

**CITIZENS TELECOMMUNICATIONS COMPANY OF ILLINOIS  
d/b/a FRONTIER CITIZENS COMMUNICATIONS OF ILLINOIS**

**GENERAL EXCHANGE CATALOG**

**(SOUTH)  
TITLE SHEET**  
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CITIZENS TELECOMMUNICATIONS COMPANY OF ILLINOIS  
d/b/a FRONTIER CITIZENS COMMUNICATIONS OF ILLINOIS

GENERAL EXCHANGE CATALOG  
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FOR TELEPHONE SERVICE  
IN THE FULTON, LYNDON, AND MORRISON EXCHANGES

**CITIZENS TELECOMMUNICATIONS COMPANY OF ILLINOIS  
d/b/a FRONTIER CITIZENS COMMUNICATIONS OF ILLINOIS**

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EXPLANATION OF TERMS

**Access Line** - The serving central office line equipment and all outside plant facilities needed to connect the serving central office with the customer premises to provide exchange service.

**Additional Listing** - Any listing of a name or information in connection with a customer's telephone number beyond that to which he is entitled in connection with his primary or secondary line.

**Authorized User** - A person, firm or corporation (other than the subscriber) on whose premise a telephone, Private Branch Exchange, or private line service or channel is located and who may communicate over such channels in accordance with the terms of this catalog.

**Base Rate** - A scheduled rate for any form of exchange service or equipment available to applicants or customers located within the base rate area.

**Base Rate Area** - The base rate area is that territory determined by the Company from time to time, within the exchange service area, where urban grades of service are furnished at rates that do not vary with the distance from the normal serving central office.

**Business Service** - Telephone service furnished to customers where the actual or obvious use is principally or substantially of a business, professional, or occupational nature.

**Central Office** - A switching unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for the terminating and interconnecting of customer lines and trunks only. There may be more than one central office in a building or exchange.

**Central Office Connecting Facility** - Denotes a facility furnished to another Common Carrier by the Telephone Company (in accordance with the Telephone Company's Facilities for Other Common Carriers Tariffs) between the terminal location of the Other Common Carrier and a point of connection on the Telephone Company premises.

**Central Office Line** - A circuit directly connecting an individual or party line main station, private branch exchange switchboard or an intercommunicating system with a central office.

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EXPLANATION OF TERMS

Channel - A path for communication between two or more stations or Telephone Company offices, furnished in such a manner as the Telephone Company may elect, whether by wire, radio or a combination thereof and whether or not by a single physical facility or route.

Circuit - Applies to a channel used for the transmission of electrical energy in the furnishing of telephone and related communications service.

Class Of Service - The various categories of service generally available to the customer, such as business or residential.

Coin Collecting Device - A coin box attached to a public telephone to receive money deposited in payment of message charges.

Commissions - A certain percentage of collections paid as a fee in consideration of service rendered to the Company by its agents.

Communication Systems - The term denotes channels or other facilities, which are capable, when not connected to exchange telecommunications service, of communications between customer-provided terminal equipment, OCC or patron-provided terminal equipment or Telephone Company stations.

Connecting Arrangement - The term denotes the equipment to accomplish the direct connection of customer-provided facilities with the facilities of the Telephone Company.

Connecting Company - A corporation, association, partnership or individual owning or operating one or more exchanges and with whom traffic is interchanged.

Connector - See "Switch"

Construction Charge - A separate initial charge made for the construction of facilities in excess of that contemplated under the rates quoted in the exchange tariffs or catalogs.

Continuous Property - The plot of ground, together with any buildings thereon, occupied by the customer, which is not separated by public highways or by property occupied by others. Where a customer occupies property on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., and the properties would otherwise be continuous, such properties are treated as continuous property provided local wire or cable facilities are used and the customer furnishes all local distribution pole line facilities or underground conduit required in connection therewith.

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EXPLANATION OF TERMS

Contract - Refers to the service agreement between a subscriber and the Telephone Company under which service and facilities are furnished in accordance with the provisions of the applicable tariffs or catalogs.

Cost - The cost of labor and materials, which includes appropriate loadings to cover the Company's general operating and administrative expenses.

Customer - See Subscriber

Customer Owned Coin Telephone Exchange Service - One party exchange service equipped for Touch Calling signaling, furnished solely for connection with customer provided coin telephone equipment.

Dial Switching Equipment - A unit of switching equipment used in connection with a private branch exchange system.

Directory Listing - A publication in the Telephone Company's alphabetical directory of information relative to a customer's telephone number.

Drop Wire - That portion of a circuit between the pole line terminal or buried cable pedestal box and the building in which the station is located.

Entrance Facilities - Facilities extending from the point of entrance on private property to the premises on which service is furnished.

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

Exchange Area - The territory served by an exchange.

Exchange Service - The service of furnishing facilities for the telephone communication within an exchange area, in accordance with the regulations and charges specified in the Local Exchange and General Exchange Catalog. Exchange service includes the furnishing of the local facilities required to establish and maintain connection between an exchange station and the telephone plant in connection with toll calls, or extended area service calls.

Extended Area Service - Interexchange telephone service furnished at fixed monthly rates between one or more exchange areas.

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EXPLANATION OF TERMS

Extra Listing - Any listing of a name or information in connection with a subscriber's telephone number beyond that to which he is entitled in connection with his primary or secondary line.

Flat Rate Service - Service furnished at a fixed monthly charge, including extended area service furnished at a fixed monthly charge.

Foreign Attachment - Lines, instruments, appliances, or apparatus not furnished by the Telephone Company.

Foreign Central Office - Any central office other than that which serves the area in which the customer is located.

Foreign Equipment - See Foreign Attachment.

Foreign Exchange Line Mileage - The measurement applying to that portion of a central office line connecting a customer with a foreign central office, from the common boundary line to the customer's station, for which a monthly charge is made in addition to the base rate for exchange service.

Foreign Exchange Service - Telephone exchange service furnished to a customer through a central office of an exchange other than the exchange regularly serving the area in which the customer is located.

Individual Line - An exchange line designed for the connection of only one main station. (Not a private branch exchange trunk line.).

Initial Service Period - The minimum length of time for which a customer is obliged to pay for service, facilities, and equipment, whether or not retained by the customer for such minimum length of time.

Installation Charge - A non-recurring charge made for the placing or furnishing of telephone equipment, which may apply in place of or in addition to Service Charges and other applicable charges for service or equipment.

Intercommunicating System - An arrangement consisting of two or more telephone stations, each station being equipped with a switching device by means of which it can signal and connect with any other station in the system.

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EXPLANATION OF TERMS

Interface - The term denotes that point on the premises of the customer or authorized joint user at which provision is made for connection of other than Telephone Company provided facilities to facilities provided by the Telephone Company.

Joint User Service - An arrangement whereby an individual, firm or corporation whose telephone needs are not such as to justify the provision of separate subscriber service is permitted to use the service of a subscriber.

Late Payment Charge - A late payment charge applies to each customer's bill when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. The charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill.

Local Calling Area - The area in which customers may call, at local exchange rates without the payment of message toll charges.

Local Channel - The dedicated facility furnished to connect the serving central office and the first termination of the service in each different building on non-continuous property.

Local Exchange Service - Provides for telephone communication within Exchange Areas in accordance with the provisions of the Telephone Company's Tariffs or Catalogs.

Local Message - A communication between subscriber's stations within the same Exchange Area.

Local Service Area - The area within which telephone service is furnished under a specific schedule of rates and without the application of toll charges.

Message - A completed customer telephone call.

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

Minimum Contract Period - The minimum length of time for which a customer is obligated to pay for service, facilities and equipment, whether or not retained by the customer for such minimum length of time.



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EXPLANATION OF TERMS

Network Connection- The number of voice grade communications channels directly between a subscriber and a telecommunications carrier's public switched network, without the intervention of any other telecommunications carrier's switched network, which would be required to carry the subscriber's interpremises traffic and which connection either (1) is capable of providing access through the public switched network to a 9-1-1 Emergency Telephone System if one exists, or (2) if no system exists at the time a surcharge is imposed, which would be capable of providing access through the public switched network to the local 9-1-1 Emergency Telephone System if one existed. Pursuant to Illinois HB5709, 9-1-1 Emergency Telephone System Surcharges, for any municipality or county that imposes said surcharge through an existing or future ordinance, shall be assessed at a rate of five (5) surcharges per network connection in a PBX/CentraNet environment. For purposes of assessing the surcharge in a PBX environment, each trunk shall be considered a network connection, resulting in five (5) surcharges being assessed per trunk. For the purposes of assessing the 9-1-1 surcharge in a CentraNet environment, the trunk equivalent, pursuant to 50 ILCS 750/2.12(d), shall be twenty-five (25) CentraNet lines to 1 PBX trunk of .20 of one (1) surcharge per CentraNet line.

Non-Published Number - A telephone number which at the request of the customer does not appear in the directory nor in the information records.

Non-Recurring Charge - A one-time charge associated with certain installation, changes or transfer of services, either in lieu of or in addition to recurring monthly charges.

Non-Sufficient Fund Checks - If the Company receives a written check from a customer in payment for services or facilities which is returned from the bank due to insufficient funds, the Company shall make a charge as shown below for each such check.

Other Common Carrier (OCC) - The term "Other Common Carrier" denotes a Specialized Common Carrier, a Domestic or International Public Record Carrier or Domestic Satellite Carrier when not engaged in the business of providing public switched network services.

Premises - The building, portion or portions of a building used and occupied at one time by a subscriber in the conduct of his business or as a residence. Where floor space in adjoining buildings is made continuous in extent at one or more floor levels, all floor space in both buildings is considered as the same premises insofar as the subscriber who uses and occupies such continuous floor space is concerned, the two buildings otherwise being considered as separate buildings.

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EXPLANATION OF TERMS

Private Branch Exchange System - A number of stations connected through an arrangement of equipment consisting of switching apparatus with or without attendant's telephone trunks connected through a network access point to a central office providing for intercommunication between these stations and communication with the general exchange and interexchange systems. Throughout this Catalog, the commonly used abbreviation, "PBX", will be substituted for the words "Private Branch Exchange".

A. P.B.X. Trunks: A circuit connecting the P.B.X. system with a central office.

Private Branch Exchange Telephone - Any telephone connected directly or indirectly with a private branch exchange system.

Private Line - A circuit provided to furnish communication only between two or more instrumentalities directly connected to it, and not having connection with either central office or PBX switching apparatus.

Private Resale Of Service - Private resale is the subscription to telecommunications services and facilities by one entity and the limited reoffering, for profit, of those communications services and facilities not to the public but to a limited group possessing common features or attributes such as an association or membership corporation providing service to its members, or an organization set up to serve a well-defined industry group, or to closely located or affiliated buildings.

Public Resale Of Service - Public resale is the subscription to communications service and facilities by one entity and the reoffering of communications services and facilities to the public (with or without 'adding value') for profit.

Public Telephone - A public telephone is an exchange station, either attended or equipped with a coin collecting device, designed and placed for use by the public in general.

Residence Service - Telephone service furnished to customers where the actual or obvious use is for domestic purposes.

Rural Area - The territory surrounding the Base Rate Area in which Rural Line Service is furnished.

Rural Line Service - A type of service furnished to subscribers in certain sections outside the base rate area but within the exchange area.

Service Area - The term is synonymous with Exchange Area. See Exchange Area.

Service Connection Charge - The term denotes the non-recurring charge applying to the establishment of exchange service with respect to trunks, telephones, main line and extension stations.

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EXPLANATION OF TERMS

Special Assemblies of Equipment - The term refers to combinations, arrangements, or modifications of equipment or apparatus, the resulting assembly being not standard, or for which specific rates have not been established.

