Waiting ID
Caller ID - Name and Number
Call Waiting/Cancel Call Waiting
Voice Mail with Message Waiting Indication and Call Forward (non-regulated)

Feature Package

Call Waiting	Three Way Calling
Call Forward	Distinctive Ring
Anonymous Call Rejection	Priority Ring
Call Forward Busy	Call Forward Variable or Fixed
Selective Call Forwarding	Selective Call Rejection
Selective Call Acceptance	Speed Call 8 or 30
Automatic Busy Redial	Call Return

b. Regulations

1. The Frontier Digital Phone Unlimited Plus Service is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.

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9 FEATURES AND MISCELLANEOUS SERVICES

9.27 Bundled Services (Cont'd)

9.27.14 Frontier Digital Phone Unlimited Plus (Cont'd)

b. Regulations (Cont'd)

7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
8. Nonrecurring Service Order Charges as specified in Section 14 do not apply.
9. The bundles are offered on a month to month basis.
10. The bundle will appear as a single line item on the bill.

c. Stay Connected Seasonal Offering ¹ allows the customer to suspend the Frontier Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then the reconnection charges to 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 Offering 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.

d. Rates

These services are flexibly priced per Case 05-C-0616. The effective dates are listed in Section 13, Rates.

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

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10 LISTINGS

10.1 General

The following terms and conditions apply to standard listings in light face type in the White Pages of Frontier Telephone of Rochester, Inc. 's (the Telephone Company) telephone directory and to the Directory Assistance records of the Telephone Company.

10.2 Terms and Conditions

- a. Only information necessary to identify the end user is included in these listings. The Telephone Company may use abbreviations in listings. The Telephone Company may reject a residence listing which is judged to be advertising. It may also reject a listing it judges to be objectionable. A name made up by adding a term such as Company, Shop, Agency, Works, etc. to the name of a commodity or service will not be accepted as a listing unless the end user is legally doing business under that name.
- b. A name may be repeated in the White Pages only when a different address or telephone number is used.
- c. Information for all listings (including non-published listings) is required to be provided by Customers to the Telephone Company.
- d. Initial Directory listings for the end users of Customers who resell the Telephone Company's service to such end users will be provided at no charge. Customers whose listings are not included in the Telephone Company's records because all or part of their service is provided by a common-carrier other than the Telephone Company shall include their listings in the Telephone Company's Directory. Such Customers will have responsibility for the composition and accuracy of these listings. All non-standard listing and related charges will be billed to and be the responsibility of such Customers.
- e. The Telephone Company will maintain records of end user Directory information (name, address and phone number). The Telephone Company will annually publish a Directory of that information and provide quantities of Directories to each Customer adequate for delivery by each Customer to its end users. These quantities will be limited to the number of (end-user) records provided for 911.
- f. The Telephone Company shall include in its residential and business White Pages the listing of all customers served within the former service territory of the Telephone Company regardless of the carrier providing the service at wholesale or retail. All carriers shall provide listing information (name, address, phone number and zip code) for White Pages and directory assistance, without charge, to the Telephone Company. In addition, the Telephone Company shall include in its Yellow Pages the listing of all business customers served within the former service territory of the Telephone Company, regardless of the carrier providing the service at wholesale or retail.

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10 LISTINGS

10.3 Composition of Listings

10.3.1 Name

a. Business Service

The following names may be included in business service listings:

1. The name of an end user or joint user.
2. The name of each business enterprise which the end user or joint user conducts.
3. The name by which the business of an end user or joint user is known to the public. Only one such name representing the same general line of business will be accepted.
4. The name of any person associated with the end user or joint user in the same business.
5. The name of any person, firm or organization which the end user or joint user is authorized or represent, or the name of an authorized representative of the end user or joint user.
6. Alternate spelling of an individual name or alternate arrangement of a business name, provided the listing, in the judgment of the Telephone Company, is not for advertising purposes.
7. The name of a publication issued periodically by the end user or joint user.
8. The name of an inactive business or organization in a cross-reference listing when authorized by such business or organization.
9. The name of a member of an end user's domestic establishment when business service is furnished in the end user's residence.
10. The name of a corporation which is the parent or a subsidiary of the end user.
11. The name of a resident of a hotel, apartment house, boarding house or club which is furnished PBX service, may be included in a residence type listing with the telephone number of the PBX service.

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10 LISTINGS

10.3 Composition of Listings (Cont'd)

10.3.1 Name (Cont'd)

b. Residence Service

The following names may be included in residence service listings.

1. The end user.
2. Another resident of the end user's home.
3. An alternate spelling of a name or the maiden name of a woman.
4. Tenants who live in the end user's home for less than one year may be listed in addition to the end user.
5. Anyone occupying a residence for whom telephone service is furnished.
6. The name of a church.
7. Dual name listings for two people with the same last name who share the residence. For example, "Smith, Mary/John".

10.3.2 Designation

The purpose of a business designation is to identify the listed party and not to advertise the business. No designation of the nature of the business is included if this is sufficiently indicated by the name. Where a listed party is engaged in more than one general line of business, one additional business designation may be included in the listing when necessary to identify the listed party. When a listed party has two or more listed telephone numbers or two or more business addresses, designations indicating the branches of the organization may be included where necessary, to assist the public in calling.

A designation may include a title to indicate a listed party's official position, but not the name of the firm or corporation with which the individual is connected. Individual names or titles are not shown following the name of a firm or corporation.

A listing may not include a designation such as "agency", "dealer" or "representative".

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10 LISTINGS

10.3 Composition of Listings (Cont'd)

10.3.2 Designation (Cont'd)

A term such as "renting agent" may be included in a listing indented under the name of a building, provided the agent maintains a renting office in such a building.

A designation is not ordinarily provided in a residence type listing except for residential service. A professional designation is permitted on residence service in the case of a physician, surgeon, dentist, osteopath, chiropodist, podiatrist, optometrist, chiropractor, physiotherapist, Christian Science practitioner, veterinary surgeon, registered nurse or licensed practical nurse, provided that the same name and designation is also listed on business service of that subscriber or another subscriber in the same or different directory.

The listing of service in the residence of a member of the clergy may include the designation "parsonage", "rectory", "parish house", or "manse", and any such listing may be indented under a listing in the name of the church. Where residence service is furnished in a church study, the listing may include the designation "study".

10.3.3 Address

Each residence or non-profit listing may but need not include the house number and street name of the residence where the telephone service is provided. Other information, such as a building name or a locality designation, may be included to help identify the Customer.

10.3.4 Telephone Number

Each listing may include only one telephone number, except in an alternate telephone number listing where each number listed is considered a line for rate purposes.

A listing may include only the telephone number of the first line of a PBX system, Centrex or incoming service group, except that a trunk not included in the incoming service group of a PBX system, or the first trunk of a separate incoming service group of a PBX system may be listed to meet special conditions where a corporation and its subsidiaries use the same PBX system.

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10 LISTINGS

10.4 Types of Listings

- 10.4.1 Standard Listing - A standard listing includes a name, designation, address and telephone number of the end user. It appears in the White Pages of the Telephone Company's Directory and in the Telephone Company's Directory Assistance records. The designation in the listing will be provided according to the rules in Paragraph 10.3.2 preceding.
- 10.4.2 Indented Listings - Indented listings appear under a standard listing and may include only a designation, address and telephone number. Indented listings are allowed only when an end user is entitled to two or more listings of the same name with different addresses or different telephone numbers. An example would be:

Smith, John MD
Office 125 Portland 555-4180
Residence 9 Glenway 555-8345

- 10.4.3 Alternate Telephone Number Listings and Night Listing - Any listed party who has made the necessary arrangements for receiving telephone calls during his absence may have an alternate telephone number listing or a night listing such as the following:

If no answer call (*telephone number*)
Night calls (*telephone number*)
Night calls after _____ PM (*telephone number*)
Nights, Sundays and holidays (*telephone number*)
5 PM to 9 AM weekdays, noon Saturday until 9 AM, Monday and holidays
(*telephone number*)

Such listings will be furnished as an indented listing or as a sub-caption.

The telephone number in such a listing may be that of another service furnished the same end user, or one of the end user's PBX trunks not included in the incoming service group, or the service furnished a different end user.

- 10.4.4 Duplicate Listing - Any listing may be duplicated in a different directory or under a separate geographical heading in the same directory. Such listing may be duplicated in indented form.
- 10.4.5 Reference Listing - An end user having exchange services listed under different geographical headings may have an indented listing in reference form in lieu of a duplicate listing.

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10 LISTINGS

10.4 Types of Listings (Cont'd)

10.4.6 Cross Reference Listing - A cross reference listing may be furnished in the same alphabetical group with the related listing when required for identification of the listed party and not designated for advertising purposes.

10.4.7 Electronic Mail (email) Listings - end users already listed in the Rochester Telephone directory may have an Electronic Mail address added to their listing.

- Unless otherwise requested, the email address will appear as the last line of the existing listing.

Example:

Smith, John 1 Main St. Anywhere..... 555-1234
Fax line..... 555-2345
jsmith@frontiercorp.com

- The Telephone Company is not responsible for forwarding any end user's email should that end user decide to change their email address during the life of the directory.
- The Telephone Company reserves the right to determine if material submitted is offensive in nature and not appropriate to be published in the directory.

10.4.8 Demonstration Period

a. General

The Demonstration Period gives the Telephone Company the option of waiving recurring charges, nonrecurring charges, or both, in order to promote the sale of Additional Listing.

b. Regulations

1. The Telephone Company reserves the right to waive any or all of the recurring charges, nonrecurring charges, or both, associated with Additional Listings at any time upon 1-day notice to the Commission.
2. Individual promotional periods will not exceed 120 days.

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10 LISTINGS

10.4 Types of Listings (Cont'd)

10.4.8 Demonstration Period (Cont'd)

b. Regulations (Cont'd)

3. Within a promotional period, individual line subscribers may be offered the use of Additional Listings for a 60-day free trial period. The purpose of this offering is to acquaint subscribers with the benefits of these features. If, at the conclusion of the 60-day period, the subscriber elects to retain any or all of the features, rates specified in Section 13, Rates will apply from the date the service was permanently established. Features which the subscriber does not elect to retain will be discontinued and no charge will apply. Installation or service charges for this initial installation may not apply. A customer can take advantage of this offer only once within the same serving central office.
4. Recurring charges for Additional Listings may be waived for a 60-day period for new customers.
5. Non-Listed – A listing that is available in directory assistance but not printed in the telephone directory.
6. Foreign – A listing appearing in a directory other than the directory in which local exchange service is furnished or associated with a service provider that does not have a directory listing agreement in place.

10.5 Alternative Network Provider Listing

One listing for each individual line service, auxiliary line or PBX system will be included in the Telephone Company's Directory for customers of an alternative network provider. The network provider will be charged a non-recurring charge per listing, as found in Section 13, Rates.

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10 LISTINGS

10.6 Non-Published Service (Unlisted Numbers)

10.6.1 General

Non-published service means that the end user's telephone number is not listed in the Telephone Company's Directory, nor does it appear in the Telephone Company's Directory Assistance Records. Requests for non-published service must be made by the Customer.

10.6.2 Terms and Conditions

This service is subject to the rules and regulations for E911 Service as described in Section 4.

The Telephone Company will complete calls to a non-published number only when the caller dials direct or gives the operator the number. No exceptions will be made, even if the caller claims the reason for the call is an emergency.

When the Telephone Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Telephone Company is not liable for any damages that might arise from publishing a non-published number in the Directory or disclosing it to someone.

The Customer indemnifies (i.e., promises to reimburse the Telephone Company for any amount the Telephone Company must pay as a result of) and saves the Telephone Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of the number of a non-published service or the disclosing of said number to any person.

10.6.3 Alternative Network Provider Non-Published Service

Non-Published service will be provided for Alternative Network Providers at a charge found in Section 13, Rates.

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10 LISTINGS

10.7 Preferential Telephone Number Service

10.7.1 General

Preferential Telephone Number Service is provided to Customers who request a telephone number other than the telephone number randomly offered by the Telephone Company.

10.7.2 Terms and Conditions

- a. Customers can request a specific telephone number when ordering new service or changing existing service for end users.
- b. Preferential Telephone Numbers are furnished subject to the availability of facilities and the requirements of local exchange service as defined by the Telephone Company.
- c. The Telephone Company will not be responsible for the manner in which the Preferential Telephone Number is used for marketing purposes by the Customer.
- d. The Telephone Company reserves all rights to the Preferential Telephone Numbers assigned to Customers and may, therefore, change them if required.
- e. If a new end user takes over the existing service, she/he may keep the old number only if the former end user gives written consent.

Rates for Preferential Telephone Number Service can be found in Section 13, Rates.

10.7.3 Demonstration Period

a. General

The Demonstration Period gives the Telephone Company the option of waiving recurring charges, nonrecurring charges, or both, in order to promote the sale of Preferential Telephone Number Service.

b. Regulations

1. The Telephone Company reserves the right to waive any or all of the recurring charges, nonrecurring charges, or both, associated with Preferential Telephone Number Service at any time upon 1 days' notice to the Commission.
2. Individual promotional periods will not exceed 120 days.
3. Appropriate notification of waived charges will be made to eligible customers.

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10 LISTINGS

10.8 Directory Subscriber Listing Information

10.8.1 Definition

Directory Subscriber Listing Information, referred to as Directory Database, is defined as a white page listing that identifies the subscribers of a telephone company which includes the subscriber's name, telephone number, address or primary advertising classification used for publication or used in any directory or directory assistance format.

10.8.2 General

- a. Directory Database information will be made available, by the Telephone Company on a non-discriminatory basis. Directory Database information cannot be resold or reproduced by any entity without written prior consent of the Telephone Company.
- b. Directory Database updates will be provided by the Telephone Company, in a timely manner, as often as the Telephone Company updates their own Directory Database.
- c. Directory Database information can be provided either in paper or electronic format. A provider may request the data in either or both formats and additional charges may apply accordingly.

10.8.3 Unlisted or Non-published Listings

- a. Pursuant to Public Service Law, unlisted or non-published listings of subscribers will not be provided with the Directory Database for purposes of publishing a directory. Any listing which the Telephone Company has been advised or has reason to know is or has become unlisted or non-published will be removed from the Telephone Company's compilation and not published in any future directories.
- b. For any entity not providing Directory Assistance service under contract to the Telephone Company, names or addresses of unlisted or non-published subscribers, without telephone numbers and with a designation that the subscriber's number is unlisted or non-published, shall be provided with the Directory Database for the purpose of providing Directory Assistance service only.
- c. A non-local exchange carrier can receive the unlisted or non-published information for Directory Assistance purposes listed in (b) above, if it has agreed to adhere to the Commission's Privacy Principles, as outlined in Case 90-C-0075, prior to receiving the information.
- d. Any address information can only be used for identification purposes only and must not be given out to Directory Assistance callers. This information may be used only to inform callers that a customer's telephone number is unlisted or non-published.

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10 LISTINGS

10.8 Directory Subscriber Listing Information (Cont'd)

10.8.4 Liability of the Telephone Company

- a. The Telephone Company will make every effort to ensure accuracy of the Directory Database. The Telephone Company makes no express or implied warranties with respect to the accuracy and completeness of the Directory Database.
- b. In the absence of gross negligence or willful misconduct, no liability for damages arising from errors in the Directory Database, including errors in the reporting thereof, shall attach to the Telephone Company. The purchaser of the Directory Database releases the Telephone Company from any liability for damages due to errors or omissions in the Directory Database provided under this tariff or by reason of delay in providing the Directory Database. A listing is considered in error only when it makes it difficult to locate a customer's telephone number. An address is considered in error only when it shows the customer on the wrong street or wrong community. The customer must notify the Telephone Company of an error.

10.8.5 Rates and Charges in Section 13, Rates

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11 OPERATOR SERVICES

11.1 Directory Assistance Service

11.1.1 General

Directory Assistance is a service provided by a Directory Assistance operator whereby an end user may obtain assistance in obtaining a telephone number.

11.1.2 Terms and Conditions

- a. There will be a charge for Directory Assistance as specified in Section 13, Rates. All requests for Directory Assistance will be charged with the exception of those circumstances listed in Paragraph 11.1.2.b.2. (below). There will be a monthly allowance as specified in Paragraph 11.1.2.b. (below).
- b. No charge applies for:
 1. Calls for Directory Assistance originating from coin telephones.
 2. Requests for telephone numbers, which result in the calling party receiving a wrong number from the Directory Assistance Operator provided that the end user reports the wrong number to a Directory Assistance Operator.
 3. Requests for telephone numbers of non-published service, as defined by this Tariff.

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11 OPERATOR SERVICES

11.2 Directory Assistance Call Completion (DACC)

11.2.1 General

Where facilities permit, Directory Assistance Call Completion (DACC) allows end users the option to have their local or intraLATA calls completed to a requested number by either the Directory Assistance operator or the Directory Assistance audio response system that provides the requested directory number.

11.2.2 Terms and Conditions

- a. The regulations and charges apply to calls placed to Directory Assistance from within the Telephone Company's service area. These regulations and charges are in addition to the regulations, rates and charges found elsewhere in the Telephone Company's applicable Tariffs.
- b. The DACC charge will apply only to completed calls.
- c. The Directory Assistance charge will apply in addition to the DACC charge as specified in Section 13, Rates.
- d. There are no allowances for DACC, however, the Directory Assistance portion of the call is still governed by the appropriate call allowance as specified in Paragraph A.2. above.
- e. Toll rates for calls completed through DACC will be measured from the originating to the terminating point and will not include mileage to and from the Directory Assistance service location.
- f. Alternate billing is available for restricted lines, through Collect, Bill to Third, Person-to-person, or Calling Card options. The surcharge associated with the option requested will apply in addition to the Directory Assistance and DACC charges. Calls completed to a number outside the local calling area will also incur applicable message toll rates.

Restricted lines are IntraLATA identified as coin, hotels/motels, hospitals and colleges.

- g. DACC calls will not be completed to non-published numbers, 700, 800 or 900 prefixes.
- h. Calls from COCOTS will be the standard DA announcement and DACC will not be offered.

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11 OPERATOR SERVICES

11.2 Directory Assistance Call Completion (DACC) (Cont'd)

11.2.2 Terms and Conditions (Cont'd)

- i. IntraLATA calls completed through the use of DACC will be carried by the Telephone Company, notwithstanding the identity of the presubscribed intraLATA carrier (ILP PIC) selected by the customer.
- j. The Telephone Company reserves the right to waive any or all of the recurring charges, nonrecurring charges, or both, associated with DACC at any time upon 1 days' notice to the Commission.

Individual promotional periods will not exceed 120 days.

11.2.3 Types of DACC

a. Fully-Automated DACC

1. The end user receives the requested directory number and accepts DACC. The DACC portion of the call will automatically be billed as shown in Section 13, Rates.

b. Operator-Handled DACC

1. The end user calls DA from the operator from a restricted line and receives the requested directory number and the operator then keys a different billing number for the DACC portion of the call.
2. Autocollect

Autocollect is an optional feature enhancement to Directory Assistance Call Completion. The Autocollect feature enhances the DACC service by allowing a directory listing subscriber to pay the call completion surcharge and any applicable intraLATA toll charges for all DACC eligible callers requesting their number.

The listing subscriber only pays the DACC per call charges for completed calls only. An additional monthly presubscription fee applies for this service.

Autocollect is available where technically feasible.

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11 OPERATOR SERVICES

11.3 Directory Assistance by Appointment Service

11.3.1 General

Directory Assistance by Appointment Service enables an end user to arrange a specific appointment with a Directory Assistance operator to obtain large quantities of telephone numbers through a single telephone call.

11.3.2 Terms and Conditions

- a. Telephone numbers will be obtained from the Telephone Company's Directory Assistance records.
- b. Non-published numbers will not be released, and the operator will inform the end user that the requested number is non-published.
- c. No credit shall apply for a completed search on a non-published number or an unsuccessful telephone number search.
- d. Collect calls to the appointment service will be denied.
- e. The caller will provide the operator names and addresses for the numbers requested.
- f. There will be specific charges for this service which are described below.
- g. Appointments will not be scheduled on less than 24 hours' notice or more than 30 days in advance.
- h. A single appointment set up charge will apply to all appointments made at one time. A maximum of ten appointments can be made for a 30-calendar day period.
- i. There are no exemptions from charges resulting from use of the Directory Operator by Appointment Service.
- j. Only telephone numbers within the Rochester LATA and connecting companies will be furnished under this service.

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11 OPERATOR SERVICES

11.4 Intercept Call Completion (ICC) Service

11.4.1 General

Where technically feasible, Intercept Call Completion (ICC) allows the caller to be automatically connected to an end user's new telephone number after receiving the intercept message. This service is available to end users that move within the Rochester, New York LATA.

11.4.2 Terms and Conditions

- a. These regulations, rates and charges are in addition to the regulations, rates and charges found elsewhere in the Telephone Company's applicable Tariffs.
- b. ICC is available where facilities are available, and conditions permit.
- c. The minimum service period for ICC is three months for residence and business end users. The service may be extended for an additional period by notifying the Telephone Company at least five business days prior to expiration of the initial service period.
- d. With ICC, the caller incurs normal usage charges for the call from the point of origination to the intercepted number; the ICC end user incurs all applicable intraLATA toll charges between the intercepted number and the new number.
- e. Except with regard to the provision of ICC, the intercepted number is, in all respects, a disconnected service. Third number and collect calls cannot be billed to the intercepted number, and any Calling Card associated with it is invalid.
- f. Charges will be credited for completion of calls to wrong numbers, incomplete connections or calls with unsatisfactory transmission.
- g. IntraLATA calls completed through the use of ICC will be carried by the Telephone Company, notwithstanding the identity of the presubscribed intraLATA carrier (ILP PIC) selected by the customer.
- h. The Telephone Company reserves the right to waive any charges associated with ICC at any time upon 1 days' notice to the Commission.

Individual promotional periods will not exceed 120 days.

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11 OPERATOR SERVICES

11.5 Operator Assisted Local Calling Surcharges

The following charges will apply for completed local and intraLATA calls. These rates will apply for coin originated local calls, non-coin originated timed and untimed local calls, calling card, collect calls, third number and other station-to-station calls using the assistance of the operator. The following services are available. Charges are listed in Section 13, Rates in addition to the charges for the calls as set forth in various sections of this tariff.

Call Billed to a Third Number
Collect Call and All Others
Person-to-Person
Coin Station-to-Station sent Paid

Operator handled station-to-station calls include calling card, collect, 3rd number, requests to notify, time and charges and other station-to-station calls using the assistance of the operator, except that the additional charge for operator handled calls will not apply when the Telephone Company's operator:

- reestablishes a call which has been interrupted after the called number has been reached or,
- reaches the called telephone number where facilities are not available for end user dial completion or,
- establishes calls for handicapped persons who have been accorded "dial operator" privileges.

Calling Card calls and special billing calls on which the end user dials the called number are subject to a lower charge than other operator handled calls.

Calling Card calls which are exclusively operator handled will be charged the Collect Call/Third Number Surcharge.

Operator Assisted Local Calls originated from or billed to a flat rate service may result in messages being billed to flat rate end users.

When such calls are originated from or billed to a message rated service, the calls will not be applied against any monthly allowance for local calls.

These charges will appear in the toll section of a Customer's monthly bill. Each charge will include the surcharge plus any other applicable charge.

Collect calls to coin telephones and transfer of charges to third numbers which are coin telephones will not be accepted.

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11 OPERATOR SERVICES

11.6 Enhanced Directory Assistance Service

11.6.1 General

Enhanced Directory Assistance (EDA) Service allows customers to receive address and telephone number information on customers located outside of the Rochester LATA.

11.6.2 Regulations

- a. There will be a charge for Enhanced Directory Assistance.
- b. All requests for information on customers (outside the Rochester LATA) are chargeable.
- c. Requests for information from pay phones will be charged, in addition to all applicable pay phone charges.
- d. Enhanced Directory Assistance is available where technically feasible.
- e. The Telephone Company reserves the right to waive any or all of the charges associated with EDA at any time upon 1-day notice to the commission.
- f. The Telephone Company will make every reasonable effort not to release nonpublished listings except where a listing may be already disclosed in another telephone company published directory or directory database.

11.6.3 Rates

- a. Enhanced Directory Assistance (per request) rates are listed in Section 13, Rates.
- b. Annual contracts requiring usage will be provided on an individual case basis.

11.6.4 Residential Non-Basic Service Rate Offerings

On March 4, 2008, the New York Public Service Commission issued an Order in Case 07-C-0349 that changed the way the Commission set rates for the small independent telephone companies. Based on certain criteria, some companies were permitted non-basic rate flexibility for residential rates. Following is a list of such non-basic service offerings. The rates for these services are shown on the attachment pages at the end of this tariff.

Directory Assistance

Enhanced Directory Assistance

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11 OPERATOR SERVICES

11.7 Enhanced Directory Assistance Call Completion Service

11.7.1 General

Enhanced Directory Assistance Call Completion Service (EDACC) allows customers the option to have their calls completed to a requested number by either the Directory Assistance operator or the Directory Assistance audio response system that provided the requested directory number.

11.7.2 Regulations

- a. The regulations and charges apply to calls placed to Enhanced Directory Assistance. These regulations and charges are in addition to the regulations, rates and charges found elsewhere in the Telephone Company's tariff.
- b. The EDACC charges will apply only to completed calls.
- c. The EDA charge will apply in addition to the EDACC charge as specified in Section 13, Rates.
- d. EDACC charges will be rounded to the nearest one-half minute. For instance, a one minute 30 second call will be billed one and one-half times the EDACC rate. A one minute 31 second call will be billed two times the EDACC rate.
- e. EDACC is available where technically feasible.
- f. The Telephone Company reserves the right to waive any or all of the charges associated with EDACC at any time upon 1-day notice to the commission.

11.7.3 Rates

Enhanced Directory Assistance Call Completion, (per minute) rates listed in Section 13, Rates.

- a. First minute or fraction thereof
- b. Each additional minute
- c. Annual contracts requiring usage will be provided on an individual case basis.

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11 OPERATOR SERVICES

11.8 Reverse Directory Assistance

11.8.1 General

Where technically feasible, Reverse Directory Assistance (RDA) allows customers to call Directory Assistance to obtain a subscriber's name and address. The customer gives the operator the subscriber's telephone number and is given the subscriber's name and address listed in the Company's Directory or Nortel Networks National Directory Assistance Service.

11.8.2 Regulations

- a. The regulation and charges apply to calls placed to the designated RDA telephone number from within the Company's service area. These regulations, rates and charges are in addition to the regulations, rates and charges found elsewhere in the Company's applicable tariffs.
- b. Each request is chargeable at the rates specified in Section 13, Rates.
- c. Names and addresses of non-published telephone numbers will not be given out to RDA customers.

11.8.3 Limitation of Liability

The Telephone Company will not be liable for any economic harm, personal injury, invasion of any right of privacy from any person, or any other harm, loss of injury, caused or claimed to be caused, directly or indirectly, by the Telephone Company's delivery or failure to deliver the service described in this section

11.8.4 Rates

- a. Rates are listed in Section 13, Rates are in addition to all rates and charges for service with which Customer Name and Address may be furnished.

1. Reverse Directory Assistance

The Company reserve the right to waive any charges associated with RDA at any time upon 1-day notice to the Commission.

Individual promotional periods will not exceed 120 days.

2. Enhanced Reverse Directory Assistance

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12 Unbundled Network Elements (UNE)

12.1 General

The Company provides non-discriminatory access to unbundled Network Elements (UNEs) to the extent technically feasible such that a Customer will be able to lease and interconnect to whichever of the Network elements they request to provide. The term “Customer” denotes the carrier-customer. This enables the Customer to provide local exchange and exchange access to the public. This section sets forth the regulations and charges for the Total Element Long Run Incremental Costs or “TELRIC” costs. These charges are in addition to other applicable charges as set forth in other sections of this tariff.

12.2 Regulations

- a. There will be a charge for all UNE elements as specified in Section 13, Rates.
- b. The Customer is responsible for coordinating with The Company to ensure that facilities are installed in accordance with the elements requested.
- c. The Customer is solely responsible for investigating any trouble reported by its end user. The Customer is responsible for initiating, testing and isolating end user trouble reports. The Customer is responsible for dispatching to clear a trouble when the trouble has been previously isolated to the Customer’s facilities.
- d. If a Customer requests the dispatch of a Company technician to the central office or to the end user’s premises and the trouble is not within The Company facilities, the Customer is not ready, or the technician cannot gain access to the premises, a Dispatch Misdirect Charge will apply.
- e. The Customer is responsible for providing a contact number that is readily accessible 24 hours a day, 7 days a week.
- f. The Service Order Charge applies for installation of unbundled network elements. Additional service-specific charges may also apply. One Service Order charge applies per order. The Service Order Charge will apply when a Customer cancels an order.
- g. It is The Customer’s responsibility to provide in a manner satisfactory to the Company and without cost to the Company, a means of entrance for the fiber optic into the building; space for mounting the necessary terminals and equipment; power necessary for the terminals and equipment.
- h. Suspension of Service at customer’s request is not available with Unbundled Network Elements.