Standard Network Interface - The Standard Network Interface is a modular standard jack, which may be provided as a part of the Exchange Access Line. It will be located at the customer premises at a location determined by the Telephone Company, which is accessible to the customer.

Subscriber - The individual, partnership, association or corporation which contracts for telephone service and is responsible for the payment of charges and compliance with the rules and regulations of the Telephone Company.

As used in this Catalog, a separate subscriber is involved at each location, or continuous property, where service is furnished. One individual or firm may therefore be considered as two or more separate subscribers even in the same Exchange. The privileges, restrictions, and rates established for a subscriber to any class of service are limited to the service at one location; and no group treatment of service at separate locations, furnished to one individual or firm, is contemplated or to be implied, except when definitely provided for in the schedules.

Switch - A unit of dial switching equipment, which provides the connection to station lines or trunks.

Telephone Company - A person, firm, partnership, cooperative organization, or corporation engaged in the business of furnishing telephone service to the public under the jurisdiction of the Illinois Commerce Commission.

Termination Charge - A charge applied under certain conditions, when a contract for service is terminated by the customer before the expiration of the minimum contract period.

Tie Line - A circuit connecting two private branch exchange switchboards for the purpose of intercommunication between the stations connected with and in the immediate vicinity of such boards.

Tie Line Mileage - The measurement on which the rates for tie lines connecting customer's switchboards is based.

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EXPLANATION OF TERMS

Toll Message - A message between stations in different local service areas and furnished under the provisions of the applicable toll tariff.

- A. Person-to-Person Toll Message - A toll message in which the user stipulates a desire for communication with a specified person or extension station at a specified toll point.
- B. Station-to-Station Toll Message - A toll message in which the user stipulates a desire for communication only with a specified telephone.
- C. Collect Message - A toll message in which the user stipulates that the called party accept and pay all charges associated with the message.
- D. Third Number - A toll message in which all charges are billed neither to the calling station, or to the called station, but rather to a station not involved in the message.
- E. Credit Card - A toll message in which all charges are billed to a credit card number assigned by a telephone company and issued to either the called or calling party.

Toll Rate - The initial period charge prescribed for toll messages usually based upon the duration of the initial period and distance between exchanges.

Toll Service - Toll service is that part of the total telephone service rendered by the Telephone Company which is furnished between patrons in different local service areas in accordance with the rates and regulations specified in the Company's Toll Tariff.

Trunk Line- A circuit over which customer's messages are sent between two central offices or between a central office and a private branch exchange system.

Underground Service Connection - A customer's drop wire, which is run underground from a pole line, or an underground distributing cable pedestal.

Wiring Plan - An arrangement of wiring for connecting primary and extension stations, PBX. stations and intercommunicating stations.

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GENERAL REGULATIONS

A. APPLICATION OF REGULATIONS

1. The regulations set forth herein apply to intrastate services and facilities furnished within the State of Illinois Citizens Telecommunications Company of Rantoul, Illinois hereinafter referred to as the Telephone Company, subject to the jurisdiction of Illinois Commerce Commission.
2. When services and facilities are provided in part by the Telephone Company and in part by other companies, the regulations of the Telephone Company apply to that portion of the service or facilities furnished by it.
3. The Telephone Company does not transmit messages, but offers the use of its facilities, where available, for communication between party's subject to the terms and conditions specified in these tariffs.

B. ESTABLISHMENT AND FURNISHING OF SERVICES

1. Applications
  - .1 Applications for services may be made orally or in writing. Requests for additional services may also be made verbally or in writing.
  - .2 Any change in rates or regulations prescribed by the Illinois Commerce Commission modifies the terms and regulations of contracts to the extent of such change.
  - .3 Business rates apply at the following locations:
    - .3.1 In offices, stores, factories, and all other places of a strictly business nature.
    - .3.2 In boarding houses (except as noted under .4 - .4.2) offices of hotels, halls and offices of apartment buildings, quarters occupied by clubs, associations, or lodges, public, private or parochial schools, or colleges, hospitals, libraries, churches, and other similar institutions (but excluding dormitory rooms at such schools or colleges).

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GENERAL REGULATIONS

**B. ESTABLISHMENT AND FURNISHING OF SERVICES (Cont'd)**

**1. Applications (Cont'd)**

**.3 Business rates apply at the following locations: (Cont'd)**

- .3.3 At residence locations when the subscriber has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising, either by business cards, newspapers, hand bills, billboards, circulars, motion picture screens, or other advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to residence telephones during the intervals when, in compliance with the law or established custom business places are ordinarily closed.
- .3.4 Where the place of business and the residence of a subscriber are in the same premises and no telephone is installed in the place of business, the business rate shall be charged for the telephone installed in the residence.
- .3.5 At residence locations, when an extension station or extension bell is located in a shop, office, or other place of business.
- .3.6 At any location where the listing of service at that location indicates a business, trade or profession, except as specified under .4 - .4.3 following:

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GENERAL REGULATIONS

**B. ESTABLISHMENT AND FURNISHING OF SERVICES (Cont'd)**

1. Applications (Cont'd)

.4 Residence rates apply at the following locations:

.4.1 In private residences where business listings are not provided.

.4.2 In private apartments of hotels, rooming houses, or boarding houses where service is confined to the subscriber's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.

.4.3 In the place of residence of a clergyman, and in the place of residence of a physician, dentist, veterinary, surgeon or other medical practitioner, provided the subscriber does not maintain an office in the residence. In the residence of a Christian Science practitioner, nurse or midwife, or in the office of any of this group of persons, provided the office is located in the subscriber's residence and is not part of an office building. In any of such cases the listing may indicate the subscriber's profession, but only in connection with an individual name. If listing of firms or partnerships, etc., or additional listings of persons not residing in the same household are desired, business rates apply.

2. Establishment of Credit - Pursuant to 83 Illinois Administrative Code Part 735

.1 The Company, in order to assure the payment of its charges for service, will require applicants and customers to establish and maintain credit.

.2 The establishment or reestablishment of credit as provided in this Section shall not relieve the applicant or customer from compliance with other provisions of this Catalog as to advance payments and the payment of bills and shall in no way modify the provisions regarding disconnection and termination of service for failure to pay bills due for service furnished.

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GENERAL REGULATIONS

**B. ESTABLISHMENT AND FURNISHING OF SERVICES (Cont'd)**

**2. Establishment of Credit - Pursuant to 83 Illinois Administrative Code Part 735 (Cont'd)**

- .3 The Company may refuse to furnish service to an applicant that has not established credit or has not paid charges for service of the same classification (residence or business), previously furnished by any company or by the Company at the same or another location, unless the applicant, pays any past due bills, and/or furnishes a deposit pursuant to 2.1 Cash Deposits following or complies with the following.

Residence service applicants shall establish credit based upon the following standards:

- .3.1 If the applicant has verifiable previous service with any telephone company for at least twelve months and the payment record on the account was satisfactory, the applicant would obtain service without a deposit.
- .3.2 If the applicant has not paid for the previous service, or the previous service had been discontinued for nonpayment within the past twelve months, the Company may require a deposit prior to the connection of telephone service.
- .3.3 If the applicant does not have verifiable service, or if the applicant had previous service for less than one year, the applicant would be requested to provide further credit information. The applicant would be requested to provide proof of:
  - (a) Home ownership;
  - (b) Employment of two years or more with the current employer;
  - (c) Major oil company credit card;
  - (d) Major credit card;
  - (e) Checking account;
  - (f) Savings account;
  - (g) Age of 50 years or more.

If the applicant is unable to provide affirmative responses to two of these credit criteria, the Company may request the applicant furnish a deposit prior to the connection of telephone service.



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GENERAL REGULATIONS

**B. ESTABLISHMENT AND FURNISHING OF SERVICES (Cont'd)**

**2. Establishment of Credit - Pursuant to 83 Illinois Administrative Code Part 735 (Cont'd)**

- .4 For business customers, a credit evaluation plan establishes reasonable criteria in relation to risks, which might be expected. Criteria is objective and does not unreasonably discriminate against any class or group of commercial customers. The plan is subject to Illinois Commerce Commission approval.
- .5 Prior to the verification of an applicant's credit, the Company shall provide service upon the advance payment by the applicant of an amount equal to applicable service charges and initial nonrecurring charges applicable for service installation plus the estimated amount of the applicant's monthly bill for service. Such advance payment will be credited to the applicant's service account but does not relieve the applicant of his responsibility to subsequently establish credit.
- .6 If the verification of credit provides unsatisfactory credit information, the applicant will be informed of the reason or reasons, after which the Company may refuse to provide or continue service until the customer provides a deposit or guarantor, pursuant to 2.1 following.
- .7 If credit is not so established, the Company may disconnect the service not sooner than five days (8 days if mailed) after delivery of written notice of its intention to disconnect.
- .8 A residence customer may be required to reestablish credit in accordance with 2.1 (.3) when the amount of service furnished or the basis on which credit was formerly established has significantly changed.
- .9 If a customer fails to reestablish his credit as required by the Company, his service may be disconnected not sooner than five days (8 days if mailed) after delivery of written notice of intention to disconnect.

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GENERAL REGULATIONS

B. ESTABLISHMENT AND FURNISHING OF SERVICES (Cont'd)

2. Establishment of Credit - Pursuant to 83 Illinois Administrative Code Part 735 (Cont'd)

2.1 Cash Deposits

Amount of Deposits

- .1 The Company may request a deposit from any customer during the first twelve (12) months that a customer receives service if the customer, during that period, pays late four times or has service discontinued for nonpayment two times.
- .2 Prior to requesting a deposit from a customer for reasons of late payment, the Company shall advise the customer of the availability of a Preferred Payment Date pursuant to C. (.9) following.
- .3 The Company may request a deposit from any customer after the first twelve (12) months that the customer has received service if the customer has had service discontinued two times in a twelve (12) month period, or if the Company provides evidence that the customer used a device or scheme to obtain service without payment. The Company may also request a deposit from any business customer after the first twelve (12) months the customer has received service if the customer pays late at least six (6) times during any twelve (12) month period.
- .4 The Company shall not request a deposit from an applicant or customer in excess of the estimated charges for two (2) months for residential service, and four (4) months for business service. The estimated charges for customers shall be based on the average monthly billing of the past six (6) months to that customer. In the case of an applicant for service or a present customer who does not have six (6) months service with the Company, the Company may use the average monthly bill for that class and type of service to determine the correct amount for that deposit. The estimated deposit for an applicant may take into consideration past billing history for service of another company if service was provided within the State of Illinois and within six (6) months of the application.
- .5 The amount of the deposit may be adjusted at the request of the customer, applicant or the Company at any time when the character or degree of use of the service materially changes or when it is clearly established that the character or degree of use of the service will materially change in the immediate future.

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GENERAL REGULATIONS

**B. ESTABLISHMENT AND FURNISHING OF SERVICES (Cont'd)**

**2. Establishment of Credit - Pursuant to 83 Illinois Administrative Code Part 735 (Cont'd)**

**2.1 Cash Deposits (Cont'd)**

**Amount of Deposits (Cont'd)**

.6 The Company may request a maximum payment of 1/3 the deposit amount from any customer within twelve (12) days from the date of request. An applicant may be requested to pay no more than 1/3 of the deposit amount prior to the establishment of service. At least two billing periods shall be allowed for the balance on the deposit. An existing customer or applicant may, at their option, pay the deposit on an expedited schedule.

**2.2 Interest to be Paid on Deposits**

Interest shall be paid on all deposits held by the Company. The rate of interest will be the same as the rate existing for one-year United States Treasury bills at that point in time when the determination of the interest is made by the Illinois Commerce Commission. The interest rate will be rounded to the nearest one-half (1/2) of one percent (1%). In December of each year, the Commission shall announce the rate of interest which shall be paid on all deposits held during all or part of the subsequent year. Interest shall be computed from the date of payment of the deposit and shall be paid to the customer as follows:

- .1 By credit to the customer's account annually.
- .2 By payment, no more than once in any 12 months' period nor sooner than 12 months after receipt of deposit, when requested by the customer, or
- .3 By adding the accrued interest to the amount of the deposit at the time such deposit is refunded or applied to an unpaid bill of the customer in accordance with 2.3. following.

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GENERAL REGULATIONS

B. ESTABLISHMENT AND FURNISHING OF SERVICES (Cont'd)

2. Establishment of Credit - Pursuant to 83 Illinois Administrative Code Part 735 (Cont'd)

2.3 Refund of Deposits

.1 Deposits plus interest shall be automatically refunded by separate check after being held for twelve (12) months if all the following conditions are met:

.1.1 The customer has paid any past due bill for service owed to the Company.

.1.2 Service has not been discontinued for nonpayment.

.1.3 The customer has not paid late four (4) times.

.1.4 The Company has no reason to believe the customer used a device or scheme to obtain service without payment.

.2 Deposits plus interest shall be refunded when service has been terminated for more than thirty (30) days, less the amount of unpaid bills, if any, for that service. No refund of less than one-dollar (\$1.00) need be issued.

2.4 Guarantee in Lieu of Deposits

In lieu of deposit, the company shall accept the written guarantee of a responsible party as surety for a residential service account. A current customer of the same company with at least twelve (12) months' service which has not been discontinued for nonpayment during the most recent twelve (12) months qualifies as a responsible party.

A guarantee shall be approved if it conforms to the following conditions:

.1 It shall be in writing, stating the terms of the guarantee (including the maximum amount guaranteed) and that the company shall not hold the Guarantor liable for sums in excess of that amount.

.2 This guarantee shall remain in full force and effect until thirty (30) days after receipt by the company of a cancellation of this agreement from Guarantor. However, the company is not obligated to release the Guarantor from their obligation if the company has reason to believe that the customer has used a device or scheme to obtain service without payment and has so notified the customer.

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GENERAL REGULATIONS

**B. ESTABLISHMENT AND FURNISHING OF SERVICES (Cont'd)**

**2. Establishment of Credit - Pursuant to 83 Illinois Administrative Code Part 735 (Cont'd)**

**2.4 Guarantee in Lieu of Deposits (Cont'd)**

- .3 The maximum amount guaranteed shall not exceed the amount of the deposit which would have been charged the applicant or customer.
- .4 The Guarantor shall be released from their obligation when the customer has met the criteria set forth in 2.5 following.

A copy of the letter of guaranty is shown on the following:

<u>CITIZENS COMMUNICATIONS GUARANTY AGREEMENT</u>	
<p>In consideration of your furnishing of telephone service to: (1) _____, hereinafter referred to as "Applicant", and in consideration of your electing not to require a deposit of \$ _____ for the providing of such service,</p> <p>(2) _____ guarantees the payment at maturity of any and all indebtedness or liability now due, or which may hereinafter become due from said Applicant to you.</p> <p>Until expressly revoked by giving thirty (30) days notice of cancellation, in writing to Citizens Communications, this guaranty shall continue in force for one year from and after (3) _____ not withstanding any change in the form of such indebtedness or renewals of extension by you, or by any time or other indulgence given to Applicant; provided, however, such revocation shall not in any manner relieve Applicant from liability as to any indebtedness contracted prior thereto.</p>	
<b><u>CUSTOMER</u></b>	<b><u>GUARANTOR</u></b>
Name: _____	Name: _____
Address: _____	Address: _____
Phone #: _____	Phone #: _____
Order #: _____	
Sworn and subscribed to me by (4) _____, this _____ day of _____, 19____.	
<div style="border: 1px solid black; width: 150px; height: 30px; margin: 0 auto;"></div> <p>Seal / Stamp</p>	_____ Notary Public
	My Commission Expires: _____
<b>Legend:</b> (1) Insert subscriber's name	(3) This should coincide with the date the guaranty form is executed by guarantor
(2) Insert guarantor's name	(4) Insert guarantor's name

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GENERAL REGULATIONS

**B. ESTABLISHMENT AND FURNISHING OF SERVICES (Cont'd)**

**2. Establishment of Credit - Pursuant to 83 Illinois Administrative Code Part 735 (Cont'd)**

2.5 The company shall agree to accept a Surety Bond in lieu of a cash deposit, provided that such surety bond has been issued by an insurance company that has received a certification of authority from the Department of Insurance to do business in Illinois.

2.6 Non-Sufficient Fund Checks

.1 If the Company receives a written check from a customer in payment for services or facilities which is returned from the bank due to insufficient funds, the Company shall make a charge as shown below for each such check.

.2 The charge shall be added to the customer's monthly billing, in addition to any other charges, which may apply under the Company's Schedule of Catalogs.

.3 Non-Sufficient Funds Check Charge---\$5.00

.4 A customer will be placed on a "cash only" basis upon receipt of two (2) NSF checks within a twelve (12) month period of time. "Cash only" is herein defined as cashier's checks, U.S. currency or money order.

2.7 Late Payment Charge

.1 Residential - A Late Payment Charge of 1.5 % or \$9.00, (whichever is greater), applies to each customer's bill when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward.

.2 Business - A Late Payment Charge of 1.5% plus \$14.00 applies to each customer's bill when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. (I)

.3 The late payment charge can be waived for residential customers once in each calendar year.

.4 This charge does not apply to:  
- Amounts which are in dispute at the time the late payment charge would otherwise be applied.  
- Accounts of the federal, state, county or local government.  
- Amounts billed by the Company for other entities for which the charge is not authorized by those entities' appropriate tariffs/catalogs or contracts.

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GENERAL REGULATIONS

**B. ESTABLISHMENT AND FURNISHING OF SERVICES (Cont'd)**

**2. Establishment of Credit - Pursuant to 83 Illinois Administrative Code Part 735 (Cont'd)**

**2.7 Late Payment Charge (Cont'd)**

- .5 Credit, deposit and collection procedures outlined in this Section are not waived or foreclosed by the application of a late payment charge. The existence of a Deferred Payment Agreement as defined in General Order 218 (83 Illinois Administrative Code, Part 735.80) does not exempt a customer from this charge.

**3. Connection with Certain Facilities and/or Equipment of Others**

**Standard Outlet for Customer-Provided Equipment**

- .1 General Provision - This subsection supersedes as applicable other parts of this catalog as required by FCC Rules and Regulations Part 68 issued in Docket #19528.

Subscribers, with one party telephone service, business or residence, may use FCC authorized customer-provided terminal equipment if before its connection to an outlet, the subscriber notifies the Telephone Company. After connection to an outlet the subscriber assumes all risks and liabilities of using customer-provided terminal equipment.

- .2 Standard Outlet - A Company-provided Network Interface Device will be provided to allow the customer access to the network. The normal location of the Network Interface will be in close proximity to the protector or equivalent.

- .3 Trouble Investigation - The subscriber is liable and is required to maintain (including but not limited to repair, modify, replace, etc.) and bears all associated costs for maintenance of customer-provided equipment that has connection to the telephone network. This liability includes the requirement that, when written notice is received from the Telephone Company, the subscriber alter or change at its own expense all customer-provided equipment if; 1. (changes to communications facilities shall require alteration or change, 2. (complaints from subscribers related to other subscriber's customer-provided equipment and/or 3. (Test and dispatch trouble investigation results from customer-provided equipment caused troubles. When troubles are caused by customer-provided equipment, the subscriber is subject to charges on a time and material basis.

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GENERAL REGULATIONS

B. Establishment and Furnishing of Services (Cont'd)

3. Connection with Certain Facilities and/or Equipment of Others (Cont'd)

Standard Outlet for Customer-Provided Equipment (Cont'd)

.4 Disconnection Policy

Continued use by subscribers after notification from the Telephone Company that customer-provided equipment is defective shall result in service discontinuance until customer-provided equipment trouble is corrected.

.5 Reconnection Policy

Service discontinuance due to continued use of defective customer-provided equipment will be reconnected upon notification from the subscriber, that the customer-provided equipment trouble is corrected, and that such correction is verified by the Company.

See Reconnection Charge - See Section 3.

4. Convenience Fee

A convenience fee is a charge that is added onto a customer's account if a customer makes a payment using a Company Representative. The customer is informed by the Company Representative of the applicable charges prior to processing the payment. The charge will be collected at time of payment processing. This fee will not apply if:

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

	Per Occurrence <u>Charge</u>	
Convenience Fee	\$10.00	(I)



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GENERAL REGULATIONS

C. PURSUANT TO 83 ILLINOIS ADMINISTRATIVE CODE, PART 735

1. Charges for exchange service and equipment are billed once a month for one months service in advance.
2. Toll messages and charges are billed in arrears.
3. Bills are due within twenty-one (21) days after the date of mailing and may be paid at any business office of the Telephone Company or at any agency authorized to receive payment.
4. For billing purposes, each month is presumed to have thirty days.
5. Retroactive billing adjustments for customer overpayments will be refunded in the amount of the overpayment(s) plus interest from the date of the overpayment by the customer except when service was obtained by the customer through fraud or deception.
6. The Telephone Company may temporarily suspend service in the event the customer fails to pay any amount due. Such suspension shall not be made until at least eight (8) days following written notification to the customer of the intention to suspend service.
7. Special toll bills for Long Distance Telecommunications Service may be issued at any time when charges are in excess of 175% of the customer's average toll bill for the past three month's or are unusually high and the Company is uncertain as to the customer's ability to pay such charges.
  - .1 Special toll bills are due ten (10) days from the mailing date of the billing.
  - .2 Special toll bills may be rendered to a residential customer only during the first twenty-four (24) months of service. No limitation on special toll bills applies to business customers.
8. Special billing arrangements may be established for services provided to governmental agencies.

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GENERAL REGULATIONS

C. PURSUANT TO 83 ILLINOIS ADMINISTRATIVE CODE, PART 735 (Cont'd)

9. Preferred Payment Dates

When a customer establishes the regular inability to pay the bill on the due date because of extenuating circumstances, such as the receipt of a monthly social security or benefit check which is out of the billing cycle, the Company shall provide a preferred Payment Date for that customer, not to exceed ten (10) days after the due date. If the customer fails to pay by the Preferred Payment Date more than one time in a six-month period, the arrangement may be cancelled and the original due date reestablished.

10. Deferred Payment Agreements

- .1 Residential customers indebted for past due service shall have the opportunity to make arrangement to retire the delinquent amount by periodic payments referred to as a Deferred Payment Agreement. At the discretion of the company, this plan is also available to applicants for service, nonresidential customers and customers who have failed to make payment under such a plan during the past twelve (12) months.
- .2 A residential customer will be required to pay no more than one fourth (1/4) of the amount past due and owing at the time of entering into a Deferred Payment Agreement. A business customer will be required to pay no more than one third (1/3) the amount past due and owing at the time of entering into the Deferred Payment Agreement. The customer will be allowed a minimum of four months from the date of said agreement and a maximum of twelve months in which to complete payment pursuant to a Deferred Payment Agreement.
- .3 A Deferred Payment Agreement shall be in writing and shall require the applicant or customer to pay all future bills for service by the due date and the delinquent amount according to the terms of the Deferred Payment Agreement.
- .4 If the applicant or customer defaults upon any payment due under the Deferred Payment Agreement, all amounts owed pursuant to the agreement become payable immediately and the company shall have the right to discontinue service, pursuant to proper notice.