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12 Unbundled Network Elements (UNE)

12.3 Local Digital Loops

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12.3.1 Links

Links provide transmission facilities between the distribution frame, or its equivalent, in The Company's Serving Central Office and the network interface device at the end user's premises. Links are provisioned with The Company provided network interface device. Links are defined as Urban or Rest of Territory. Urban is defined as a link less than 10,000 feet and originates from a Central Office with a density of 1,500 links per square mile. Rest of Territory comprises all the rest of the links in the network.

12.3.2 Regulations

- a. The Company will, upon a Customer's request and at an additional charge, provide information pertaining to the technical parameters of the facility.
- b. The Company reserves the right to terminate the Customer's link if it creates interference or impairment with other The Company's facilities or services. The Company will work cooperatively with the Customer to determine the cause of interference or impairment before terminating the Customer's link.
- c. Partial Engineering Record Look-Up Charges applies to any loop which is prequalified using the manual process. It applies on a nonrecurring basis. Loop information provided for this charge includes presence of bridge taps and presence of Digital Loop carrier.
- d. Removal of Bridged Tap Charges are nonrecurring charges that apply when the Company removes bridged taps at the request of the Customer. There is an Initial Charge for removal of the first bridged tap. The Additional Bridged Tap Charge applies for each bridged tap removed after the first.
- e. Full Engineering Record Look-up Charge applies when a Customer requests additional loop makeup information from The Company's records in addition to that supplied by the Partial Engineering Look-up. Information such as the amount and location of bridged taps, number and location of load coils, location of DLC, or cable gauge at specific locations, from The Company's cable records may be requested.
- f. Removal of load coil charges are nonrecurring charges that apply when The Company removes load coils at the request of the Customer. There is an Initial charge for removal of the first load coil. The Additional Load coil charge applies for each load coil removed after the first.

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12 Unbundled Network Elements (UNE)

12.3 Local Digital Loops (Cont'd)

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12.3.2 Regulations (Cont'd)

- g. The termination of a Customer's link for non-payment or for a cause other than non-payment will result in the termination of the link. The Company will notify the Customer prior to the termination date.
- h. The Dispatch Misdirect Charge applies when a technician is physically dispatched and the trouble is not with the Company's system, service of facilities used to provide the UNE.
- i. Expedite Charges apply when intervals shorter than those provided for normal service are requested. This will be done on a time and material basis.
- j. The Company reserves the right to terminate the Customers link if it creates interference or impairment with other Telephone Company facilities or creates interference service. The Company will work cooperatively with the Customer to determine the cause of interference or impairment before terminating the Customers.
- k. The Company undertakes to maintain and repair only the facilities which it furnishes hereunder. The Customers or Customers end-user may not rearrange, disconnect, remove or attempt to repair any equipment installed by The Company without prior written consent of The Company.
- l. 45 Mbps links are provided on digital optical equipment and light wave facilities selected by The Company and are provided only from serving wire centers equipped to furnish such service.
- m. 45 Mbps links are subject to the availability of suitable light wave facilities between the serving wire center and the Customers end user's premises.

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12 Unbundled Network Elements (UNE)

12.4 Two-Wire and Four-Wire Digital Links

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12.4.1 General

A Two-Wire Digital Link is available for the transmission of digital signals between The Company’s central office and the network interface device at the end user’s premises.

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The digital two-wire link provides an enhanced channel from the end user’s premises to a point of interconnection at a collocation arrangement in The Company’s Serving Central Office.

Level 1: Provides a balanced non loaded copper loop between the MDF and the end user’s demarc. If the pair is loaded, load coil(s) will be removed. No commitment to length, gauge and/or bridged tap is to be assumed.

Level 2: Provides a balanced, non-loaded copper loop between the MDF and the end user’s demarc. Some bridged taps will be removed. No commitment to length, gauge or bridged tap individual length and/or location is to be assumed.

Level 3: Provides a balanced, non-loaded, copper loop without bridged tap between the MDF and the end user’s demarc. If the pair is loaded, load coil(s) will be removed. All bridged taps will be removed. No commitment to length or gauge is to be assumed.

A Four-Wire Digital Link is available for the transmission of digital signals using separate transmit and receive paths between The Company’s central office and the network interface device at the end user’s premises.

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The digital four-wire link provides a channel equivalent to two two-wire, non-loaded, twisted pair copper from end user’s premises to a point of interconnection at a collocation arrangement in The Company’s Serving Central Office. The Company will not construct new copper facilities to provide these links.

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12 Unbundled Network Elements (UNE)

12.4 Two-Wire and Four-Wire Digital Links (Cont'd)

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12.4.1 General (Cont'd)

Level 1: Provides a balanced non loaded copper loop between the ILEC MDF and the Customer demarc. If the pair is loaded, load coil(s) will be removed. No commitment to length, gauge and/or bridged tap is to be assumed.

Level 2: Provides a balanced, non-loaded copper loop between the ILEC MDF and the Customer demarc. No commitment to length, gauge or bridged tap individual length and/or location is to be assumed.

Level 3: Provides a balanced, non-loaded, copper loop without bridged tap between the ILEC MDF and the Customer demarc. If the pair is loaded, load coil(s) will be removed. All bridged taps will be removed. No commitment to length or gauge is to be assumed.

The digital four-wire link provides a four-wire transmission channel that physically consists of a subscriber loop facility that extends from the Serving Central Office distribution frame to the end user customer premises Network Interface Device. The digital four-wire link is provided using four-wire non-loaded copper (2 pair) with no intermediate electronics, or Universal Digital Loop Carrier.

12.5 Switching

The local switching rate element provides for the usage of end office switching equipment. For purposes of this rate element, end office switching equipment includes the end office switch itself, and any remote switching units and the facilities connecting the remote switching units and end office switches.

12.5.1 Tandem Switching

The tandem switching rate recovers a portion of the costs of switching through a tandem switch. The tandem switching rate is applied on a per minute basis for all originating and all terminating minutes switched at the tandem. A tandem switch connects one switch to another. It is an intermediate switch or connection between an originating telephone call location and the final destination of the call.

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12 Unbundled Network Elements (UNE)

12.6 Ports

12.6.1 General

The line Port represents the physical interface to the switch that terminates the loop from the customer premises. The Company will provide types of line ports.

Digital Line Port
Basic Rate ISDN Port
Primary Rate ISDN Port

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12.6.2 Regulations

- a. One basic white page, one basic yellow page (For business) equivalent directory and one Directory Assistance listing is provided per primary telephone number.
- b. The Customer must specify the features required on a line at the time the line port is ordered. Subsequent translation changes are subject to the rates and charges specified in Section 13.
- c. The Customer is responsible for providing sufficient and accurate information at the time the line port is ordered to allow The Company to accurately populate the 911 database. The Customer is also responsible for providing information updates, where appropriate, should the 911 address associated with the line port change. The Company shall not be held responsible when inaccurate information is provided, or timely updates are not furnished.

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12.6.3 Digital Port

A network entry or exit point using digital services.

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12 Unbundled Network Elements (UNE)

12.7 BRI ISDN – Grandfathered¹

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12.7.1 General

Basic Rate ISDN provides the digital central office termination via a Basic Rate Interface that has the potential to support digital transmission of voice and data to end user’s premises.

12.8 Primary Rate Interface (PRI) Service

12.8.1 General

ISDN Primary Rate Interface (PRI) Service is a switched service that provides a digital trunk with 23 B-Channels for circuit switched voice and data and 1 D-channel for signaling. The 23B&D channel configuration is provided on a single digital facility. The D-Channel carries call control messages used to manage the B-Channels. Each channel can operate at a rate of 56Kbps, 64 Kbps Restricted, or 64 Kbps Clear Channel. The service is utilized to connect ISDN compatible end user provided premises equipment to a suitably equipped Telephone Company Node.

The voice usage charges generated by using ISDN PRI Service will be identified and charged in accordance with the associated class of service with which ISDN PRI is used.

12.8.2 Regulations

- a. ISDN Primary Rate Interface Ports are available where technically feasible.
- b. End user or customer provided equipment used to connect to ISDN PRI Service must meet the Telephone Company’s requirements.
- c. The Telephone Company shall not be responsible to the Customer or end user if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN PRI Ports render any equipment provided by an end user obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.
- d. Appropriate non-recurring charges apply for initial and each additional installation of PRI ports.

¹ BRI ISDN / ISDN BRI is grandfathered and limited to existing customers at existing locations as of 03/28/2022. Moves, additions or changes will not be permitted.

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12 Unbundled Network Elements (UNE)

12.9 Dedicated Digital Trunk Port

Dedicated Digital Trunk Ports recover the cost of the switch hardware used to terminate a customer’s trunk (PBX or other private network trunk) at the company’s switch.

12.10 Port Additives

A port recovers the cost of a line card and associated peripheral equipment on an end office switch which serves as the interconnection between individual loops or the individual customer trunks and the switching components of the end office switch. The additives are the additional services offered to the basic Port services.

a. 3-Way Calling

Three way calling allows the end user to hold a conversation with two other parties at the same time.

b. Customized Ringing

This allows end users to have up to two additional directory numbers assigned to a single access line. The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns.

c. Centrex

Customers may designate the features from the list below that should be placed on the end users’ lines.

1. Automatic Callback-Calling

Allows an end user, after reaching a busy station, to dial a code to activate automatic callback. When the busy station becomes available, the end user is rung back. Upon answer of the originating caller, the previously busy station is rung.

2. Call Forwarding (Variable, Incoming Only, Busy, Line-Incoming Only, Don’t Answer, Don’t Answer-Incoming Only)

Call Forward-variable-Allows an end user to reroute incoming calls to another specified telephone number. The end user must activate and deactivate.

Call Forward Busy-Automatically reroutes incoming calls to a pre-specified telephone number when the called line is busy.

Call Forward-Don’t Answer-Automatically reroutes incoming calls to a pre-specified telephone number when the called number does not answer after a specified number of rings.

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12 Unbundled Network Elements (UNE)

12.10 Port Additives (Cont'd)

c. Centrex (Cont'd)

3. Call Hold

Allows an end user to “hold” a call-in progress. This frees the line for originating another call or answering a waiting call. The held call cannot be added to another call.

4. Call Transfer (Individual-All Calls)

Allows an end user to pass on an established call to another station.

5. Call Waiting (Terminating, Originating)

Allows an end user already on the telephone to know that another call is waiting. The end user can transfer to the new call while holding the original connection.

6. Cancel Call Waiting

Allows an end user with Call Waiting to disable the feature for the duration of a specific call.

7. Customer Changeable Speed Calling

Allows an end user to automatically dial one of 30 end user changeable preprogrammed telephone numbers by dialing the 2-digit representing the number to be called.

8. Dial Call Waiting

Allows originating Centrex group stations to invoke call waiting service on selection intragroup calls by dialing an access code followed by the extension number of the station to receive the call waiting tone.

9. Direct Inward Dialing (DID)

Allows an incoming call from the Telephone Company’s network to reach a specific Centrex station line without attendant assistance.

10. Direct Outward Dialing (DOD)

Allows calls to be placed to the Telephone Company’s network without attendant assistance.

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12 Unbundled Network Elements (UNE)

12.10 Port Additives (Cont'd)

c. Centrex (Cont'd)

11. Directed Call Pick-Up with Barge In

Allows a Centrex user to answer calls directed to a specific line from any other station line in the end user group. The end user accomplishes this by dialing a unique answer code and the extension number of the line to be answered. If the call has already been answered by the called party, a barge-in alert tone is provided, and a 3-way call is established.

12. Directed Call Pick-up without Barge In

Allows a Centrex user to answer calls directed to a specific line from any other station line in the end user group. The end user accomplishes this by dialing a unique answer code and the extension number of the line to be answered. If the call has already been answered by the called party, the Call pick-up user receives a reorder tone, and a 3-way call is NOT established.

13. Distinctive Ringing/Distinctive Call Waiting Tones

Applies a distinctive ringing pattern that enables an end user to determine the source of an incoming call-from within a business or from outside the business.

14. Group Call Pick-up-Originating, Terminating

Allows a Centrex end user to answer any incoming call within an associated present pickup group.

15. Group Numbering Plan

Reserves a range of numbers for Centrex Customers.

16. Speed Calling-Shared

Allows multiple users to access a common speed call list.

17. Station-to-Station Calling

Allows conversation between users with Centrex service. This is accomplished by dialing an abbreviated number (usually 4 digits).

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12 Unbundled Network Elements (UNE)

12.10 Port Additives (Cont'd)

c. Centrex (Cont'd)

18. Tandem Tie Line Dialing

Allows routing of calls over multiple private facilities uniform dialing requirements.

19. Terminal Group Restriction (Originating and Terminating)

Allows for individual stations to be restricted from dialing or receiving certain types of calls (i.e., outgoing/incoming calls to or from outside the Centrex group).

12.11 Interoffice Transport

The Company provides access to unbundled common transmission facilities between end offices. Interoffice Transport is provided either as Common Transport or Dedicated Transport as defined below. Rates for Interoffice Transport can be found in Section 13, Rates.

a. Common Transport

Common transport covers the costs of transmission facilities on interoffice circuits. An interoffice circuit is one connecting the local (tandem or local) switch with another switch (tandem or local). Common transport is shared by multiple carriers. Common Transport is provided on a per minute basis.

b. Dedicated Transport

Dedicated Interoffice Transport is an interoffice circuit that is dedicated to the use of a specific customer. Dedicated transport is available at the DS1 and DS3 levels at fixed monthly rates.

12.12 Signaling

14.12.1 STP- (Signaling Transfer Points)

The component of the SS7 signaling network that performs message routing functions and provides information for the routing of messages between signaling network components.

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12 Unbundled Network Elements (UNE)

12.13 Digital Subscriber Line Cooperative Testing

12.13.1 General

A cooperative testing procedure is a process between two telephone companies that have a mutual customer to ensure all services are working properly. The Telephone Company will not charge for the cooperative testing so long as the Telephone Company is not required to provide the following.

- a. A separate dispatch
- b. Personnel with highly specialized skills and testing equipment; or,
- c. Substantial, additional time above that required for customary installation.

If dispatch is needed or if additional time is required a fully loaded TELRIC labor rate will be charged. See Section 13, Rates.

12.13.2 Regulations

- a. All charges are applied on a 1/4-hour increment.
- b. The Customer will not be allowed access to the Telephone Companies equipment and facilities.
- c. A grace period of five minutes beyond the time required for installation will be allowed for cooperative testing, any time after five minutes will be billed at tariffed time and materials rules.
- d. The Installation Dispatch rate applies when a technician must be physically dispatched. If there is a dispatch specifically for cooperative testing, a charge will be applied. This charge will be based on time and materials.
- e. If a Customer requests cooperative testing and the technician cannot test because the Customer is not ready, and a second dispatch is required, a dispatch misdirect charge will be applied.
- f. The Customer is responsible for the compatibility of the test equipment used by the Telephone Company. Cooperative testing can be conducted as long as the customer equipment is compatible with the testing equipment used by the Company.

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12 Unbundled Network Elements (UNE)

12.14 Network Interface Device

A Network Interface Device (NID) is a single-line termination device or that portion of a multiple-line termination device required to terminate a single line or circuit. The function of the NID is to establish the network demarcation point between a customer and its end user. The rate for the installation of the NID can be found in the Section 13.

12.14.1 Regulations

- a. NID Access is subject to the general rules and regulations specified herein.
- b. Rates and charges apply.
- c. If the Customer's compatible connecting NID is not available or of the Customer is unable to accept NID access at the time of installation, the Dispatch Misdirect Charge applies, and a new cutover date will be established.
- d. The Customer must initiate a request for NID access.
- e. The Customer is responsible for coordinating with the Telephone Company to ensure that facilities are installed in accordance with the elements requested.
- f. The Customer is solely responsible for investigating any trouble reported by its end user customers. The Customer is responsible for initiating, testing and isolating end user trouble reports. The Telephone Company is responsible for dispatching to clear a trouble when the trouble has been previously isolated to the Telephone Company's NID by the Customer.
- g. If the Customer requests the dispatch of a Telephone Company technician to the Customer's end user premises and the trouble is not with Telephone Company NID, the Customer is not ready, or the technician cannot gain access to the premises, a Dispatch Misdirect Charge applies.

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12 Unbundled Network Elements (UNE)

12.15 Loop Conditioning

Loop Conditioning consists of either removal of bridged taps or removal of load coils. The charges are based on single and multiple removal.

12.16 Line Sharing

Allows a Customer to use the high frequency (data) spectrum part of the line to offer high capacity services, while low frequency (voice) service continues to be offered by the Company on the same line.

12.17 Pair Swapping

Pair Swapping is defined as a process whereby a working service is moved onto an existing spare pair, the characteristics of which are more suited to provide the service type that is anticipated to operate on this facility. For example, Pair Swapping may be ordered when the working service is provisioned through a SLC or DLC.

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12 Unbundled Network Elements (UNE)

12.18 Operator Services

12.18.1 Description

a. Calling Card Calls

This service is used by an end user to place a call using a calling card and requires the assistance of an operator.

b. Coin Sent Paid

An end user using a coin phone places a long-distance call. The operator then instructs the customer how much to deposit/pay for the call.

c. 0-[IXC -0]

This service is used when an end user dials “0” and waits for the operator to assist in placing the call.

d. Collect Calls

This service is used when an end user dials the operator and requests to place a collect call and have the called party pay for the toll charges. The operator must then ask the called party if they would accept the charges.

e. Interrupt, [IXC BLVI]

This service is used when an end user requests that an operator interrupt a call on the called line and the customer indicates it is an emergency. The end user is then able to speak with the interrupted called party.

f. Verify, [IXC BLV]

Upon request of a calling party the operator will verify a busy condition on a called line.

g. Person to Person

An operator assisted call where the caller specifies a particular person, department, extension, etc. to speak with.

h. Third Number Billed

A call is placed between two phones but charged to a third phone number. This call requires operator assistance and typically requires verification of someone at the third number before the call is complete.

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12 Unbundled Network Elements (UNE)

12.18 Operator Services (Cont'd)

12.18.1 Description (Cont'd)

i. Non-Revenue Call

This type of call is when an end user dials the operator but does not intend to place a call. The customer may ask for the time, temperature, etc.

j. Request for Credit

An end user calls the operator and requests a credit on a directory assistance charge or for a credit on a toll call.

k. DDD OPER IDN

This is when an operator classifies an operator assisted call as a direct dialed call.

l. 800 To NPA

This is when an end user calls the operator for assistance in placing an 800 service call.

m. Directory Assistance

Directory Assistance is a service provided by a Directory Assistance Operator whereby an end user may obtain assistance in obtaining a telephone number.

n. DA Call Completion

This is the same as above, but the end user has the option to have the call completed to a requested number without dialing the number.

o. Enhanced Directory Assistance

Enhance Directory Assistance service allows end users to receive address and telephone number information on end users outside of the Rochester LATA.

p. Intercept Call Completion

Intercept Call Completion allows the caller to automatically connect to an end user's new telephone number after receiving the intercept message that the called number has been changed.

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12 Unbundled Network Elements (UNE)

12.19 Operators Support Services

12.19.1 Resale Call Center

The Resale Call Center is a service whereby the Company’s service representatives directly answer calls from the Customer’s end users. Service orders can be added directly to the Company and Customer’s order systems.

This service also allows the Telephone Company to offer a toll selection of resale services to Customers.

12.19.2 Repair Call Costs

The Repair Call Center is an arrangement whereby the Company’s repair representatives would directly answer repair calls from the Customer’s end user. The trouble information is then added directly to the Company’s repair service.

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12 Unbundled Network Elements (UNE)

12.20 Administrative or Non-Recurring Charges

12.20.1 Service Charges

Apply per order for all work or service to be provided at one time on the same premises, for the same customer. Either the Order Charge or the Record Order Charge will apply dependent on each situation as described below.

12.20.2 Order Charge

Applies on connections, moves, access line service and supersede to Centrex or feature group service. This charge includes work for connecting or changing one central office line or loop.

12.20.3 Record Order Charge

- a. Applies on miscellaneous orders with no associated central office work involved.
- b. Applies on orders for additional listing, changes to non-published service and changes in current listings, which involve only a change in the Telephone Company's records.
- c. For multiple orders placed on a single port, only one record order change will be applied.
- d. Applies on orders for number changes, additional or rearrangement of hunting (call handling), and changes between residence service classification and business service classification.
- e. Applies on requests by a Customer for the Telephone Company to block or restore an end user's port due to nonpayment.

12.20.4 Additional Line Charge

This charge applies per additional port or link for connections or changes in type or class of service and from mileage circuits. They cover work for connecting or changing a central office and the associated port or link equipment.

12.20.5 Premises Visit

Premises visit Charges apply for all work or service to be provided at one time on the same premises for the same end user or carrier-customer. A Premises Visit Charge applies to each premises visited when more than one premises is involved for a single end user. If more than one line is installed at a single premise, then an Additional Line Charge is applied in addition to the original Premises Visit Charge.

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12 Unbundled Network Elements (UNE)

12.20 Administrative or Non-Recurring Charges (Cont'd)

12.20.6 Primary Local Carrier (PLC) Change Charge

A PLC Change Charge applies each time an end user changes primary local carriers. This charge is designed to cover administrative costs of changing primary local carriers in the billing system and switching systems where needed. The receiving local carrier is assessed this charge.

12.20.7 Frame to Frame Connection

Interconnection of the customer's frame to the Telephone Company's frame may be provided via a tie cable for a one-time charge per cable pair connection (DSO level). Charges include installation of cable, where the interconnector's switching equipment is located in the same building, and connection to the interconnector's frame.

12.20.8 Service Connection Central Office Wire Charge

The Service Connection Central Office Wire Charge applies when wiring is required in the central office. This is charged on a per link basis.

12.20.9 Field Installation Dispatch

The Field Installation Dispatch Charge applies when a technician must be physically dispatched to a location.

12.21 Service Access Charge Cable & Frame Termination

The SAC Cable and Frame termination as set forth in Section 13, Rates, applies for the connection of the Telephone Company cables and frame terminations. It is assessed upon installation of the terminations and associated cabling. Terminations will connect to a Digital Cross Connect System only in the event that it is the only option available in a particular central office as determined by the Telephone Company.

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12 Unbundled Network Elements (UNE)

12.22 Urban Offices

The following 13 offices were determined by density > 1,500 lines per square mile to be “Urban” offices:

- a. Fairport Village
- b. East Brighton
- c. Todd Mart Plaza
- d. Penfield
- e. Stone Street
- f. Brighton-Henrietta Townline Road
- g. Merchants
- h. Lexington
- i. Dewey Avenue
- j. Genesee Street
- k. Field Street
- l. Norton Street
- m. Plymouth Avenue

All other offices would be considered Suburban Offices.

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13 RATES

	Monthly Rate	
	<u>Residence</u>	<u>Business</u>
13.1 <u>Cable Television Attachments to Utility Poles</u>		
13.1.1 Wireless Facility Attachment	\$0.54/foot	\$0.54/foot
13.1.2 Pole Attachment for Cable Television Companies ¹ (per month, per Attachment)	N/A	\$0.54
¹ On an interim basis, these rates are applicable to all licensed telecommunication providers.		
13.2 <u>Conduit Occupancy</u>		
	\$0.065	\$0.065
13.3 <u>High Electric Voltages</u>		
13.3.1 HVP Shelves with AC Power Price is on a per slot		
	Monthly Rate <u>per slot</u>	
1 year	\$182.69	
2 year	\$174.38	
3 year	\$166.08	
5 year	\$149.47	

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13 RATES

13.4 Public Services

13.4.1 Enhanced Universal Emergency Telephone Number Service

	<u>Non-Recurring Charge</u>
Non-Recurring Charge (“NRC”) – Engineering ¹	\$.007701/TN record
NRC - New User Account Setup. Files delivered via Connect Enterprise. Fee includes 1 Secure Key Code Token per user account.	\$600.00
NRC - New User Account Setup. Files delivered via Connect Enterprise Setup Fee Only - Secure Key Code Token excluded as Customer already has existing token. Fee includes addition of service onto 1 existing token per user account.	\$425.00
NRC - New user account setup. Files delivered to Customer via existing NDM connection.	\$350.00
NRC - Additional Data Extract Profile Configuration, per profile	\$275.00
<u>Recurring Charges</u>	<u>Monthly Rate</u>
Full Extract delivered via Connect Enterprise or existing NDM connection, per file	\$325 total or \$.0020/record, whichever is higher
Delta TN Extract monthly Minimum Fee, delivered via Connect Enterprise or existing NDM connection	\$325 total or \$.0050/record, whichever is higher
Delta MSAG Extract monthly Minimum Fee, delivered via Connect Enterprise or existing NDM connection	\$325 total or \$.0050/record, whichever is higher
Full Extract per-extract fee, or Delta Extract monthly Minimum Fee, if delivered on a CD, per file	\$275
Optional	
Secure Key Code Token, OTFs, per token:	
Additional Token for a Subscriber	\$250.00
Additional service added to existing Token	\$75.00
Replacement of Token	\$150.00

¹ Customer is charged one-time fee equal to per record cost times number of TN records they "own".

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13 RATES

13.5 Links

	<u>Monthly Rate</u>
13.5.1 Flat Rate Residential (Bundled with port)	
Rate Group 2	\$15.23
Rate Group 3	\$15.63
Rate Group 4	\$16.03
Rate Group 5	\$16.63
Rate Group 6	\$17.37
Rate Group 7	\$18.15
Rate Group 8	\$18.89
Rate Group 9 (including EAS surcharge)	\$19.78
13.5.2 Flat Rate LATA-wide Residential (Bundled with port) All Rate Groups ¹	\$20.30 ²
13.5.3 Measured Rate Residential (Bundled with port)	\$13.82
13.5.4 Measured Rate Residential (Unbundled)	\$14.45
13.5.5 Basic Business Voice Grade	\$13.82
DID Analog Service	\$7.24
Coin Service	\$7.24
Analog PBX Service	\$7.24
2 Wire Analog Private Line (per month)	\$7.24
13.5.6 Centrex	<u>Rate</u>
1-10,000 Centrex Lines	
exchange access	\$0.67
intercommunication	\$6.07
10,001-20,000 Centrex Lines	
exchange access	\$0.60
intercommunication	\$5.39
20,001-30,000 Centrex Lines	
exchange access	\$0.56
intercommunication	\$4.99
30,001-40,000	
exchange access	\$0.51
intercommunication	\$4.59
40,000+Centrex Lines	
exchange access	\$0.47
intercommunication	\$4.27

¹ Relevant Incremental Cost.

² Issued in compliance with Case No. 07-C-0349, released December 18, 2009.

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13 RATES

13.5 Links (Cont'd)

	<u>Monthly Rate</u>	<u>Installation</u>	
13.5.7 4 Wire Analog Private Line	\$14.49		
13.5.8 ISDN Centrex ³			
36 months (0-2 miles)			
exchange access	\$1.29		
intercommunication	\$11.65		
36 months (over 2 miles)			
exchange access	\$1.49		
intercommunication	\$13.44		
60 months (0-2 miles)			
exchange access	\$1.20		
intercommunication	\$10.76		
60 months (over 2 miles)			
exchange access	\$1.39		
intercommunication	\$12.55		
84 months (0-2 miles)			
exchange access	\$1.09		
intercommunication	\$9.86		
84 months (over 2 miles)			
exchange access	\$1.29		
intercommunication	\$11.65		
ISDN BRI - Residence Flat - Grandfathered ^{1,4}	\$14.86		(C)
ISDN BRI - Residence Message - Grandfathered ^{1,4}	\$12.58		
ISDN BRI - Business Message - Grandfathered ^{2,4}	\$12.58		(C)
APLUS - 2 Wire	\$12.58	\$59.76	

¹ As of January 27, 1997, this service is grandfathered. Only customers of record as of 1/27/97 may have this service.

² As of April 1, 1997, this service is grandfathered. Only customers of record as of 4/1/97 may have this service.

³ As of September 15, 1997, this service is grandfathered. Only customers of record as of 9/15/97 may have this service.

⁴ ISDN BRI is grandfathered and limited to existing customers at existing locations as of 03/28/2022. Moves, additions or changes will not be permitted.