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GENERAL REGULATIONS

**D. CUSTOMER BILLING**

1. Digital Billing (T)

a. General

Digital billing provides a complete version of the bill, including bill detail bill messages and inserts. Digital billing is available online, by email and in mobile app. Digital billing customers will receive the digital bill based on preferences managed by the customer, including a notification when the bill is ready to view. Upon election to digital billing, the paper version will be discontinued. If a customer elects to receive both the digital bill and a paper bill, a monthly charge will apply. Digital bill payment and auto pay can also be managed online, in mobile app, or with Frontier’s automated phone system. (C)

b. Rates and Charges (N)

	Monthly Rate		
	<u>Residence</u>	<u>Business</u>	
Rate for Digital Billing with Duplicate paper bill	\$5.00	\$5.00	(T)(I)

2. Duplicate Bill Charge

a. General

A printed copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit. A Duplicate Bill Charge will apply for providing a printed copy of current and/or previous months’ billing.

b. Rates and Charges

	<u>Residence</u>	<u>Business</u>
Duplicate Bill Charge, per copy of bill requested	\$5.00	\$5.00

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GENERAL REGULATIONS

E. Minimum Contract Period

1. Except as specified elsewhere in this Catalog, the minimum contract period is one month from the date service or additions to service are established and the minimum charge is the authorized rate for one month.
2. If a new residential or single line business customer notifies the Company within twenty days after receipt of the first bill that certain services or equipment are not desired, the Company will delete such services or equipment from the customer's account without a service ordering charge. The customer nonetheless shall be responsible for all monthly usage and installation charges incurred for the use of such service and equipment.
3. The Telephone Company may require a contract period longer than one month at the same location in connection with unusual types or arrangements of equipment, or for unusual construction, necessary to meet special demands.

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GENERAL REGULATIONS

F. ABUSE OR FRAUDULENT USE OF SERVICE

1. The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:
  - .1 The use of service or facilities of the Telephone Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for service;
  - .2 The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain service, by rearranging, tampering with, or making connection with any facilities of the Telephone Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service;
  - .3 The use of service or facilities of the Telephone Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;
  - .4 The use of profane or obscene language;
  - .5 The use of the service in such manner as to interfere unreasonably with the use of the service by one or more other customers;
  - .6 The impersonation of another
2. Telephone Solicitation by Use of Recorded Messages

Service shall not be used for the purpose of solicitation by means of recorded messages when such solicitation occurs as a result of non-requested calls initiated by the solicitor. Such calls, whether established automatically through the use of random or sequential automatic dialing-announcing equipment or manually, in conjunction with other equipment capable of disseminating a recorded message to the number called, where the intended use is for telephone solicitation, are expressly prohibited.
3. Termination or Re-origination of Calls Received Over a Data Service

The use of the service to terminate or re-originate calls received over a data service onto the public switched network will be subject to business access line charges as well as feature group A usage charges located in the company's state and federal access tariffs.

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GENERAL REGULATIONS

G. TERMINATION OF SERVICE

1. By the Telephone Company

- .1 The Telephone Company may refuse or discontinue service for any of the following reasons. Unless otherwise stated, the customer will be given a reasonable time to comply with the rules:
  - .1.1 For failure to pay a past due bill for current services or for the same class of service previously furnished to him, for failure to establish credit or to increase a deposit.
  - .1.2 Without notice when the customer's use of the service adversely affects the service of others.
  - .1.3 Without notice when the customer has tampered with Company owned equipment.
  - .1.4 For violation or noncompliance of any regulation or law governing telephone service on file with the Commission or other governmental body.
  - .1.5 For failure of the customer to permit the Telephone Company reasonable access to its equipment.
  - .1.6 For the continued use of any unauthorized attachment or connection of customer owned equipment with facilities provided by the Company.
  - .1.7 For customer use of a service in such a manner that, in the opinion of the Company, it constitutes abuse or fraud or may tend to injuriously affect the efficiency of the Company's plant, property or service.
- .2 The Company may remove its equipment from the customer's premises ten (10) days after the temporary disconnect if the bill remains unpaid or the rule has still not been complied with.

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GENERAL REGULATIONS

G. TERMINATION OF SERVICE (Cont'd)

1. By the Telephone Company (Cont'd)

.3 Certificate of Illness - Pursuant to 83 Illinois Administrative Code, Part 735

- .3.1 A residential customer may obtain a Certificate of Illness authorized by a licensed physician if the discontinuance of service for nonpayment will aggravate an existing medical emergency or create a medical emergency for the customer or a permanent resident in the customer's household.
- .3.2 Initial certification shall prohibit discontinuance of service for thirty (30) days. Certification may be renewed by the customer for one additional thirty (30) day period by providing another certificate to the Company. Failure to renew the certificate shall entitle the Company to initiate discontinuance if the delinquent amount is still outstanding and has not been provided for in a Deferred Payment Agreement.
- .3.3 Within the first thirty (30) days the customer must enter into a Deferred Payment Agreement for the delinquent amount and must keep the current account paid.
- .3.4 Initial certification by the certifying physician may be by telephone if written certification is forwarded within five (5) days.
- .3.5 The Certificate of Illness must be in writing on stationery which clearly sets forth the name of the doctor, hospital, or medical clinic. The certificate must clearly state the name of the person whose illness would be aggravated, the nature of the illness or emergency, as well as the name, title and signature of the licensed physician certifying the illness or emergency.
- .3.6 In the event service is discontinued within ten (10) days prior to Certification of Illness by or for a qualifying resident, service shall be restored to that residence if a proper certification is thereafter made in accordance with the foregoing provisions.

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GENERAL REGULATIONS

G. TERMINATION OF SERVICE (Cont'd)

1. By the Telephone Company (Cont'd)

.4 The Company may discontinue service to a customer who fails to pay a past due bill, or a customer who fails to establish his credit or fails to increase his Cash Deposit, after it has mailed, or delivered, a written notice to the customer indicating its intention to discontinue service. This notice, a copy of which appears herein, shall be transmitted separately from any other written matter or bills, and service may not be discontinued sooner than five (5) days (8 days if mailed) after its transmittal.

.5 Reconnect Charge Waiver

When service has been disconnected for violation of any of these rules, the Company may charge and collect the reconnection fee on file with the Commission. However, each customer is entitled to one free service reconnection within each calendar year.



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GENERAL REGULATIONS

G. TERMINATION OF SERVICE (Cont'd)

1. By the Telephone Company (Cont'd)

.6 Customer Notice - FINAL NOTICE PRIOR TO DISCONNECTION

Page 1 of 1      Telephone Number 309 452-1011      Final Date  
Bill Date January 22, 1995      for Payment May 10, 1995

Our records indicate your account is past due in the amount shown below:

<p>If payment has been made, please disregard this notice and accept our thanks.</p>	<p>\$207.00 * AMOUNT FOR WHICH SERVICE MAY BE DISCONNECTED \$100.38 * Past due non-basic amount ----- \$307.38 Total amount past due</p>
<p>If you have any questions regarding this matter, please call us toll free at 1-800-982-8101</p>	<p>IF YOU OWE AN AMOUNT FOR WHICH SERVICE MAY BE DISCONNECTED MARKED WITH AN (*): Your telephone service will be disconnected after the "Final Date for Payment" if there is an (*) next to the Amount for Which Service May be Disconnected unless this amount is paid in full, a payment arrangement is reached, a dispute if filed with Citizens, or a serious illness or other extenuating circumstances exist in your household. If disconnected, a reconnect charge is applicable to restore service. A security deposit may also be required.</p> <p>IF YOU OWE A PAST DUE NON-BASIC AMOUNT: Your telephone service will not be disconnected for nonpayment of any past due non-basic amount however, other collection actions will be taken by Citizens unless this amount is paid in full or a payment agreement is reached. Such actions may include but not limited to referral of these charges to a collection agency.</p> <p>Payments of less than the total amount due will be applied to all delinquent and current amounts for which service may be disconnected, then to all non-basic amounts. Visa, Mastercard and Discover may be accepted for payment.</p> <p>Service is permanently disconnected 10 days after suspension unless arrangements are agreed to between Citizens and the customer. After that date, you must apply for new service.</p> <p>If we are unable to resolve any controversy regarding your bill, the matter may be appealed to the staff of the Illinois Commerce Commission.</p>

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GENERAL REGULATIONS

G. TERMINATION OF SERVICE (Cont'd)

1. By the Telephone Company (Cont'd)

.6 Customer Notice - FINAL NOTICE PRIOR TO DISCONNECTION (Cont'd)

Detach and return this section with your check payable to Citizens Communications.

	TELEPHONE NUMBER	309 452-1011
	-----	210*HBTDN3
Please pay	Total amount due	\$307.38
this amount.	Due date	May 10, 1995
		00000003
		12-1184
		52-1011 19930710
It's our	BETWEEN FRIENDS ILL	
privilege to	13 FAIRCHILD AV	
serve you.	NORMAL, IL 61761	
		Citizens Communications
		P.O. Box 79146
		Phoenix, AZ
		85062-9146

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GENERAL REGULATIONS

G. TERMINATION OF SERVICE (Cont'd)

1. By the Telephone Company (Cont'd)

.6 Customer Notice (Cont'd)

Consumer Information Enclosure (printed in black ink on red background)

a. Front

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IMPORTANT  
READ THIS  
IMMEDIATELY

(See reverse side for consumer information)

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b. Back

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CONSUMER INFORMATION

Any questions concerning the enclosed NOTICE should be discussed with your Service Representative; call the toll-free number of (800) 982-8101 (RES) or (800) 982-8102 (BUS). Personnel are on duty during regular office hours for the explicit purpose of establishing payment arrangements, and hearing concerns you may have regarding service, billing, and deposit requirements. If they are unable to assist, please ask to be referred to a supervisor.

If the situation is not resolved to your satisfaction, call the Consumer Services Division of the Illinois Commerce Commission. Customers may call 800-524-0795. Customers using a TDD call 800-858-9277.

Further billing will not nullify this NOTICE.

A copy of the Illinois Commerce Commission's 83 Illinois Administrative Code, Part 735, rules pertaining to establishment of credit, billing, deposits, termination of service, and issuance of telephone directories for telephone utilities in the State of Illinois, is available for inspection at your local business office.

Form Illinois R/B(5/92)

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GENERAL REGULATIONS

G. TERMINATION OF SERVICE (Cont'd)

1. By the Telephone Company (Cont'd)

.6 Customer Notice (Cont'd)

Residential Certificate of Illness Consumer Information Enclosure

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IF DISCONNECTION OF SERVICE WILL AGGRAVATE OR CREATE A MEDICAL EMERGENCY FOR A RESIDENT OF YOUR HOUSEHOLD, DISCONNECTION MAY BE DEFERRED IF A CERTIFICATE OF ILLNESS IS SUBMITTED TO THE COMPANY BY A LICENSED PHYSICIAN.

Initial Certification is valid for a period of 30 days and may be renewed for one additional 30-day period if the customer provides a subsequent Certificate of Illness.

To initiate a Certificate of Illness, qualifying customers should:

1. Contact a physician or local board of health at once.
2. The physician or board of health must contact Citizens Communications, Illinois Operations immediately at the telephone number shown on the enclosed FINAL NOTICE PRIOR TO DISCONNECTION.
3. The certificate must be submitted on the physician's official letterhead and must include the following information:
  - a. Patient's name, address, and telephone number.
  - b. Nature of illness.
  - c. Period of time during which discontinuance of service will aggravate the illness.
  - d. Physician's name, business address, and telephone number.