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13 RATES

13.5 Links (Cont'd)

13.5.9 ISDN Flat Rate Residence/ Single Circuit Switched Data Service Package (bundled with link) Includes ¹: Included in Link Rates Section 13.2 (Rates)

- ISDN Flat Rate Residence Service
- Multipoint Service
- One Alternate Circuit Switched Voice/Circuit Switched Data Channel
- Display Feature
- Up to 30 hours of Circuit Switched Data Usage

13.5.10 ISDN Flat Rate Residence/Dual Circuit Switched Data Package (bundled with link) includes ¹: Included in Link Rates Section 13.2 (Rates)

- ISDN Flat Rate Residence Service
- Multipoint Service
- Two Alternate Circuit Switched Voice/Circuit Switched Data Channels
- Display Feature
- Up to 30 hours of Circuit Switched Data Usage

13.5.11 Residential ISDN - (Bundled with Port)

Package Includes:

- Flat Rate Voice Calls
- Multipoint Service
- Two Alternate Circuit Switched Voice/Circuit Switched Data Channels
- Display Feature

<u>ISDN Options</u> ¹ (based on Circuit Switched Data (CSD) Usage)	Monthly Rate	
	<u>Urban</u>	<u>Rural</u>
Metered - CSD	\$41.46	\$91.46
50 Free Hours of CSD	\$58.06	\$108.06
100 Free Hours of CSD	\$74.66	\$124.66
250 Free Hours of CSD	\$91.26	\$141.26
500 Free Hours of CSD	\$107.86	\$157.86

¹ As of January 27, 1997, this service is grandfathered. Only customers of record as of 1/27/97 may have this service.

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13 RATES

13.5 Links (Cont'd)

13.5.12 Corporate Work-at-Home - (Bundled with Port)

Package Includes:

- Flat Rate Voice Calls
- Multipoint Service
- Two Alternate Circuit Switched Voice/Circuit Switched Data Channels
- Display Feature

	Monthly Contract Rate		
	<u>3 Year</u>	<u>2 Year</u>	<u>1 Year</u>
<u>ISDN Options</u> (based on Circuit Switched Data (CSD) Usage)			
Metered - CSD	\$33.16	\$37.31	\$41.46
50 Free Hours of CSD	\$49.76	\$53.91	\$58.06
100 Free Hours of CSD	\$66.36	\$70.51	\$74.66
250 Free Hours of CSD	\$82.96	\$87.11	\$91.26
500 Free Hours of CSD	\$99.56	\$103.71	\$107.86

13.5.13 Business ISDN - Basic (Urban)

Package Includes:

- Multipoint Service
- Two Alternate Circuit Switched Voice/Circuit Switched Data Channels
- Display Feature
- Voice calls charged at metered rates outlined in Section 13, Rates.

	Monthly Contract Rate		
	<u>3 Year</u>	<u>2 Year</u>	<u>1 Year</u>
<u>ISDN Options</u> (based on Circuit Switched Data (CSD) Usage)			
Metered - CSD	\$24.87	\$29.02	\$33.17
50 Free Hours of CSD	\$41.48	\$45.63	\$49.78
100 Free Hours of CSD	\$58.09	\$62.24	\$66.39
250 Free Hours of CSD	\$74.69	\$78.85	\$83.00
500 Free Hours of CSD	\$91.30	\$95.45	\$99.61

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13 RATES

13.5 Links (Cont'd)

13.5.14 Business ISDN - Basic (Rural)

Package Includes:

- Multipoint Service
- Two Alternate Circuit Switched Voice/Circuit Switched Data Channels
- Display Feature
- Voice calls charged at metered rates outlined in Section 13, Rates.

<u>ISDN Options</u> (based on Circuit Switched Data (CSD) Usage)	Monthly Contract Rate		
	<u>3 Year</u>	<u>2 Year</u>	<u>1 Year</u>
Metered - CSD	\$70.54	\$74.69	\$78.85
50 Free Hours of CSD	\$87.15	\$91.30	\$95.45
100 Free Hours of CSD	\$103.76	\$107.91	\$12.06
250 Free Hours of CSD	\$120.37	\$124.52	\$28.67
500 Free Hours of CSD	\$136.97	\$141.13	\$45.28

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13 RATES

13.5 Links (Cont'd)

13.5.15 Bundled ISDN Centrex (Urban)

Package Includes:

- Multipoint Service
- Two Alternate Circuit Switched Voice/Circuit Switched Data Channels
- Display Feature
- Voice calls charged at metered rates outlined in Section 13, Rates.

<u>ISDN Options.</u> (based on Circuit Switched Data (CSD) Usage)	Monthly Rate - 3 Year Term	
	<u>Inter Communication</u>	<u>Exchange Access</u>
Metered - CSD	\$22.38	\$2.49
50 Free Hours of CSD	\$37.33	\$4.15
100 Free Hours of CSD	\$52.28	\$5.81
250 Free Hours of CSD	\$67.23	\$7.47
500 Free Hours of CSD	\$82.17	\$9.13

Package Includes:

- Multipoint Service
- Two Alternate Circuit Switched Voice/Circuit Switched Data Channels
- Display Feature
- Voice calls charged at metered rates outlined in Section 13, Rates.

<u>ISDN Options</u> (based on Circuit Switched Data (CSD) Usage)	Monthly Rate - 3 Year Term	
	<u>Inter Communication</u>	<u>Exchange Access</u>
Metered - CSD	\$63.49	\$7.05
50 Free Hours of CSD	\$78.44	\$8.72
100 Free Hours of CSD	\$93.38	\$10.38
250 Free Hours of CSD	\$108.33	\$12.04
500 Free Hours of CSD	\$123.28	\$13.70

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13 RATES

13.5 Links (Cont'd)

	<u>Installation Charge</u>	<u>Monthly Rate</u>
13.5.16 Low Speed Digital Private Line, each link	\$67.95	
2.4 kbps (per quarter mile)	\$3.91	
4.8 kbps (per quarter mile)	\$4.44	
9.6 kbps (per quarter mile)	\$5.03	
19.2 kbps (per quarter mile)	\$5.82	
56 kbps (per quarter mile)	\$6.21	
13.5.17 DS-1 (TPLUS, 1.544 Mbps, Digital PBX, Digital DID, ISDN-PRI), each link	\$385.72	
60 months (per quarter mile)		\$23.17
36 months (per quarter mile)		\$28.33
12 months (per quarter mile)		\$35.34
Month to Month (per quarter mile)		\$42.40
13.5.18 DS-3 (45 Mbps), each link	\$518.75	
60 months (per quarter mile)		\$129.48
36 months (p per quarter mile)		\$199.20
18 months (per quarter mile)		\$323.70
Month to Month (per quarter mile)		\$388.44
13.5.19 SONET		
a. SONET 55.520 Mbps (OC-3) Link		<u>Monthly Rate per ¼ airline mile</u>
12 Month plan		\$65.00
24 Month plan		\$55.00
36 Month plan		\$50.00
60 Month plan		\$45.00
b. SONET 622.080 Mbps (OC-12) Link		
12 Month plan		\$65.00
24 Month plan		\$55.00
6 Month plan		\$50.00
60 Month plan		\$45.00
c. SONET 622.080 Mbps (OC-48) Link		
12 Month plan		\$65.00
24 Month plan		\$55.00
36 Month plan		\$50.00
60 Month Plan		\$45.00

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13 RATES

13.5 Links (Cont'd)

13.5.20 Student Centrex

	<u>Nonrecurring Charge</u>	
Deloading Charge for Removal of Loads, per loop		\$1,140.00
Charge to Condition Links for Compatibility with Data Modems, per link		\$247.00
	<u>Peak (9/1 - 5/31)</u> <u>Monthly Rate</u>	<u>Off-Peak (6/1 - 8/31)</u> <u>Monthly Rate</u>
5 Year Minimum Commitment		
1 - 299 Lines		
exchange access	\$.93	\$0.35
intercommunication	\$8.42	\$3.16
Over 299 Lines		
exchange access	\$0.65	\$0.24
intercommunication	\$5.84	\$2.19
8 Year Minimum Commitment		
1 - 299 Lines		
exchange access	\$0.83	\$0.29
intercommunication	\$7.49	\$2.63
Over 299 Lines		
exchange access	\$0.58	\$0.20
intercommunication	\$5.21	\$1.83

13.5.21 Fractional DS-1 Service

	<u>Monthly Rate</u>
128 Kbps	\$50.59
192 Kbps	\$50.59
256 Kbps	\$50.59
320 Kbps	\$50.59
384 Kbps	\$50.59

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13 RATES

13.5 Links (Cont'd)

	<u>Nonrecurring Charge</u>
13.5.22 Deloading Charge for Removal of Loads	\$1,140.00
A nonrecurring de-loading charge per loop will apply for situation in which a customer requests the removal of loads from 2 or 4 wire links that are not included as part of the Telephone Company's Advanced Private Line User Service (APLUS), Low Speed Digital Service (LSDS), Integrated Services Digital Network (ISDN) or DS-1 or DS-3.	
13.5.23 Charge to Condition Links for Compatibility with Data Modems	\$247.00
A nonrecurring charge per link will apply for situations in which conditioning must be performed to allow compatibility with data modems. Transmission rates exceeding 4800 baud are not guaranteed for this service.	

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13 RATES

13.6 Ports

Monthly Rate

13.6.1 Flat Rate Residential (Bundled with Link)

Rate Group 2	Included in link rate
Rate Group 3	Included in link rate
Rate Group 4	Included in link rate
Rate Group 5	Included in link rate
Rate Group 6	Included in link rate
Rate Group 7	Included in link rate
Rate Group 8	Included in link rate
Rate Group 9 (including EAS surcharge)	Included in link rate

13.6.2 Flat Rate LATA-wide Residential (Bundled with Link)

All Rate Groups	Included in link rate
Rate Group 2	Included in link rate
Rate Group 3	Included in link rate
Rate Group 4	Included in link rate
Rate Group 5	Included in link rate
Rate Group 6	Included in link rate
Rate Group 7	Included in link rate
Rate Group 8	Included in link rate
Rate Group 9 (including EAS surcharge)	Included in link rate

13.6.3 Measured Rate Residential (Bundled with Link)

Included with Link

13.6.4 Measured Rate Residential (Unbundled)

\$2.48

13.6.5 Measured Rate Business (includes Premium Voice Grade)

\$2.48

Basic Coin Line	\$2.48
COCOT Enforcement Fund Fee	\$0.25
Analog PBX Service	\$4.21
Ground Start Port ¹	\$2.82

¹ With a Ground Start Port both the Analog PBX Service and the Ground Start Port apply.

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13 RATES

13.6 Ports (Cont'd)

13.6.6 Centrex	<u>Monthly Rate</u>
1-10,000 Centrex Lines exchange access	\$0.45
intercommunication	\$4.05
10,001-20,000 Centrex Lines exchange access	\$0.40
intercommunication	\$3.59
20,001-30,000 Centrex Lines exchange access	\$0.37
intercommunication	\$3.33
30,001-40,000 exchange access	\$0.34
intercommunication	\$3.06
40,000+Centrex Lines exchange access	\$0.32
intercommunication	\$2.84

13.6.7 ISDN

ISDN BRI - Residence Flat (voice only is flat) – Grandfathered ¹	\$10.05	(C)
ISDN BRI - Residence Message – Grandfathered ¹	\$8.50	
ISDN BRI - Business Message – Grandfathered ¹	\$8.50	(C)

	Monthly Rate	
	<u>Peak (9/1 - 5/31)</u>	<u>Off-Peak (6/1 - 8/31)</u>
13.6.8 FX Transport	\$37.31	\$37.31
13.6.9 Field Repeater	\$37.31	\$37.31

¹ ISDN BRI is grandfathered and limited to existing customers at existing locations as of 03/28/2022. Moves, additions or changes will not be permitted. (N)
(N)

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13 RATES

13.6 Ports (Cont'd)

	<u>Monthly Rate</u>	
13.6.10 ISDN Flat Rate Residence/Single Circuit Switched Data Package (bundled with port)	\$33.16	
13.6.11 ISDN Flat Rate Residence/Dual Circuit Switched Data Package (bundled with port)	\$41.46	
13.6.12 Residential ISDN - Basic (Bundled with Link)		Included in Link Rate Section 13, Rates
13.6.13 Corporate Work-at-Home (Bundled with Link)		Included in Link Rate Section 13, Rates
13.6.14 Business ISDN - Basic (Urban)		Included in Link Rate Section 13, Rates
13.6.15 Business ISDN - Basic (Rural)		Included in Link Rate Section 13, Rates
13.6.16 ISDN-Centrex		Included in Link Rate Section 13, Rates
	<u>Monthly Rate</u>	<u>Installation Charge</u>
13.6.17 Analog Direct Inward Dial (DID) Service		
(60 month)	\$26.62	
(36 month)	\$37.41	
13.6.18 Digital DID Service (36 month)	\$404.79	\$622.50
13.6.19 Intelligent Coin Line	\$19.43	
13.6.20 Signal Switching 7 (SS7)	\$1,500.00	

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13 RATES

13.6 Ports (Cont'd)

13.6.21 Student Centrex

	Monthly Rate	
	<u>Peak (9/1 - 5/31)</u>	<u>Off-Peak (6/1 - 8/31)</u>
5 Year Minimum Commitment		
1 - 299 Lines (per month)		
exchange access	\$0.63	\$0.24
intercommunication	\$5.70	\$2.14
Over 299 Lines (per month)		
exchange access	\$0.44	\$0.17
intercommunication	\$3.96	\$1.48
8 Year Minimum Commitment		
1 - 299 Lines (per month)		
exchange access	\$0.56	\$0.20
intercommunication	\$5.06	\$1.77
Over 299 Lines (per month)		
exchange access	\$0.39	\$0.14
intercommunication	\$3.52	\$1.23

13.6.22 Features Associated with Ports

- a. Rearrangement Charge for Direct Inward Dial \$150.00/rearrangement
- Monthly Rate
- b. Direct Inward Dial Station Numbers \$11.71
(each group of 100 or less)

13.6.23 Primary Rate Interface (PRI) Service

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
ISDN PRI Port with Calling Line Identification		
1 Year Term	\$750.00	\$700.00
3 Year Term	\$655.00	\$525.00
5 Year Term	\$585.00	\$350.00
7 Year Term	\$545.00	\$0.00
Change to Call-By-Call Service Selection or Dedicated Service Access features (in addition to Basic Order Charge)		\$150.00

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13 RATES

13.6 Ports (Cont'd)

13.6.24 Frame Relay Service (FRS) - Grandfathered ^{1, 2}	<u>Monthly Rate</u>	(C)
Frame Relay Port - 64 Kbps		
1 Year Term	\$63.00	
3 Year Term	\$52.00	
5 Year Term	\$40.00	
Frame Relay Port - 128 Kbps		
1 Year Term	\$122.00	
3 Year Term	\$104.00	
5 Year Term	\$80.00	
Frame Relay Port - 192 Kbps		
1 Year Term	\$187.00	
3 Year Term	\$160.00	
5 Year Term	\$123.00	
Frame Relay Port - 256 Kbps		
1 Year Term	\$223.00	
3 Year Term	\$192.00	
5 Year Term	\$150.00	
Frame Relay Port - 320 Kbps		
1 Year Term	\$280.00	
3 Year Term	\$242.00	
5 Year Term	\$187.00	
Frame Relay Port - 384 Kbps		
1 Year Term	\$335.00	
3 Year Term	\$293.00	
5 Year Term	\$225.00	
Frame Relay Port - 1.544 Mbps		
1 Year Term	\$553.00	
3 Year Term	\$490.00	
5 Year Term	\$380.00	
Frame Relay Port - 1.544 Channelized		
1 Year Term	1,023.00	
3 Year Term	\$946.00	
5 Year Term	\$744.00	
Frame Relay PVC	\$6.00	

¹ As of January 1, 1998, this service is grandfathered. Only customers of record as of 1/1/98 may order this service.

² Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay] Service. Upon service term expiration, this service will transition to a Month-to-Month service arrangement.

(N)
|
(N)

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13 RATES

13.6 Ports (Cont'd)

13.6.25 Tie Line Terminations	<u>Monthly Rate</u>
Analog (Dial) Termination, each	\$28.10
Digital Termination, each (no contract)	\$404.79
Contracted Rates:	
1 year	\$390.10
3 years	\$348.60
5 years	\$327.85
7 years	\$316.23
13.6.26 Coin Functionality	\$1.74
13.6.27 Telecommunications Service Priority	<u>Nonrecurring Charge</u>
Initial Service Charge, per port ¹	\$79.00
Change in TSP Priority Code	Record Order Charge
13.6.28 Critical Facilities Administration Service, per circuit	\$47.61
13.6.29 Toll Substitute Services Charge, per line	<u>Monthly Rate</u>
Off Network Access Lines	\$31.07
Data Access Lines	\$74.49
Foreign Exchange	\$50.60
Tie Lines and off Premise Extensions	\$5.18
ICOFX and Intracompany FX	\$3.78
13.6.30 Common Equipment Charges	<u>Rate</u>
1 - 10 lines in terminal group	\$8.30 / group
11 - 21 lines in terminal group	\$0.83 / line
21+ lines in terminal group	\$17.74 / group

¹ This charge applies in addition to all standard installation and service connection charges.

Note: There may be additional labor charges that may be assessed if the customer invokes installation or restoration priority and the Telephone Company must utilize additional labor outside of normal business hours.

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13 RATES

13.7 Channel Connections

	<u>Monthly Rate</u>	
13.7.1 2 Wire Analog Channel	\$11.45	
13.7.2 4 Wire Analog Channel	\$22.89	
13.7.3 APLUS Channel (per month)		
a. APLUS Channel (per month)		
DS1 CC	\$100.27	
DTU CC (up to 64 kbps)	\$31.28	
DSU CC (4 wire term)	\$46.15	
Analog CC (2 or 4 wire term)	\$25.13	
b. Low Speed Digital Channel	Monthly Rate	
	<u>CO Term</u>	<u>Node Term</u>
Installation	\$12.68	\$12.68
2.4 Kbps	\$24.06	\$14.59
4.8 Kbps	\$28.77	\$17.85
9.6 Kbps	\$32.59	\$20.21
19.2 Kbps	\$39.14	\$23.32
56 Kbps	\$42.59	\$24.83
	<u>Monthly Rate</u>	<u>Installation Charge</u>
c. DS-1 (TPLUS) Digital Channel		
Installation, each Channel Connection		\$143.93
60 months	\$120.30	
36 months	\$144.11	
12 months	\$221.44	
Month to Month	\$240.60	
d. DS-3 Digital Channel		
Installation, each Channel Connection		\$193.56
60 months	\$709.65	
36 months	\$788.50	
18 months	\$933.75	
Month to Month	\$1,099.96	
e. Fractional DS-1 Service		
128 Kbps	\$62.04	
192 Kbps	\$66.82	
256 Kbps	\$71.59	
320 Kbps	\$76.36	
384 Kbps	\$81.13	

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13 RATES

13.7 Channel Connections (Cont'd)

13.7.4 Features Associated with Channel Connections

- a. Route Diversity for DS-1 with Automatic Protection Switching (Available if Channel Connections, Link and Channel Mileage Termination are purchased from the Telephone Company)

	<u>Monthly Rate</u>
36 or 60 months	
1. Alternate Entrance	
a. Fixed Charge	\$54.68
b. Each Airline Quarter Mile or Fraction Thereof	\$58.10
2. Same Entrance	
a. Fixed Charge	\$54.68
b. Each Airline Quarter Mile or Fraction Thereof	\$32.28
12 months	
1. Alternate Entrance	
a. Fixed Charge	\$60.92
b. Each Airline Quarter Mile or Fraction Thereof	\$72.46
2. Same Entrance	
a. Fixed Charge	\$60.92
b. Each Airline Quarter Mile or Fraction Thereof	\$32.28

	<u>Monthly Rate</u>	<u>Installation Charge</u>
b. Bridging for Low Speed Digital Service	\$11.71	\$24.90
c. Secondary Channel for Low Speed Digital Service	\$14.61	\$24.90
d. Channel Conversion for DS-1		
1. Voice Grade each	\$217.79	\$337.81
2. Digital Data, each Channel #	\$24.90	
e. Clear Channel Capability	N/A	\$394.25

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13 RATES

13.7 Channel Connections (Cont'd)

13.7.4 Features Associated with Channel Connections (Cont'd)

- f. Route Diversity for DS-3 with Automatic Protection Switching (Available if Channel Connections, Link and Channel Mileage Termination are purchased from the Telephone Company)

Monthly Rate Fixed

36 months

- | | |
|-----------------------|----------|
| 1. Alternate Entrance | \$674.79 |
| 2. Same Entrance | \$415.00 |

18 months

- | | |
|-----------------------|----------|
| 1. Alternate Entrance | \$753.64 |
| 2. Same Entrance | \$498.00 |

- g. Channel Conversion (DS-3 to DS-1 Multiplexing)
- | | | |
|--|---------------------|----------------------------|
| | <u>Monthly Rate</u> | <u>Installation Charge</u> |
|--|---------------------|----------------------------|

Each System \$1,992.00

36 months	\$531.20
18 months	\$864.86
Month to Month	\$1062.40

- h. DTU Network Extension for APLUS
- | | | |
|--|---------------------|--|
| | <u>Monthly Rate</u> | <u>Per Airline Quarter mile, or fraction thereof</u> |
|--|---------------------|--|

- | | | |
|---------------------------------------|---------|--------|
| 1. First DTU CO Port | \$36.34 | \$2.16 |
| 2. Second DTU CO Port (same facility) | \$4.84 | \$0.61 |

- i. Optional Features for APLUS

- | | |
|---|--------|
| 1. Bridging (per two or four wire loop termination) | \$7.13 |
| 2. Sub-rate Multiplexing (per Sub-rate channel) | \$4.51 |

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13 RATES

13.7 Channel Connections (Cont'd)

	<u>Monthly Rate</u>	<u>Installation Charge</u> Each interoffice
13.7.5 Channel Mileage Termination:		
a. DS-1 (TPLUS, 1.544 Mbps)	\$89.33	\$46.08
b. Low Speed Digital	\$0.00	
c. APLUS	\$0.00	
d. Local 2 Wire Analog	\$0.00	
e. Local 4 Wire Analog	\$0.00	
f. DS-3 (45 Mbps)	\$647.40	
Installation, each interoffice	\$61.94	
g. DACs DS-1 Termination	\$138.07	
Installation for DS-1 Termination	\$60.12	
h. DACs DS-0 Channel Connection	\$5.76	
Installation for DS-0 Cross Connection	\$86.21	
i. FX Terminal Charge	\$5.95	
13.7.6 Channel Mileage Facility: (per mile)		
a. DS-1 (TPLUS, 1.544 Mbps)	\$0.00	
b. Low Speed Digital		\$8.11
2.4 Kbps	\$4.32	
4.8 Kbps	\$5.04	
9.6 Kbps	\$5.17	
19.2 Kbps	\$6.01	
56 Kbps	\$6.33	
c. APLUS	\$0.61	
d. Local 2 Wire Analog	\$2.35	
e. Local 4 Wire Analog	\$2.35	
f. DS-3 (45 Mbps)	\$0.00	
g. FX Service (minimum \$10.60)	\$2.35	
h. DACs per DS0	\$1.90	
i. FX Service - adjacent central office district	\$2.54	
outside local calling area of the normal central office		

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13 RATES

13.7 Channel Connections (Cont'd)

13.7.6 Channel Mileage Facility: (per mile) (Cont'd)

	<u>Monthly Rate</u>
j. Intercompany FX Service - from central office within local calling area of the serving the Telephone Company's central office (subscriber is located in connecting company CO district).	\$5.44
k. Intercompany FX Service - from central office outside local calling area of the connecting company central office (subscriber is located in the Telephone Company's CO district).	\$8.20
l. Intercompany FX Service - from central office within local calling area of the connecting company central office (subscriber is located in the Telephone Company's CO district).	\$5.44
Added charge per month applies for each individual line, auxiliary line or PBX trunk.	\$1.61

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13 RATES

13.8 Usage

		Rate	
		<u>Per Call</u>	<u>Per Minute</u>
13.8.1	Switching		
	One Minute Call - Peak	\$0.03154	
	Two Minute Call - Peak	\$0.0265	
	Three Minute Call - Peak	\$0.03278	
	Additional Minute of Use - Peak		\$0.018
	One Minute Call - Off-Peak	\$0.03154	
	Two Minute Call - Off-peak	\$0.02491	
	Three Minute Call - Off-Peak	\$0.02616	
	Additional Minute of Use - Off-Peak		\$0.011

13.8.2 Local Measured Service (LMS) - Plan II

Rate Period		
Day/Peak (Monday-Friday, except Holidays)		\$.029
Night and Holiday ¹ (Off-Peak)		\$.029

¹ Night and Holiday rates apply:

1. Nights - Monday-Friday 5:00 p.m. - 8:00 a.m.
2. Weekends from Friday 5:00 p.m. through Monday 8:00 a.m.
3. Holidays-Christmas Day (December 25), New Year’s Day (January 1), Independence Day (July 4), Labor Day (1st Monday in September), and Thanksgiving Day (4th Thursday in November). In case Christmas, New Years and Independence Day legal holidays fall on other than December 25, January 1 and July 4 respectively, night rates apply as provided above on such legal holidays.

Connections Charges, See Section 1, Paragraph L. A single connection charge is applicable per end user order for LMS Plan II.

		Monthly Rate	
		<u>Residence</u>	<u>Business</u>
13.8.3	Non-adjacent Extended Area Service Charge	\$1.04	\$1.04
13.8.4	High Volume Commission Plan (HVCP)	<u>Monthly Usage</u>	
	Monthly Usage	Commission	
	1,000,000 - 9,999,999	25%	
	10,000,000 - 19,999,999	30%	
	20,000,000 +	35%	

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13 RATES

13.9 Features and Miscellaneous Services

13.9.1 Custom Calling Features

	Monthly Rates		Pay Per Use	
	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	<u>Business</u>
a. 3 Way Calling	\$7.47	\$7.27	\$2.49	\$2.49
b. Call Forward	\$7.27	\$7.06		
Call Forward Busy	\$7.06	\$7.06		
Call Forward No Answer	\$7.27	\$7.06		
Call Forward Busy/No Answer	\$7.27	\$7.06		
c. Call Forward Plus	\$7.27	\$7.06		
d. Call Forward - Fixed	\$7.27	\$7.06		
e. Call Forward Multipath Don't Answer ¹	\$7.27	\$7.06		
f. Custom Ring 1 ¹	\$3.90	\$5.44		
g. Custom Ring 2 ¹	\$3.11	\$3.82		
h. Speed Call 8*	\$2.62	\$3.28		
i. Speed Call 30	\$3.82	\$3.70		
j. Call Waiting/Cancel Call Waiting	\$7.68	\$8.10		
k. Call Waiting Whisper ¹	\$1.83	\$1.83		
l. Call Hold	\$1.96	\$2.59		
m. Call Transfer	\$4.15	\$5.44		
n. Distinctive Ringing	\$4.73	\$2.45		
o. Automatic Redial (Busy Redial)	\$5.40	\$5.80	\$2.49	\$2.49
p. Call Return	\$5.40	\$5.80	\$2.49	\$2.49
q. Call ID ²	\$7.06	\$7.89		
r. Call ID Plus Name	\$10.59	\$11.63		
s. Talking Caller ID	\$5.40	\$6.23		
t. Customer Originated Trace			\$5.40	\$5.81
u. Long Distance Alert Ring (LDA)	\$1.25	\$1.66		
v. Selective Call Forward	\$5.40	\$4.11		
w. Selective Call Acceptance	\$5.40	\$5.80		
x. Selective Call Rejection	\$5.40	\$5.80		
y. Multiple Simultaneous Call Forward	N/A	\$2.67		
z. Priority Call	\$5.40	\$5.80		
aa. Anonymous Call Rejection	\$3.74	\$5.40		

¹ This service is grandfathered.

² As of July 19, 1996, Call ID service is grandfathered. Only customers of record as of 7/19/96 may have this service.

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13 RATES

13.9 Features and Miscellaneous Services (Cont'd)

13.9.2 Multiple Custom Calling Feature Discounts

- a. Custom Calling Features (non-usage sensitive) in service on each access line.

	Discount Percentage	
	<u>Residence</u>	<u>Business</u>
1. 2 Features on each access line	10%	10%
2. 3 or more Features on each access line	10%	10%

13.9.3 Feature Packages

These feature packages include custom calling features and inTeleFeatures at a special package rate.

	Monthly Rate	
	<u>Residence</u>	<u>Business</u>
a. Basic Max Pack	N/A	\$15.73
b. Max Pack	N/A	\$16.56
c. Frontier Freedom Pack - I ²	\$13.24	N/A
d. Frontier Freedom Pack - II ²	\$12.87	N/A
e. Frontier Freedom Family Pack ²	\$17.81	N/A
f. Frontier Freedom Plus Pack ²	\$16.23	N/A
g. Max Pack Plus	N/A	\$17.85
h. In-Touch Pack	\$7.68	\$10.33
i. Family Max Pack ³	\$14.07	N/A
j. Max Pack Plus ³	\$13.70	\$17.85
k. Max Pack ¹	\$12.41	N/A
l. Frontier Choices	\$12.52	\$12.52
m. Frontier Feature5 Package	N/A	\$9.92

¹ As of April 13, 1998, this service is grandfathered. Only customers of record as of 4/13/98 may have this service.