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GENERAL REGULATIONS

G. TERMINATION OF SERVICE (Cont'd)

2. The physician must sign the Certificate of Illness and forward the form to the local business office shown on the enclosed NOTICE within 5 days.

NOTE: Customers submitting Certificates of Illness must enter into a Deferred Payment Agreement within 30 days. For more information call your local business office or the Consumer Services Division of the Illinois Commerce Commission. Customers may call 800-524-0795. Customers using a TDD call 800-858-9277.

3. At customer's request.
  - .1 Contracts for service may be terminated prior to the expiration of the contract period provided advance notice is given to the Telephone Company and upon agreement to pay all charges due for the service furnished, plus any termination charge which might be applicable.
  - .2 Where a contract for service with a one-month minimum period is cancelled before establishment of the service is completed, a charge not to exceed the service charge specified, is applied if all or a portion of the facilities have been installed.
  - .3 No minimum or termination charge will apply where a new customer takes over the service of the former customer provided the service is to be furnished at the same location without interruption and that the new customer assumes all unpaid charges on the original contract. Minimum and termination charges will apply for any service furnished under the original contract which is not retained by the new customer.
  - .4 No minimum or termination charge will apply in the event the service is terminated because of the condemnation, destruction, or damage to property by fire or other cause, beyond the control of the customer.

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GENERAL REGULATIONS

H. RESALE OF SERVICE

1. No payment may be exacted, directly or indirectly from any person by any party other than the Company for the use of the Company's services. (C)
2. If an end user in a group or entity served by a public reseller, private reseller or sharer wishes to obtain service from the Company and it is in the Company's best interest to lease or purchase the reseller's or sharer's facilities, the Company will connect its facilities to those of the reseller or sharer to provide service to the end user as set forth below.
  - .1 When an end user in a group or entity being served by a reseller or sharer wishes to obtain service from the Company, the reseller or sharer must sell or lease necessary facilities to the Company to connect the end user to the Company's facilities.
  - .2 Facilities will be leased or purchased from the reseller or sharer on the basis of "Cost". The reseller or sharer must provide the Company with a cost statement illustrating applicable cost elements including, but not limited to, labor, material, and other related items. It shall also be the reseller's or sharer's responsibility to furnish the Company a lease agreement or bill of sale, as appropriate, covering each location and facility obtained. Such leases will be restricted to the period of time facilities are used to provide the end user service from the Company. Bills of sale shall carry reseller or sharer buy back provisions in the event the facility is no longer required by the Company. Such leases and bills of sale shall contain provisions stating that the Company and the reseller or sharer shall not be liable, one to the other, for damages (including, without limitation, service outages, service interruptions or transmission quality) caused by the Company or the reseller or sharer, as the case may be. The reseller or sharer shall indemnify and hold harmless the Company from such damages sought by end users of the reseller or sharer.
  - .3 If the revenue to be derived from the service provided is not sufficient to warrant the Company assuming the cost of leasing or purchasing such facilities, the end user requesting the Company's services may be required to pay all or a portion of the costs, based on the circumstances in each case.

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GENERAL REGULATIONS

**I. TELEPHONE NUMBERS**

1. The customer has no property right to the telephone number nor any right to continuance of service through any particular central office.
2. The Telephone Company reserves the right to change the customer's telephone number or the central office associated with such number, or both, as may be required for the proper conduct of its business.

**J. DIRECTORIES**

1. The Telephone Company will furnish to its customers, without charge, such directories as are necessary for the efficient use of the service. Copies of other directories may be provided at a nominal charge.
2. Directories regularly furnished to customers shall remain the property of the Telephone Company. No binder, holder, or auxiliary cover, except as provided or authorized by the Telephone Company shall be used in conjunction with any directory furnished by the Telephone Company.
3. No liability for damages arising from errors in or omissions of directory listings, or listings obtained from the "Information Operator" shall attach to the Telephone Company. In the case of additional or extra listings for which a charge is made, its liability shall be limited to the monthly rate for each such listing for the charge period during which the error or omission continues.

**K. ALTERATIONS**

The subscriber agrees to notify the Company promptly whenever alterations or new construction on premises owned or leased by him necessitate changes in the Company's wiring or equipment; and the subscriber agrees to pay the Company current charges for such changes.

**L. SUBSCRIBER SERVICE – USE OF**

Subscriber telephone service, as distinguished from public and Pay telephone service, is furnished only for use by the subscriber, his family, employees or business associates, or persons residing in the subscriber's household, except as the use of the service may be extended to joint users or to persons temporarily subleasing a subscriber's residential premises. The Telephone Company has the right to refuse to install subscriber service or to permit such service to remain on premises of a public or semi-public character when the instrument is so located that the public in general or patrons of the subscriber may make use of the service. At such locations, however, subscriber service may be installed, provided the instrument is so located that it is not accessible for public use.

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GENERAL REGULATIONS

M. OBLIGATION OF TELEPHONE COMPANY

1. Furnishing of Service

The Telephone Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment.

2. Maintenance and Repair

.1 All costs associated with the maintenance and repair services furnished by the Telephone Company will be borne by the Telephone Company except as specified elsewhere in this Catalog.

.2 The Telephone Company will be reimbursed for any loss or damage to its facilities on the customer's premise resulting from intentional destruction or any other cause except from fire or unavoidable accidents.

.3 Access to customer's premises, at any reasonable hour, will be given to representatives of the Telephone Company for the purpose of inspecting, repairing, testing or removing any part of the Telephone Company's facilities.

3. Allowance for Interruptions

In the event that a customer's basic (i.e., residence, business, PBX) service is interrupted and remains out of service for more than 12 hours after being reported to or found to be out of service by the Company, appropriate adjustments shall be made to the customer's account upon request with a minimum of credit for 24 hours. The adjustment shall be the pro rata part of the month's charge for local exchange service for the period of days service was inoperative and shall be accomplished by a credit on a subsequent bill for telephone service. A check shall be issued if the final bill shows no amount owed. This provision shall not apply when the service interruption is caused by:

.1.1 The negligence or willful act of the customer,

.1.2 Customer provided facilities, or

.1.3 Electric power failure where the customer furnishes such electric power.



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GENERAL REGULATIONS

M. OBLIGATION OF TELEPHONE COMPANY (Cont'd)

4. Liability

- .1 The liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission occurring in the course of furnishing a service and not caused by the negligence of the customer, shall, in no event, exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, or error or defect in transmission occurs.
- .2 When the facilities of other companies are used in establishing connections to points not reached by the Telephone Company's facilities, the Telephone Company is not liable for any act or omission of the other company or companies.
- .3 The Telephone Company shall exercise due care in connection with all work done on subscribers' premises. No liability shall attach to the Telephone Company by reason of any defacement or damage to the subscribers' premises resulting from the existence of the Telephone Company's instruments, apparatus, and associated wiring on such premises or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Telephone Company or its employees.
- .4 Liability for telephone directories is covered elsewhere in this Section under Directories.
- .5 The Telephone Company shall not be responsible for the installation, operation or maintenance of any customer-provided terminal equipment. Exchange and message toll telephone services are not represented as adapted to the use of customer-provided equipment and where such equipment is connected to Telephone Company facilities the responsibility of the Telephone Company shall be limited to the furnishing of facilities suitable for exchange and message toll telephone services and to the maintenance and operation of such facilities in a manner proper for such telephone services; subject to this responsibility the Telephone Company shall not be responsible for the through transmission of signals generated by the customer-provided equipment or the quality of, or defects in, such transmission or the reception of signals by customer-provided equipment.
- .6 The Telephone Company shall not be responsible to the customer or otherwise if the changes in any of the facilities, operations or procedures of the Telephone Company render any customer-provided equipment obsolete or require modification or alteration of such equipment or otherwise affect its use or performance. The Telephone Company reserves the right to determine the type of network facilities provisioned for network services.

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GENERAL REGULATIONS

M. OBLIGATION OF TELEPHONE COMPANY (Cont'd)

4. Liability (Cont'd)

- .7 While the Telephone Company's local exchange access line service may be used by the customer for dial-up access, the advertised speeds of the customer's modem may not be attainable with this service and are not guaranteed by the telephone company.

N. SPECIAL EQUIPMENT OR SPECIAL ASSEMBLIES OF EQUIPMENT

- 1. Special equipment or assemblies of equipment, for which provision is not otherwise made in this Catalog, may be provided where practicable. The charges for such facilities will be based upon the installed cost of the equipment and the annual carrying charge of the Company.
- 2. Annual carrying charges consist of the following:
  - .1 Maintenance expense.
  - .2 Depreciation expense on the installed cost based upon the anticipated useful service life of the equipment.
  - .3 Administration, commercial, traffic and other operating expenses.
  - .4 Taxes - including Federal Income Tax.
  - .5 Any other specific items of expense that may be associated with the equipment provided.
  - .6 A reasonable return on investment based on the installed cost of the equipment.
- 3. The installed cost of the equipment includes the following:
  - .1 Material and equipment
  - .2 Material overhead.
  - .3 Installation labor
  - .4 Engineering.
  - .5 Installation labor overhead and supervision.
  - .6 Transportation.
  - .7 Any other items chargeable to the capital accounts.

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GENERAL REGULATIONS

O. SPECIAL CONSTRUCTION

1. Private Property

.1 Conditions

- .1.1 No charges will apply for facilities constructed on private property when such facilities are used as a part of the general distribution system in furnishing service to customers.
- .1.2 Charges may apply for facilities constructed on private property when such facilities are used in furnishing service to a single customer.

.2 Charges

- .2.1 If pole and wire facilities are constructed, actual costs less an allowance equal to 1 pole and 200 feet of wire may apply.
- .2.2 If buried facilities are constructed, actual costs less an allowance equal to the cost of burying the facilities a distance of 200 feet may apply.

2. Underground

.1 Conditions

- .1.1 Costs associated with providing underground entrance facilities will be paid by the customer except under the following conditions:
  - (a) When it is determined that the provision of such facilities is more economical than aerial facilities;
  - (b) When the customer furnishes and maintains conduit or trenching specifically for such facilities in accordance with Telephone Company specifications;
  - (c) When all the Company's facilities are underground.
- .1.2 The costs associated with customer requests for a relocation of underground entrance facilities or a change from aerial to underground entrance facilities will be paid by the customer.
- .1.3 Underground distribution facilities may be provided in certain areas, if requested prior to furnishing of services provided satisfactory arrangements can be made with the contracting party involved and where such facilities are economically practical.

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GENERAL REGULATIONS

O. SPECIAL CONSTRUCTION (Cont'd)

2. Underground (Cont'd)

.2 Charges

.2.1 Charges to be paid by the customer for underground entrance facilities will be based upon the actual cost of constructing such facilities less the estimated cost of constructing aerial facilities which are normally provided.

.2.2 Charges to be paid by the customer for relocation of underground entrance facilities or from aerial to underground entrance facilities will be based upon the actual costs associated with such relocation or change.

.2.3 Where the Telephone Company is requested to provide conduit, trenching, backfilling, grading or leveling in situations where they are normally customer provided, the customer will be charged the actual costs for providing such conduit, trenching, backfilling, grading, or leveling.

.3 Charges 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.

P. CHARGES APPLICABLE FOR FACILITY EXTENSION

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

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GENERAL REGULATIONS

Q. DEMARCATIION POINT

1. General

- .1 All central office lines shall terminate at the location of the Network Point of Presence (NETPOP) or its equivalent as described following.
- .2 Certain channel and other services require the use of Network Channel Terminating Equipment to meet the transmission requirements of the particular service as described following.