² Grandfathered as of May 11, 2019.

³ As of September 4, 1998, this service is grandfathered. Only customers of record as of 9/4/98 may have this service.

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13 RATES

13.9 Features and Miscellaneous Services (Cont'd)

	Monthly Rate	
	<u>Residence</u>	<u>Business</u>
13.9.4 Remote Call Forwarding Service (per month)	\$24.08	\$24.91

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
13.9.5 Optional Features for Centrex		
Automatic Redial	\$0.79	
Call Return	\$0.79	
Remote Activation of Call Forwarding	\$0.79	
Call ID	\$4.11	
Call ID Plus Name	\$4.66	
6-Way Conference Calling	\$21.84	
Attendant Console Optional Feature Package, each console	\$64.26	\$314.21

	Monthly Rate	
	<u>ISDN Residence</u> Individual Message Rate Flat Rate	<u>ISDN Business</u> Message Rate
13.9.6 ISDN Service		
a. Basic Service Capabilities		
1. ISDN Service		
a. Circuit Switched Data only (64 kbps), each	\$1.66	\$1.66
b. Alternate Circuit Switched Voice/Circuit Switched Data (64 kbps), each	\$1.66	\$1.66
c. High Speed Packed Switched Data only (64 kbps), each	\$62.25	\$62.25
d. Low Speed Packet Switched Data only (9.6 kbps), each	\$4.15	\$4.15
e. Alternate Circuit Switched Voice/Packet Switched Data (64 kbps), each	\$62.25	\$62.25

2. ISDN Centrex Service

Refer to Links section

“Per FCC Order 19-66 and 19-72, services on this page are grandfathered and are not available for new purchases or resale. Current customers are allowed to keep grandfathered services until August 2, 2022 for resale”.

13 RATES

13.9 Features and Miscellaneous Services (Cont'd)

13.9.6 ISDN Service (Cont'd)

	Monthly Rate	
	<u>ISDN Residence</u>	<u>ISDN Business</u>
	Individual Message Rate	Message Rate
	Flat Rate	
b. Optional Features		
1. Enhanced Digital Telephone Service		
EDTS with up to		
10 Call Appearances/Features	\$1.66	\$1.66
20 Call Appearances/Features	\$2.49	\$2.49
30 Call Appearances/Features	\$2.91	\$2.91
40 Call Appearances/Features	\$3.32	\$3.32
50 Call Appearances/Features	\$3.74	\$3.74
Each Additional 10 Call Appearances/ Features	\$0.42	\$0.42
2. Display Service Optional Features, per primary directory number		
Basic Display Service	\$2.91	\$2.91
3. Packet Switching Service Optional Features		
Additional Virtual Circuits, each	\$1.25	\$1.25
Permanent Virtual Circuit, each	\$1.25	\$1.25
Closed User Groups, each user	\$.83	\$.83
Single and Multiple Hunt Group, each user	\$1.66	\$1.66
4. Miscellaneous Optional Features		
Additional Directory Numbers, each number above two	\$2.49	\$2.49
5. ISDN Centrex Optional Features		
Intercom, per Intercom Arrangement	\$.83	\$.83
Group Intercom, per group	\$1.66	\$1.66

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13 RATES

13.9 Features and Miscellaneous Services (Cont'd)

13.9.6 ISDN Service (Cont'd)

c. Usage Charges

1. Circuit Switched Data

<u>Rate Period</u>	<u>First Minute (or fraction thereof)</u>	<u>Additional Minutes (or fraction thereof)</u>
		<u>ISDN Residence</u> Individual Message Rate Flat Rate
Day (Monday-Friday, except Holidays)	\$0.025	\$0.025
Night and Holidays ¹	\$0.025	\$0.025
		<u>ISDN Business</u> Message Rate
Day (Monday-Friday, except Holidays)	\$0.025	\$0.025
Night and Holidays ¹	\$0.025	\$0.025

¹ Night and Holiday rates apply:

1. Monday through Friday 5:00 PM - 7:59 AM.
2. Weekends from Friday 5:00 PM through Monday 7:59 AM.
3. Holidays - Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Labor Day (the first Monday in September), and Thanksgiving (the fourth Thursday in November). In case Christmas, New Year's Day, and Independence Day legal holidays fall on other than December 25, January 1, and July 4, respectively, night rates apply as provided above on such legal holidays.

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13 RATES

13.9 Features and Miscellaneous Services (Cont'd)

13.9.6 ISDN Service (Cont'd)

c. Usage Charges (Cont'd)

2. Packet Switched Data

<u>Rate Period</u>		<u>ISDN Residence</u> Individual Message Rate Flat Rate	<u>ISDN Business</u> Message Rate
Day (Monday-Friday, except Holidays)	per each kilopacket (or fraction thereof)	\$0.083	\$0.083
Night and Holidays ¹			
Option A	per each kilopacket (or fraction thereof)	\$0.071	\$0.071
Option B	per month for up to 500 kilopackets	\$29.05	\$29.05
	each additional kilopacket	\$0.059	\$0.059
Day/Nights and Holidays Option C (Residence Only)	per month for up to 50 kilopackets	\$.83	N/A
	each additional kilopacket (regardless of time of day)	\$0.071	N/A

¹ Night and Holiday rates apply:

- Monday through Friday 5:00 PM - 7:59 AM.
- Weekends from Friday 5:00 PM through Monday 7:59 AM.
- Holidays - Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Labor Day (the first Monday in September), and Thanksgiving (the fourth Thursday in November). In case Christmas, New Year's Day, and Independence Day legal holidays fall on other than December 25, January 1, and July 4, respectively, night rates apply as provided above on such legal holidays.

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13 RATES

13.9 Features and Miscellaneous Services (Cont'd)

13.9.6 ISDN Service (Cont'd)

	<u>ISDN Residence</u> Individual Message Rate Flat Rate	<u>ISDN Business</u> Message Rate Flat Rate
d. Multipoint Service - per terminal	\$3.32	\$3.32

e. Nonrecurring Charges

	<u>ISDN Residence Service</u> Individual Message Rate Flat Rate	<u>ISDN Business Service</u> Message Rate
Initial Installation	\$103.80	\$103.80
Subsequent Changes in Line Definition	\$30.71	\$30.71
Non-Standard Configuration, per request	\$332.00	\$332.00
Multifrequency Switched Digital Data Access Service	\$83.00	\$83.00

	Monthly Rate	Per Change <u>Residence/Business</u>
13.9.7 Call Handling, per line:		
Series Completion	\$0.95	
Regular Hunting	\$0.95	
Circular Hunting	\$1.20	
Hunting/Non-Hunting Number	\$0.50	
Uniform Call Distribution	\$1.91	
Uniform Call Distribution with Ringing	\$2.39	
Uniform Call Distribution with Generic Announcement	\$3.82	
Uniform Call Distribution with Personalized Announcement (12 second)	\$95.45	
Uniform Call Distribution with Personalized Announcement (24 second)	\$119.31	
Personalized Announcement Change		\$124.50
Queue Number Change		\$41.50

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13 RATES

13.9 Features and Miscellaneous Services (Cont'd)

13.9.8 Message Waiting Indication Service

<u>Quantity</u>	<u>Rate</u>
1-999	\$0.415
1000-2499	\$0.374
2500-3999	\$0.332
4000+	\$0.291

Monthly Rate

13.9.9 Simplified Message Service Interface (per month)	\$112.05
(Installation Charge)	\$83.00
Applications Processor Link (per month)	\$33.20

Monthly Rate Installation Charge

13.9.10 Hotline Service	\$1.66	\$41.50
-------------------------	--------	---------

Monthly Rate Per End User
Residence/Business

13.9.11 Blocking Service		
a. Call Blocking		
per port	\$1.83	
per DID hundreds group	\$41.50	
per DID station number	\$1.66	
per hundreds group		
for over 800 DID stations per central office		\$8.30
b. Customize Blocking Services per port	\$1.66	

Along with the above recurring charges, the following non-recurring charges apply to customized blocking.

<u>Lines</u>	<u>Non-recurring Charge</u>
1-10	\$200.00
11-25	\$250.00
26-50	\$300.00
Over 50	\$400.00

Monthly Rate
Residence/Business

c. Non-payment Blocking Deny/Restore	\$5.00
d. Limited Local Service Blocking	\$0.39

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13 RATES

13.9 Features and Miscellaneous Services (Cont'd)

	<u>Monthly Rate</u>	
13.9.12 Coin Line Features		
Outward Call Screening, per line	\$4.06	
Outgoing Only Service, per line	\$1.01	
Customer Owned Coin Operated Telephone Surcharge	\$7.22	
13.9.13 Feature Plus Service		
Package A	\$5.77	
Package B	\$6.60	
Package C	\$6.60	
Package D	\$6.60	
	<u>Monthly Rate</u>	<u>Initial Charge</u>
13.9.14 Conditioning for Leased Channels for Data Transmission		
Type C1	\$27.10	\$70.76
Type C2	41.35	\$105.62
Type C4	\$80.44	\$140.27
Conditioning Between Two Points	\$23.11	\$115.37
Bridging Arrangement	\$85.96	\$140.27
	<u>Monthly Rate</u>	<u>Installation Charge</u>
13.9.15 Digital Data Service Bridging	\$11.71	\$24.90
13.9.16 Automatic Route Selection		
a. LATA Dialing Plan, per routing pattern within a terminal group		
1. 1-100 lines	\$41.50	\$475.00
2. 100+ lines	\$83.00	\$475.00
b. Custom Dialing Plan, per routing pattern within a terminal group		
1. 1-100 lines	\$41.50	
2. 100+ lines	\$83.00	
c. A modification charge of \$41.50 applies to each addition, deletion or change to the original routing pattern.		

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13 RATES

13.9 Features and Miscellaneous Services (Cont'd)

13.9.17 Centrex Management System (CMS)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a. Initial Service Charge		\$415.00
b. Customer Telephone Number and Feature Loading, per line	\$0.125	
c. Fixed Monthly Charge		
Less than 100 Lines	\$12.67	
100 or more Lines	\$25.34	
d. Monthly Charge, per line	\$0.00	
e. Feature Charge, per change		\$6.23
f. Line Rearrangement, per telephone number		\$6.23
g. Subsequent Training Charge (2 days - 4 person maximum)		\$1,660.00

13.9.18 Station Message Detail Reporting (SMDR)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Centrex Ports		
Installation charge		\$207.50
Fixed monthly charge	\$33.20	
Monthly charge per line		
Less than 200 lines	\$0.25	
200 - 500 lines	\$0.17	
Over 500 lines		ICB Pricing
Measured Business Lines		
Installation charge	\$249.00	
Fixed monthly charge	\$37.35	
Monthly charge per line	\$0.42	

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13 RATES

13.9 Features and Miscellaneous Services (Cont'd)

13.9.19 Audio Teleconferencing Service	<u>Rate</u>
a. Conference Set-up charge (per conference)	\$2.08
b. Usage Charges (per minute)	
1. We Call You (Conference Coordinator Dialed)	\$0.38
2. Meet-Me 800	\$0.38
3. Meet-Me Toll Local	\$0.29
4. Meet-Me-Unattended Toll/Local	\$0.21
5. Meet-Me-Unattended 800	\$0.25
c. Cancellation Fee (per port)	\$2.08
13.9.20 Recorded Announcement Service Company Sponsored	
a. Basic Recorded Announcement Service	
1. Each Completed Local Call	<u>Each Completed Call</u>
Off Track Betting	\$0.102
State Lottery	\$0.207
Time and Temperature	\$0.207
b. Enhanced Recorded Announcement Service - No longer available to end users.	

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13 RATES

13.9 Features and Miscellaneous Services (Cont'd)

13.9.21 Interactive Information Network Service (As of May 25, 1996, this service is grandfathered. Only customers of record as of 5-25-96 may order this service).

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a. IINS access lines		
1. Line	Customer Must purchase a sufficient number of measured rate business links and ports.	Basic order charges apply ¹
2. Trunk	Customer must purchase a sufficient number of Analog PBX Service links and ports.	Basic order charges apply ¹
b. Initial Service Charge, per subscriber		\$2,500.00
c. Change in Subscriber Selected Price, per Program ²		\$200.00
d. Customer Optional Disconnects, per call		\$0.073

Nonrecurring Charge

13.9.22 Testing Charge \$29.06

Installation Charge

13.9.23 Premium Installation Service	
a. Ported Number	\$35.20
b. UNE Loops Voice or Data Private Line Service, per circuit	\$55.00
c. Low Speed Digital Service, per circuit	\$25.00
d. DS-1 Service (where no construction or Channel Banks are required), per system	\$100.00

¹ Applicable nonrecurring charges apply per access line as specified in Section 13, Rates of this tariff.

² For these purposes, it is assumed that there is one program per main listed number.

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13 RATES

13.9 Features and Miscellaneous Services (Cont'd)

	<u>Monthly Rate</u>
13.9.24 Frontier Emergency Connect Service	\$4.14
13.9.25 Duplicate Bill Charges, each additional or duplicate copy, per bill	\$4.12
13.9.26 Busy Study of Traffic	
First Week	\$49.80
Additional Weeks	\$20.75
13.9.27 Centrex Auto Attendant Service	
Number of Centrex Auto Attendant Subscribers	1 Year <u>(Monthly)</u> 2 Year <u>(Monthly)</u> 3 Year <u>(Monthly)</u>
1-10	\$144.00 \$136.80 \$129.60
11-20	\$205.00 \$194.75 \$184.50
21-50	\$390.00 \$370.50 \$351.00
51-75	\$505.00 \$479.75 \$454.50

Customers who require Centrex Auto Attendant Service for greater than 75 subscribers will be priced on an individual case basis.

Number of Subscribers	<u>Installation Charges</u>
1-10	\$100.00
11-20	\$125.00
21-50	\$150.00
51-75	\$175.00

The Basic Order Charge applies in addition to the installation charges above for customers adding Centrex Auto Attendant Service.

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13 RATES

13.9 Features and Miscellaneous Services (Cont'd)

13.9.28 Bundled Services

	<u>Monthly Rate</u>
<u>FrontIER Choices Bundles</u> ¹	
<u>Basic Bundle</u>	
Rate Group	
Group 1	-
Group 2	\$22.76
Group 3	\$22.76
Group 4	\$22.76
Group 5	\$22.76
Group 9	\$26.91
<u>Additional Line Bundle</u>	
Group 1	-
Group 2	\$39.03
Group 3	\$39.03
Group 4	\$39.03
Group 5	\$39.03
Group 9	\$39.03
<u>Frontier Digital Phone Silver</u> ^{1,2}	
Month to Month	\$21.59
One Year Term	\$21.59
Two Year Term	\$21.59
Digital Phone Enhanced Pack	\$4.93
Stay Connected Seasonal Offering ³	\$6.33

¹ This service is limited to all existing subscribers at their existing locations.