2. Description

- .1 One NETPOP will be located per property. In the case of multiple buildings on a single property, one NETPOP will be located in or on only one such building on the property.
- .2 The NETPOP will normally be located within 25 feet of the point at which the network cable enters the building. The NETPOP is the point where the Company's network facilities terminate and the Company's responsibility for installing and maintaining facilities ends. Facilities on the customer's side of the NETPOP are not subject to the provisions of this catalog unless specifically indicated.
- .3 The NETPOP will normally be installed externally for one and two line customers in single customer residence and commercial buildings. This applies to all installations except where an existing inside network interface device is in place.
- .4 While only one NETPOP is provided as described preceding, an Additional Point of Presence (APOP), having the operational attributes of a NETPOP, may, with the concurrence of the Company, be provided upon request subject to all of the following conditions.
  - .4.1 The entrance facility to the APOP will pass through the NETPOP location but does not have any physical termination at the NETPOP location.
  - .4.2 The customer provides a route and support structure suitable to the Company for the entrance facility.
  - .4.3 Provision of an APOP is subject to special construction charges (including charges for ongoing maintenance or rearrangements).
  - .4.4 The provision of an APOP would not promote inefficient utilization of Company network distribution facilities.
  - .4.5 Except for the provisions of this paragraph, references to a NETPOP are also applicable to an APOP.

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GENERAL REGULATIONS

Q. DEMARCATIION POINT (Cont'd)

2. Description (Cont'd)

- .5 The equipment provided by the Company at a NETPOP or APOP location as the physical interface between network and building facilities is the Standard Network Interface (SNI). The specific SNI equipment used and the order of appearance of network lines on it shall be determined by the Company. The SNI may include a one or two pair modular jack, one or more 25 pair ribbon connectors or comparable interface hardware.
- .6 Facility arrangements in place as of the effective date of this catalog will be considered as a NETPOP, APOP or SNI, as appropriate, and are subject to the provisions of this paragraph.

3. Placement of the NETPOP

.1 For New Service

For all telecommunications services, unless specifically excluded by individual regulations, installed on and after the effective date of this catalog, the following conditions apply to the placement of the SNI at the NETPOP.

- .1.1 The SNI will be installed at the end of a central office line for new service in the following circumstances:
- a. Service was not previously provided to the building; or
  - b. The service request requires placement of additional network facilities to the NETPOP; or
  - c. The Company otherwise determines that SNI should be installed.
- .2 When customers choose to locate their equipment at a point other than at the Company's NETPOP or equivalent location, the customers may provide wire on their own side of the NETPOP subject to the applicable provisions of this Catalog, 83 Illinois Administrative Code Part 740 and the FCC Part 68 Rules.

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SERVICE CHARGES / SERVICE QUALITY GUARANTEES

SERVICE CHARGES

A. General

1. Service Connections - New installations of telephone service and/or equipment, or subsequent additions to telephone service and/or equipment. No distinction is made between a new installation and an "outside move".
2. Changes - Transfer of telephone service and/or equipment from one location to another location within or outside the same building or that portion of the same building occupied by the same customer, where there is no interruption of the service other than is incident to the work involved. Also includes directory listing changes and other modifications or rearrangements that do not involve equipment or wiring.

B. Conditions

1. Service Charges apply in addition to all other rates and charges, including Construction Charges, Mileage Charges, and Nonrecurring Charges.
2. The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply. If the customer requests that overtime labor be performed, a charge in addition to the specified charges will be made equal to the additional cost involved.
3. Except where exempted below, Service Order Charges apply to all Service Connection, Inside Move or Change activities, including but not limited to, additional service which is sold or requested during a serviceman's visit to a customer's premises for a nonchargeable purpose.

Service Order Charges for Service Connection, Inside Move or Change activities do not apply to:

1. Public Telephone Service,
2. Temporary discontinuance of service for nonpayment,
3. Removal of service and/or equipment,
4. Additional service which is sold or requested (and installed) during a serviceman's visit to a customer's premises for a chargeable purpose,
5. Recovery of single line stations by a Company employee from customer premises,
6. Orders prepared to document the existence of customer-provided equipment, or when
7. Preempted by concurrence in a tariff of another Telephone Company

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SERVICE CHARGES / SERVICE QUALITY GUARANTEES

SERVICE CHARGES (Cont'd)

B. Conditions (Cont'd)

4. When an existing class of Exchange Telephone Service is downgraded, Service Charges apply for the surviving class of service.
5. Service Charges apply to the establishment of Exchange Telephone Service as follows:
  - a. Ordering and Connection Charges apply each time service is established.
6. Service Charges do not apply to residence changes from dial service to Touch Calling Service under the following conditions:
  - a. During the one-month period immediately following the establishment of Touch Calling Service in a given exchange.
7. The portion of the catalog which reads "and for completion or provision on the same due date.", is not applicable at Illinois State University, Northern Illinois University, Southern Illinois University, and Western Illinois University during a period of sixty days commencing fifteen days in advance of the date that initial fall term classes officially begin.
8. When maintenance activities require the disconnection of an existing station, Service Charges do not apply to its reconnection. If the disconnected station cannot be reconnected and is replaced for maintenance purposes, Service Charges do not apply to connection of the replacement station.



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SERVICE CHARGES / SERVICE QUALITY GUARANTEES

SERVICE CHARGES (Cont'd)

C. Explanation of Service Charges

1. Service Order Charge - Initial - Applicable to work done in receiving, recording, and processing information necessary to execute an applicant's request for the initial establishment of telephone service at a premises.
2. Service Order Charge - Subsequent - Applicable to work done in receiving, recording and processing information necessary to execute an applicant's request for additions, moves, or changes to existing service.
3. Central Office Connection Charge - Applicable to work done in the central office, between the central office and station protector and on the protector in association with providing an exchange access line or making changes thereto.
4. Reconnect Charge - The Reconnect Charge applies where a customer re-establishes service on the same premises, with no changes in service after being disconnected for non-payment of a bill. This charge replaces the listed service charges and includes all services which were previously connected. If the customer does not take action to re-establish service within two weeks of the non-pay disconnect, the appropriate service charges will apply thereafter.
5. Access Line Work Charge - The charge applies to work associated with making and changing connections on the circuit between the serving central office up to and including the protector on the customer's premises, and/or other premises where the service is to be terminated, including necessary cross connections and line and station transfers.
6. Premise Visit Charge - A charge applies to each customer's order, which require a premise visit. This charge applies per premise or same continuous property of the customer. Service work in several buildings of a customer located on the same continuous property requires one premise visit charge.

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SERVICE CHARGES / SERVICE QUALITY GUARANTEES

SERVICE CHARGES (Cont'd)

D. Payment of Residence Service Charges

Residence customers may have nonrecurring charges billed in equal consecutive monthly installments over a three-month period, subject to the following conditions:

1. Installment billing is offered only to customers who are not known credit risks to the Company.
2. More than one installment billing plan may be in effect for the same customer at the same time. After an installment billing plan begins, the period of that plan may not be changed.
3. Installment billing shall be applied to the entire amount of the nonrecurring charges associated with a service order. A customer may not make partial payment of such charges and then receive installment billing for the remainder of such charges.
4. If a customer fails to pay any of the installments when due, the Company may, at its option, declare the entire balance accrued thereon immediately due and payable. Upon such default, the Company may exercise any and all remedies available to it including the right to terminate telephone service.
5. Installment billing will be continued even when service is temporarily suspended.
6. Installment billing is not available for nonrecurring charges billed back to the customer as a result of the customer's termination of a service before the end of a service commitment period that is established in conjunction with a promotion.
7. No interest or finance charges apply.

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SERVICE CHARGES / SERVICE QUALITY GUARANTEES

SERVICE CHARGES (Cont'd)

D. Charges

		Nonrecurring Charge	
		<u>Residence</u>	<u>Business</u>
1.	Service Order Charge - Initial, per order	\$25.00	\$30.00
2.	Service Order Charge - Subsequent, per order	\$21.00	\$27.00
3.	Central Office Connection, per line	\$25.00	\$25.00
4.	Reconnect Charge	\$39.00	\$45.00
5.	Access Line Work Charge, per order	\$20.00	\$20.00
6.	Premise Visit Charge	\$13.00	\$13.00

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E. Other Service Charges

1. Work involving services and equipment items not specifically covered in this Section will be performed subject to the application of installation and nonrecurring charges shown elsewhere in this Catalog.
2. Work involving services and equipment items for which an installation or nonrecurring charge is not specified, either in this Section or elsewhere in this Catalog will be performed on the basis of "Cost" as defined in the following paragraph.
  - a. The term "Cost" means labor, materials, charges for supervision and other applicable overhead expenses.

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SERVICE CHARGES / SERVICE QUALITY GUARANTEES

MAINTENANCE OF SERVICE CHARGE

A. General

A nonrecurring charge as shown below applies to each visit made to the premises of a customer, joint user or authorized user by a Company employee during which it is determined that the service difficulty results from the customer's side of the demarcation point.

Charge per premise visit	\$100.00	(I)
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SERVICE CHARGES / SERVICE QUALITY GUARANTEES

SERVICE QUALITY GUARANTEES

A. Definitions of Terms Used in This Section

**ALTERNATIVE TELEPHONE SERVICE** – Alternative telephone service means, except where technically impracticable, a wireless telephone capable of making local calls, and may also include, but is not limited to, call forwarding, voice mail, or paging services.

**APPOINTMENT** – An appointment is a four-hour time period, or such other time period agreed to by the Company and the customer, in which the Company has agreed to make a premises visit which requires the customer to be present

**BASIC LOCAL EXCHANGE SERVICE** – Basic local exchange service means residential and business lines used for basic local exchange telecommunications service as defined in Section 13-204 of the Public Utilities Act, excluding:

1. services that employ advanced telecommunications capability as defined in Section 706(c)(1) of the Federal Telecommunications Act of 1996;
2. vertical services;
3. company official lines; and
4. records work only.

**BASIC LOCAL EXCHANGE SERVICE INSTALLATION** – Basic local exchange service installation shall include all installation and move orders or residential and business single lines, including orders for additional lines, and shall exclude orders for the following:

1. services that employ advanced telecommunications capability as defined in Section 706(c)(1) of the Telecommunications Act of 1996 and special services (e.g., WATS, FX)
2. vertical services
3. payphones
4. company official lines
5. records work only
6. orders impacted by the customer for the following reasons:
  - a. hold for payment
  - b. customer will advise
  - c. customer requested later due date
  - d. no access

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SERVICE CHARGES / SERVICE QUALITY GUARANTEES

SERVICE QUALITY GUARANTEES (Cont'd)

A. Definitions of Terms Used in This Section (Cont'd)

**EMERGENCY SITUATION** – Emergency situation means a single event that causes an interruption of service or installations affecting end users of the Company. The emergency situation shall begin with the first end user whose service is interrupted by the single event and shall end with the restoration of the service of all affected end users. The term “single event” shall include:

A declaration made by the applicable state or federal governmental agency that the area served by the Company is either a state or federal disaster area; or

An act of third parties, including acts of terrorism, vandalism, riot, civil unrest, war, or acts of parties that are not agents, employees or contractors of the Company; or

A severe storm, tornado, earthquake, flood or fire, including any severe storm, tornado, earthquake, flood or fire that prevents the Company from restoring service due to impassable roads, downed power lines, or the closing off of affected areas by public safety officials.

The term “emergency situation” does not include:

A single event caused by high temperature conditions alone; or

A single event caused by acts or omissions of the Company, its agents, employees or contractors; or

Any service interruption that occurs during a single event listed in above, but are not caused by those single events; or

A single event that the Company could have reasonably foreseen and taken precaution to prevent; provided, however, that in no event shall the Company be required to undertake precautions which are technically infeasible or economically prohibitive.

**MONTHLY RECURRING CHARGE** – Monthly recurring charges eligible for credit in Paragraph 4 of this Section are:

- A. the monthly access/usage charge, including any flat rate EAS charge
- B. any Cataloged vertical service that is disrupted by an outage.

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SERVICE CHARGES / SERVICE QUALITY GUARANTEES

SERVICE QUALITY GUARANTEES (Cont'd)

A. Definitions of Terms Used in This Section (Cont'd)

OUT OF SERVICE – Out of service means that the customer:

- A. has no dial tone; or
- B. cannot be called; or
- C. cannot call out.

This defined term excludes call blocking or any other intentional alteration to an end user's calling or call receiving ability.

24 HOURS NOTICE – The Company considers that 24 hours notice of its inability to keep an appointment is given if the company attempts to notify the customer of its inability to keep the appointment at least 24 hours before the end of the time period that constitutes the original appointment.

B. Installation Guarantee

The Company will install basic regulated local exchange service within 5 business days after receipt of an order from a customer unless the customer requests an installation date that is beyond 5 business days after placing an order for basic local exchange service. If a customer has requested installation on or by a date more than 5 business days in the future, the Company will install service by the day requested. The Company will inform the customer of its commitment to install basic local exchange service within the times specified in this section.

If the Company fails to install basic regulated local exchange service within the times specified in this section, the Company will waive 50% of the regulated installation charges, excluding any charges applicable under special conditions as defined elsewhere in this Catalog.

If the Company fails to install basic regulated local exchange service within 10 business days after receipt of an order, or fails to install service within 5 business days after the customer's requested installation date, if the requested installation date was more than 5 business days after receipt of an order, the Company will waive 100% of the regulated installation charges, excluding charges applicable under special conditions as defined elsewhere in this Catalog.

The Company will provide an additional credit of \$20 per day or, at the option of the customer, alternative telephone service, if the failure to install regulated local exchange service continues beyond the initial 10 business days, or beyond the 5 business days after the customer's requested installation date, if the requested installation date was more than 5 business days after receipt of the order.

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SERVICE CHARGES / SERVICE QUALITY GUARANTEES

SERVICE QUALITY GUARANTEES (Cont'd)

C. Repair and Installation Appointment Guarantee

The Company will keep all repair and installation appointments for regulated basic local exchange service, unless the Company provides 24 hours notice of its inability to keep the appointment as provided herein.

If the Company fails to keep a scheduled repair or installation appointment for regulated basic local exchange service, the Company will credit the customer's account \$25.00

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D. Out-Of-Service Repair Guarantee

The Company will restore basic local exchange service for a customer within 30 hours of receiving notice that a customer's basic local exchange service is out-of-service.

If the Company fails to repair an out-of-service condition within 30 hours of receiving notice but repairs the out-of-service condition within 48 hours, the customer will be credited a pro-rata portion of the customer's monthly recurring charge for the basic local exchange service.

If the Company fails to repair an out-of-service condition within 48 hours of receiving notice but repairs the out-of-service condition within 72 hours, the Company will credit the customer's account an amount equal to 33% of the customer's monthly recurring charge for the basic local exchange service.

If the Company fails to repair an out-of-service condition within 72 hours of receiving notice but repairs the out-of-service condition within 96 hours, the Company will credit the customer's account an amount equal to 67% of the customer's monthly recurring charge for the basic local exchange service.

If the Company fails to repair an out-of-service condition within 96 hours of receiving notice but repairs the out-of-service condition within 120 hours, the Company will credit the customer's account an amount equal to the customer's monthly recurring charge for the affected basic local exchange service.

If the Company fails to repair an out-of-service condition within 120 hours, in addition to the credits provided above, the Company will provide the customer with an additional credit of \$20.00 per day, or at the customer's option, alternative telephone service.



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SERVICE CHARGES / SERVICE QUALITY GUARANTEES

SERVICE QUALITY GUARANTEES (Cont'd)

E. Exclusions

The credits specified in this section do not apply if the failure to repair or install:

1. Occurs as a result of a negligent or willful act on the part of the customer;
2. Occurs as a result of a malfunction of customer-owned telephone equipment or inside wiring;
3. Occurs as a result of, or is extended by, an emergency situation;
4. Is extended by the Company's inability to gain access to the customer's premises due to the customer missing an appointment, provided that the failure to repair or install is not further extended by the Company;
5. Occurs as a result of a customer request to change the scheduled appointment, provided the failure to install or repair is not further extended by the Company;
6. Occurs as a result of the Company's right to refuse service to a customer as provided in 83 Ill. Adm. Code 735; or
7. Occurs as a result of a lack of facilities where a customer requests service at a geographically remote location, a customer requests service in an area where the Company is not currently offering service, or there are insufficient facilities to meet the customer's request for service, subject to the Company's obligation for reasonable facilities planning.

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LOCAL EXCHANGE SERVICE

A. General

1. The provision of service at the rates and under the regulations shown in this catalog is subject to the regulations shown in the General Regulations and General Services Section of this Catalog, which sections, as they now exist, or as they may be revised, added to, or supplemented by superseding issues, are made a part of this catalog.
2. All rates are in dollars and cents per month, except where otherwise stated.

B. Flat Rates

(See this section of the Catalog)

C. Other Rates and Regulations

1. Service Connection and Move and Change Charges -- Rates and Regulations are shown in the General Regulations and General Services Sections of this Catalog.

D. Two Line Residence Service

Monthly Rate

First Line	Residence 1 party rate as filed
Second Line	Residence 1 party rate as filed

Service Features of Two-Line Residence Service

- a. Two one-party central office lines.
- b. Lines may be arranged for sequential hunting.
- c. Two directory listings may be provided.

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LOCAL EXCHANGE SERVICE

E. Operator Assisted Local Calling Service

1. General

.1 The provisions shown herein apply when connections (local calls) between stations belonging to the same flat rate calling area are established with the assistance of a Company or connecting Company operator.

2. Conditions

.1 All local calls, including local coin calls, which are not direct dialed by the customer are subject to charge, unless otherwise exempted:

.2 Charges do not apply to the following local calls:

2.1 Calls which require operator assistance to reach local emergency service agencies such as police, sheriff, fire department, poison control, etc. or (2) from the accounts of customers who have been certified by a registered physician or recognized agency as unable to direct dial a local call because of a visual or physical handicap.

2.2 Calls which require operator assistance to reach the Company business office or repair service.

2.3 Calls, which require operator assistance due to equipment malfunctions which, prevent completion of direct dialed calls.

.3 Charge

3.1 A charge of \* applies to each local call completed with assistance from a telephone company operator. (C)

F. Base Rate Area Map

1. All exchange area boundary maps are on file with the Illinois Commerce Commission.

2. In the exchanges converted to all private line service the entire exchange area is considered as the base rate area.

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

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LOCAL EXCHANGE SERVICE

G. Flat Rate Calling Area

<u>Exchange</u>	<u>Additional Exchanges Included in Flat Rate Calling Area</u>
Fulton	Morrison
Lyndon	Morrison
Morrison	Lyndon and Fulton

H. Determination of Rates

1. Local Exchange Service Component

- .1 Monthly rates applicable to the Local Exchange Service Component of Exchange Telephone Service are a function of rate group classification assignment. In turn, rate group classification assignment, initial or subsequent, is a function of the size of the particular flat rate calling area belonging to an exchange.
  - .1.1 By definition, "flat rate calling area" is that calling area within which connections are permitted without application of a message toll charge. Such areas may consist of one or more than one central office as well as one, or more than one exchange as in the case when Extended Area Service exists between exchanges.
  - .1.2 The size of a flat rate calling area is calculated by counting the following items in-service within its territory, thus determining total main terminals:
    - (a) Main Stations
    - (b) Terminals used for Mobile Telephone Service
    - (c) Terminals used for Foreign Exchange Service
    - (d) Pay Telephone Service
    - (e) PBX Trunks

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LOCAL EXCHANGE SERVICE

I. RATES

1. Local Exchange Service Component
  - .2 The Company's Local Exchange Service Rate Component Schedule appears on Sheet No. 11 of this Section and is composed of two (2) rate groups, each having specific main terminal range parameters and monthly rates for various grades of service. An effective rate group classification based on this schedule is shown for each exchange on Sheet No. 12 of this Section.
  - .3 When the quantity of main terminals in the flat rate calling area of an exchange exceeds or falls below the limits of its effective rate group classification by more than 5 per cent for a period of six months or more, the Company will automatically reclassify the exchange to its proper rate group by filing revised catalogs with the Illinois Commerce Commission.
2. Extended Area Service Component
  - .1 The Company's Extended Area Service Rate Component Schedule is shown in this Section.
  - .2 When either the quantity of main terminals in an exchange or the quantity of main terminals to which that exchange has extended area service exceeds or falls below the main terminal element limits of its rate assignment in the Main Terminal Element Table by more than 5 per cent for a period of at least six consecutive months, the Company will automatically reassign the proper rate in accordance with the Main Terminal Element Table for filing revised catalogs with the Illinois Commerce Commission.

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LOCAL EXCHANGE SERVICE

I. RATES (Cont'd)

3. Local Exchange Service Rate Component Schedule (monthly). These rates are for an exchange access line, which provides access to the exchange telephone network for local and long distance telephone service.

Rate Groups and Main Terminal Ranges

<u>Class of Service</u>	(1) <u>1 to 25,000</u>	(2) <u>25,001 to 90,000</u>	
Business-Urban & Rural			
	One Party	\$35.63	(I)
	PBX Trunk	\$24.30	
Residence-Urban & Rural			
	One Party	\$21.75	

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LOCAL EXCHANGE SERVICE

I. RATES (Cont'd)

4. Extended Area Service Rate Component Schedule (Monthly)

<u>Exchange</u>	<u>PBX &amp; Business</u>	<u>Residence</u>
Fulton	\$4.05	\$2.50
Lyndon	\$5.60	\$3.25
Morrison	\$1.70	\$1.70

5. Effective Exchange Telephone Service Rate Component Classifications

<u>Exchange</u>	<u>Rate Group</u>
Fulton	1
Lyndon	1
Morrison	1

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LOCAL EXCHANGE SERVICE

I. RATES (Cont'd)

6. Dual Party Relay Service

Concurrence in regulations and charges of the Illinois Telecommunications Access Corporation.

- .1 Citizens Communications concurs in the Rates, Rules and Regulations governing: (1) Intrastate Telecommunications Provisions for the Hearing- and Voice-Impaired as filed by the Illinois Telecommunications Access Corporation in its ILL.C.C.No.3 tariff; (2) Intrastate Telecommunications Provisions for the Deaf and Severely Hearing-Impaired for Dual Party Relay Service as filed by the Illinois Telecommunications Access Corporation.
- .2 Citizens Communications extends this concurrence to any and all changes which may be made subsequent to this date by the Illinois Telecommunications Access Corporation.
- .3 Citizens Communications hereby expressly reserves the right to cancel and make void this statement of concurrence at any time.

7. ITAC Supplemental Charge

ITAC Supplemental Charge Pursuant to the Order dated April 21, 2022, of the Illinois Commerce Commission in Docket No. 20-0170, the Company will continue to impose a supplemental charge of 2 cents per month per line for all Illinois telecommunications carriers, including wireless carriers (other than prepaid wireless carriers) and VOIP residential subscriber lines, a charge of 0.4 cents per VOIP business subscriber lines, a charge of 0.4 cents per line for all Centrex lines and a charge of 10 cents per PBX trunk. Charges for services provisioned by T-1 lines and other advanced multichannel services shall mirror Frontier Communications of Illinois, Inc. application of 911 charges. The assessment on prepaid wireless transactions is established at 0.07% of prepaid retail transactions, to be implemented by the Illinois Department of Revenue. These charges became effective with bills rendered on or after July 1, 2019 or at the beginning of the first cycle after July 1, 2019.