² This bundle was previously called Frontier UnlimitedNY.

³ This service offering is limited to all existing subscribers at their existing locations as of June 1, 2020.

On March 4, 2008, the New York Public Service Commission issued an Order in Case 05-C-0616 that changed the way the Commission and rates for the small independent telephone companies. Based on certain criteria, some companies were permitted non-basic rate flexibility for residential rates. Following is a list of such non-basic service offerings.

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13 RATES

13.9 Features and Miscellaneous Services (Cont'd)

13.9.28 Bundled Services (Cont'd)

	<u>Monthly Rate</u>
<u>Frontier Digital Phone Service</u>	
Month to Month	\$24.90
One Year Term	\$24.90
Two Year Term	\$24.90
Digital Phone Enhanced Feature Pack	\$4.93
Stay Connected Seasonal Offering ³	\$6.33
<u>Frontier Digital Phone Bronze</u> ^{1, 2}	\$19.99
Voice Mail –add on	
Basic Voice Mail	\$3.31
Deluxe Voice Mail	\$4.14
Digital Phone Enhanced Feature Pack	\$4.93
Stay Connected Seasonal Offering ³	\$6.33
<u>Frontier Digital Phone Plus Service</u>	\$24.90
One Year Term	\$24.90
Two Year Term	\$24.90
Digital Phone Enhanced Feature Pack	\$4.93
Say Connected Seasonal Offering ³	\$6.33

¹ This service is limited to all existing subscribers at their existing locations.

² This bundle was previously called Frontier Digital Phone Essentials.

³ This service offering is limited to all existing subscribers at their existing locations as of June 1, 2020.

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13 RATES

13.9 Features and Miscellaneous Services (Cont'd)

13.9.28 Bundled Services (Cont'd)

	<u>Monthly Rate</u>
<u>Frontier Digital Phone 100</u> ²	\$15.77
One Additional Feature	\$4.97
Two Additional Features	\$6.63
Three Additional Features	\$8.30
All Features	\$10.79
Stay Connected Seasonal Offering ³	\$8.30
<u>Frontier Unlimited State</u>	\$15.77
One Additional Feature	\$4.97
Two Additional Features	\$6.63
Three Additional Features	\$8.30
All Features	\$10.79
Stay Connected Seasonal Offering ³	\$8.30
<u>Frontier Digital Phone Essentials 4 - 2010</u> ¹	\$16.60
Stay Connected Seasonal Offering ³	\$8.30
Unlimited Feature Pack	\$4.93
<u>Frontier Digital State Unlimited with Essentials 4</u> ¹	\$16.60
One Feature	\$4.97
Two Features	\$6.63
Three Features	\$8.30
All listed features	\$10.79
Stay Connected Seasonal Offering ³	\$8.30

¹ This service is limited to all existing subscribers at their existing locations.

² This bundle was previously called Frontier Digital Phone Essentials.

³ This service offering is limited to all existing subscribers at their existing locations as of June 1, 2020.

On March 4, 2008, the New York Public Service Commission issued an Order in Case 05-C-0616 that changed the way the Commission and rates for the small independent telephone companies. Based on certain criteria, some companies were permitted non-basic rate flexibility for residential rates. Following is a list of such non-basic service offerings.

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13 RATES

13.9 Features and Miscellaneous Services (Cont'd)

13.9.28 Bundled Services (Cont'd)

	<u>Monthly Rate</u>
<u>Frontier Digital Phone Nationwide Unlimited w/ Essentials 4 - 2010</u> ¹	\$16.60
Digital Phone Enhanced Feature Pack	\$4.93
Stay Connected Seasonal Offering ²	\$8.30
<u>Frontier Digital Phone Nationwide Unlimited Plus w/ Essentials 4 - 2010</u> ¹	\$16.60
Digital Phone Enhanced Feature Pack	\$4.93
Stay Connected Seasonal Offering ²	\$8.30
<u>Frontier Digital Phone Essentials</u>	\$18.27
Feature Pack	\$4.93
Stay Connected Seasonal Offering ²	\$8.30
<u>Frontier Digital Phone Unlimited</u>	\$18.27
Feature Pack	\$4.93
Stay Connected Seasonal Offering ²	\$8.30
<u>Frontier Digital Phone Unlimited Plus</u>	\$18.27
Feature Pack	\$4.93
Stay Connected Seasonal Offering ²	\$8.30

¹ This service is limited to all existing subscribers at their existing locations.

² This service offering is limited to all existing subscribers at their existing locations as of June 1, 2020.

On March 4, 2008, the New York Public Service Commission issued an Order in Case 05-C-0616 that changed the way the Commission and rates for the small independent telephone companies. Based on certain criteria, some companies were permitted non-basic rate flexibility for residential rates. Following is a list of such non-basic service offerings.

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13 RATES

13.10 Listings

13.10.1 Listings

	Monthly Rate	
	<u>Residence</u>	<u>Business</u>
Standard Additional Listing	\$2.78	\$2.95
Indented Additional Listing	\$2.78	\$2.95
Alternate Listing		
First Line	\$2.78	\$2.95
Each Additional Line	\$2.78	\$2.95
Duplicate Listing		
First Line	\$2.78	\$2.95
Each Additional Line	\$2.78	\$2.95
Reference Listing		
First Line	\$2.78	\$2.95
Each Additional Line	\$2.78	\$2.95
Night Listing (2 or more lines)		
First Line	\$2.78	\$2.95
Each Additional Line	\$2.78	\$2.95
Electronic Mail (email) Listing	\$2.08	\$2.08
Non-Listed	\$3.32	\$3.32
Non-Published Service (Unlisted Numbers)	\$3.03	\$3.03
Foreign Listing	\$2.99	\$2.99
Extra Lines of Information	\$3.32	\$3.32

	<u>Monthly Rate</u>	<u>Initial Charge</u>
13.10.2 Preferential Telephone Number, each Number		
Residence	\$3.61	\$42.33
Business	\$10.34	\$84.45

13.10.3 Directory Subscriber Listing Information

a. Directory Assistance Listing Transfer (DALT) Rates

- | | |
|---|-------------|
| 1. Annual Fixed Rate for Full Database Extract | \$57,112.00 |
| 2. Incremental Rate for Database Updates, per listing | \$0.06 |

b. Directory Publishers Listing Service Updates, per listing \$0.06

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13 RATES

13.11 Operator Service

	<u>Monthly Rate</u>	<u>Per Call/ Request</u>
13.11.1 Directory Assistance		\$0.99
13.11.2 Directory Assistance Call Completion (DACC)		\$0.83
a. Autocollect monthly presubscription fee	\$16.61	
	<u>Per Call/ Request</u>	<u>Per Minute</u>
13.11.3 Directory Assistance by Appointment Service		
a. Appointment Set-up charge	\$11.62	
b. Directory Assistance by Appointment Usage Rate		\$0.66
13.11.4 Busy Verification		
a. Busy Verification ¹	\$0.38	
b. Busy Verification and Interrupt ¹	\$0.92	
¹ Discontinued as of March 1, 2018.		
	<u>Monthly Rate</u>	<u>Per Call/ Request</u>
13.11.5 Intercept Call Completion Service (ICC)		
Residential	\$12.45	
Business	\$20.75	
13.11.6 Operator Assisted Local Calling Surcharge		
Call Billed to a Third Number		\$1.33
Person to Person		\$3.32
Collect Call		\$1.04
All Others		\$1.04

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13 RATES

13.11 Operator Service (Cont'd)

	<u>Per Call/ Request</u>
13.11.7 Enhanced Directory Assistance	\$1.50
	<u>Per Minute</u>
13.11.8 Enhanced Directory Assistance Call Completion Service (EDACC)	
1. First minute or fraction thereof	\$0.79
2. Each additional minute	\$0.79
13.11.9 Reverse Directory Assistance	\$0.37
13.11.10 Enhanced Reverse Directory Assistance	\$1.00

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13 RATES

13.12 Nonrecurring Charges

	Nonrecurring Charge	
	<u>Residence</u>	<u>Business</u>
13.12.1 Time Charges for Field Work		
First one-half hour or fraction thereof	\$20.00	\$30.00
Each additional one-quarter hour or fraction thereof	\$10.00	\$15.00
13.12.2 Premises Visit Charge	\$17.75	\$30.00
13.12.3 Record Order Charge	\$11.02	\$17.83
13.12.4 Basic Order Charge	\$33.32	\$50.89
13.12.5 Additional Line Charge	\$16.00	\$21.00
13.12.6 Non-Published Service (per request)	\$10.00	\$10.00
13.12.7 Primary Local Carrier (PLC) Change Charge Single Line (per line)	\$10.00	\$10.00
13.12.8 Unauthorized Order Charge (per end user)	\$100.00	\$100.00
13.12.9 Frame-to-Frame Interconnection (per cable pair connection)	\$65.00	\$65.00

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13 RATES

13.13 Unbundled Network Elements (UNE)

13.13.1 Local Loops

a. 2 Wire

Urban Link	Monthly	\$ 9.99
Rest of Territory Link	Monthly	\$21.92

b. 4 Wire

Urban Link	Monthly	\$33.00
Rest of Territory Link	Monthly	\$56.86
Engineering Record Look-Up	Partial	\$27.19
Engineering Record Look-Up	Full	\$109.06

13.13.2 Switching

a. Local Usage	MOU	\$0.0070
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b. Tandem	MOU	\$0.0036
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c. Ports

Analog	Monthly	\$2.07
Digital	Monthly	\$3.01
BRI ISDN – Grandfathered ¹	Monthly	\$17.16
PRI ISDN	Monthly	\$179.19
Dedicated Digital Trunk	Monthly	\$6.78

(C)

d. Port Additives

3-Way Calling (per port)	Monthly	\$0.16
Centrex	Monthly	\$0.45
Customized Ring	Monthly	\$0.52

¹ BRI ISDN / ISDN BRI is grandfathered and limited to existing customers at existing locations as of 03/28/2022. Moves, additions or changes will not be permitted.

(N)
(N)

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13 RATES

13.13 Unbundled Network Elements (UNE) (Cont'd)

13.13.3 Interoffice Transport

Common Transport	MOU	\$0.0004
Dedicated Transport		

DS-1		
Fixed	Monthly	\$126.78
Variable	Per Mile	\$45.96

DS-3		
Fixed	Monthly	\$595.54
Variable	Per Mile	\$45.96

13.13.4 Signaling

STP	Monthly	\$1,125.00
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13.13.5 Digital Subscriber Line
Cooperative Testing

per 1/4 hour	\$13.91
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13.13.6 Network Interface Device

Network Interface Device Time		
First 30 minutes	one-time	\$66.09
Second 30 Minutes	one-time	\$67.09
Material	Per occasion	Cost

13.13.7 Line Conditioning Rates

Load Coil Removal	Initial Occurrence	\$1,004.42
	Each Additional Occurrence	\$922.80

Bridged Tap Removal	Initial Occurrence	\$876.42
	Each Additional Occurrence	\$796.65

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13 RATES

13.13 Unbundled Network Elements (UNE) (Cont'd)

13.13.8 Line Sharing Rates ¹

Urban Line Shared Link	Monthly	\$0.00
Rest of Territory Line Shared Link	Monthly	\$0.00
<u>Splitter</u>		
Installation Cost per 32 lines	Installation	\$2,944.33
Splitter per 32 Lines	Monthly	\$71.94
<u>Service Access Charge (Pre-Wire MDF to Splitter)</u>		
Installation Cost to Pre-Wire Lines per 32 lines	\$338.72	

¹ Requires Collocation. Collocation rates can be found in Frontier Telephone of Rochester, Inc. P.S.C. No. 3 -Telephone Access Tariff, Section 18.4.

13.13.9 Operator Services

Calling Card Operator Assisted	Call	\$0.528
Mechanized	Call	\$0.089
Coin Sent Paid	Call	\$0.190
Other Sent Paid	Call	\$0.170
0 -	Call	\$0.665
IXC 0-	Call	\$0.664
Collect Calls	Call	\$0.438
Interrupt	Call	\$0.886
IXC BLVI	Call	\$0.771
Verify	Request	\$0.656
IXC BLV	Request	\$0.537
Person to Person	Request	\$0.850
Third Number Billed	Call	\$0.879
Non-Revenue Calls	Request	\$0.429
Request for Credit	Request	\$0.101
OPH Sent Paid, pass through calling card	Call	\$0.702
Directory Assistance-Unbranded	Request	\$0.302
Branded	Request	\$0.326
DA Call Completion	Call	\$0.015
Enhanced DA	Request	\$0.623
Intercept Call Completion/Residence	Monthly	\$12.45
Intercept Call Completion/Business	Monthly	\$20.75

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13 RATES

13.13 Unbundled Network Elements (UNE) (Cont'd)

13.13.10 Operations Support Services

Cost Onsets-will file for recovery after costs incurred		
Resale Call Center	Hour/Rep	\$35.88
Repair Call Costs	Per Line	\$0.0549

13.13.11 Administrative or Non-Recurring Charges

Basic Order Charge		
Residence	One-time	\$56.37
Business	One-time	\$56.37
Record Order Charge		
Residence	One Time	\$8.86
Business	One-time	\$14.34
Additional Line Charge		
Residence	One-time	\$12.86
Business	One-time	\$16.88
Premise Visit		
Residence	One Time	\$14.27
Business	One-time	\$24.12
Primary Local Carrier Change Charge		
Single Line	Line	\$8.04
Frame-to Frame Connection	Cable Pair	\$52.26
Service Connection/CO Wiring	Per Link	\$53.08
Field Installation Dispatch	Per Hour	\$55.02
Dispatch Misdirect Charge	Per Hour	\$55.02

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13 RATES

13.13 Unbundled Network Elements (UNE) (Cont'd)

	<u>Per Hour</u>
13.13.12 TELRIC Time and Material Charge	\$66.09
	<u>Rate Per Query</u>
13.13.13 SPNP Query	.00358
	<u>Monthly Rate</u>
13.13.14 Service Access Charge Cable & Frame Termination	
Voice Grade, Per 100 Connection to MDF	\$34.53
DS1, Per 28 Connection to DSX	\$24.97
DS1, Per 28 Connection to DACS	\$385.82
Per DS3 Connection to DSX	\$10.24
Per DS3 Connection to DACS	\$103.08