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LOCAL EXCHANGE SERVICE

I. RATES (Cont'd)

8. Frontier Road Work Recovery Surcharge

.8.1 General

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

.8.2 Regulations

1. Surcharge will be assessed at the time of billing.
2. There will be no proration of charges.
3. There will be no discounts for vacation, seasonal or temporary suspension of service.

.8.3 Rates

	<u>Monthly Rate</u> <u>Per Account</u>	
Business	\$2.25	(I)
Residence	\$2.25	(I)

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LOCAL EXCHANGE SERVICE

APPLIES TO FULTON

A. General

1. The provision of service at the rates and under the regulations shown in this catalog is subject to the regulations shown in the General Regulations and General Services Sections of this catalog, which sections as they now exist, or as they may be revised, added to or supplemented by superseding issues, are made a part of this catalog.

B. Extended Area Service

1. See Catalog Sheet

C. Monthly Flat Rate

1. Monthly rates applicable to each class of exchange telephone service appear in Column (3) below and equal the sum of the rate components shown in Columns (1) and (2).

These rates are for an exchange access line, which provides access to the exchange telephone network for local and long distance telephone service.

<u>Class of Exchange Telephone Service</u>	<u>Local Exchange Service Rate Component</u>	<u>Extended Area Service Rate Component</u>	<u>Exchange Telephone Service Rate</u>
	(1)	(2)	(3)
<u>Urban and Rural</u>			
<u>Business</u>			
One Party	\$35.63	\$4.05	\$39.68 (I)
PBX Trunk	\$24.30	\$4.05	\$28.35
<u>Residence</u>			
One Party	\$21.75	\$2.50	\$24.25

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LOCAL EXCHANGE SERVICE

APPLIES TO LYNDON

A. General

1. The provision of service at the rates and under the regulations shown in this catalog is subject to the regulations shown in the General Regulations and General Services Sections of this catalog, which sections as they now exist, or as they may be revised, added to or supplemented by superseding issues, are made a part of this catalog.

B. Extended Area Service

1. See Catalog Sheet.

C. Monthly Flat Rate

1. Monthly rates applicable to each class of exchange telephone service appear in Column (3) below and equal the sum of the rate components shown in Columns (1) and (2).

These rates are for an exchange access line, which provides access to the exchange telephone network for local and long distance telephone service.

<u>Class of Exchange Telephone Service</u>	<u>Local Exchange Service Rate Component</u>	<u>Extended Area Service Rate Component</u>	<u>Exchange Telephone Service Rate</u>
	(1)	(2)	(3)

Urban and Rural

Business

One Party	\$35.63	\$5.60	\$41.23 (I)
PBX Trunk	\$24.30	\$5.60	\$29.90

Residence

One Party	\$21.75	\$3.25	\$25.00
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LOCAL EXCHANGE SERVICE

APPLIES TO MORRISON

A. General

1. The provision of service at the rates and under the regulations shown in this catalog is subject to the regulations shown in the General Regulations and General Services Sections of this catalog, which sections as they now exist, or as they may be revised, added to or supplemented by superseding issues, are made a part of this catalog.

B. Extended Area Service

1. See Catalog Sheet.

C. Monthly Flat Rate

1. Monthly rates applicable to each class of exchange telephone service appear in Column (3) below and equal the sum of the rate components shown in Columns (1) and (2).

These rates are for an exchange access line, which provides access to the exchange telephone network for local and long distance telephone service.

<u>Class of Exchange Telephone Service</u>	<u>Local Exchange Service Rate Component</u>	<u>Extended Area Service Rate Component</u>	<u>Exchange Telephone Service Rate</u>
	(1)	(2)	(3)
<u>Urban and Rural</u>			
<u>Business</u>			
One Party	\$35.63	\$1.70	\$37.33 (I)
PBX Trunk	\$24.30	\$1.70	\$26.00
<u>Residence</u>			
One Party	\$21.75	\$1.70	\$23.45

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MISCELLANEOUS SERVICES

COMBINATION MAIN STATION

A. Conditions

1. This service provides for serving a separate business and residence location from the same one-party line.
2. Both locations must be in the same central office.
3. A separate number will be assigned to the station at each of the two locations.
4. Additional signals may be reached at one or both locations and arranged so that an indication will be received at one location when the station at the other location is being called.

B. Rates

1. The monthly rate and nonrecurring charge for a business and residence individual line service which is applicable.
2. Charges for additional signals are those set forth elsewhere in this section under Signals.

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MISCELLANEOUS SERVICES

EMERGENCY REPORTING SERVICE

A. Conditions

1. Emergency Reporting Service may be furnished in communities served by an unattended dial telephone system by means of special equipment located in the central office connected to individual line telephones on an emergency reporting network.

There are three basic types of equipment applications depending on the operation of the central office equipment:

Type I is for step by step central office;  
Type II is for crossbar central offices;  
Type III is for digital central offices.

2. An emergency reporting control station may be located at one or more locations. A key telephone without a dial is provided at each emergency reporting control station to receive the incoming emergency call and then, by manual operation of the key, alert the service telephones which are connected to the emergency reporting network.
3. A special conference grouping circuit provides for continuous (or distinctive interrupted) ringing until the emergency reporting circuit is released. If any emergency line is busy during an emergency call, a warning tone is sounded over the line to serve notice that an emergency call is waiting. By depressing the hookswitch, the station will automatically be connected to the emergency conference circuit.
4. Standard individual line residential telephones may be used as emergency answering phones.
5. A Siren Operating Control feature may be provided at one or more of the conference grouping locations. The power relay and the siren are to be Customer provided.
6. Where a conference grouping arrangement consists of more than 15 stations, amplification of each line connected to the conference circuit is required.
7. Where an emergency reporting location is manned 24 hours a day, a recorder announcer service feature may be furnished to alert the stations of the emergency network. The station answering the emergency call hears only the output of the recorder announcer, which can be either of 6 or 12 seconds duration. The recorder continues to repeat the message until disconnected by a manual means. A remote control feature may be provided on an optional basis

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MISCELLANEOUS SERVICES

EMERGENCY REPORTING SERVICE (Cont'd)

A. Conditions (Cont'd)

8. Equipment, instruments, and lines on the Customer's premises, furnished by the Telephone Company, shall be and remain the property of the Company whose agents and employees have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting or repairing equipment and lines. Such equipment is not to be used for performing any function other than the reporting and dissemination of information of an emergency nature. The Customer must not use or permit to be used any electrical or mechanical apparatus or device in connection with the equipment or facilities furnished by the Company without the written consent of the Company.
9. If any defect in the service, not caused by the negligence or willful act of the Customer, continues for more than 24 hours, the Company will credit the Customer upon request. Except where damage is due to the willful act of the Company (as distinguished from its negligence) it shall have no other liability arising out of any defect in or the failure, for any reason, of the service or any part thereunder to operate or function as intended. Except as otherwise herein provided, the Customer agrees to indemnify and hold the Company harmless from any claims, loss or damage by reason of the Company furnishing the service.
10. Periodic tests of the alarm system are to be performed by both the Company and the Customer in order to insure satisfactory operation of the system.
11. The rates quoted herein, for emergency reporting services, contemplate the use of standard equipment. When equipment of a special type is desired, rates are based on the costs involved to meet the individual requirements of each case.
12. All operating on the Customer's premises will be performed by the Customer. Suitable commercial power, including outlets, which may be required for the operation of the service, shall be furnished by the Customer.
13. The initial contract period for Emergency Reporting Service equipment, including associated common equipment, will be three years. In the event the equipment provided is not retained by the Customer for a minimum period of three years from the date service is established, the Customer will pay to the Company a termination charge which will be determined by multiplying the monthly rate by the number of months of the unexpired portion of the contract.

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MISCELLANEOUS SERVICES

EMERGENCY REPORTING SERVICE (Cont'd)

A. Conditions (Cont'd)

14. In the event the Customer decides that a system, other than that initially contracted for, is needed to provide for group alerting and that the revenue which is received by the Company is not decreased, termination charges will not apply.
15. In the event that the Customer decides to retain the system with its common equipment but decides to decrease the number of stations which are connected to the system, the termination charge will not apply, but rather the monthly charge for connected lines will be reduced an appropriate amount.

B. Rates

	<u>Monthly Rate</u>	<u>Installation or Move Charge</u>
Emergency Reporting Control Stations, without dial	1	2

<sup>1</sup> The initial reporting station is furnished at the regular business individual line rate. Additional stations are furnished at the rate for a business extension plus extension line mileage based on the charges as applied in other sections of this catalog.

<sup>2</sup> Service connection, inside move, and change charges are applicable to Emergency Reporting Control Stations.



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MISCELLANEOUS SERVICES

EMERGENCY REPORTING SERVICE (Cont'd)

B. Rates (Cont'd)

		<u>Monthly Rate</u>	<u>Installation Or Move Charge</u>
2.	Type I Central Office Equipment		
	.2.1 Common equipment including line equipment for 10 lines	\$34.50	\$48.46
	.2.2 Each additional 4 lines of equipment up to maximum of 18 lines	\$9.50	\$48.46
3.	Type II Central Office Equipment		
	.3.1 Common equipment including line equipment for 10 lines	\$50.00	\$48.46
	.3.2 Each additional 4 lines of equipment up to maximum of 18 lines	\$25.00	\$48.46
4.	Type III Central Office Equipment <sup>1</sup>		

<sup>1</sup> Type III Digital Emergency Reporting Systems are considered to be Special Assemblies of Equipment and will be charged on the basis of total installed costs as detailed in this catalog.

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MISCELLANEOUS SERVICES

FOREIGN EXCHANGE

A. Conditions

1. This is exchange service furnished from an exchange other than the one from which service would normally be furnished.
  - .1.1 The normal exchange is the exchange in which the customer is located.
  - .1.2 The foreign exchange is an exchange other than the one in which the customer is located and furnishes the dial tone for foreign service.
2. Customers with foreign exchange service will be customers of the foreign exchange and the foreign exchange providing dial tone will be the billing company.
3. The telephone company operating the normal exchange will determine if foreign exchange service will be provided.
  - .3.1 Customers subscribing to Foreign Exchange Service must also subscribe to service from their normal exchange.
4. Two categories of Foreign Exchange Service are available for new installations, individual lines, and PBX trunks. These services are provided subject to an interexchange rate center mileage charge as shown under Rates, herein.
5. Foreign Exchange Service currently being provided by facilities extended across a common exchange boundary are subject to the following conditions.
  - .5.1 Such services will not be provided to new customers and are frozen in place to existing customers.
6. Foreign Exchange pay station service will not be furnished.
7. The furnishing of a foreign exchange service may involve the construction of certain facilities. Charges to be paid by the customer for the facilities constructed will be determined as follows:
  - .7.1 If the normal exchange is operated by this Company the charge will be the actual cost of construction less an allowance equal to three years revenue, from the mileage associated with the facilities constructed in the territory of the normal exchange.

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MISCELLANEOUS SERVICES

FOREIGN EXCHANGE (Cont'd)

B. Rates

1. The basic monthly rate and service charge applicable at the foreign exchange for the grade of service provided, plus the following charges:
  - .1.1 Interexchange mileage charges measured from rate center to rate center on an airline measured basis.  
  
per airline mile           \$5.10
  - .1.2 Exchange mileage measured from the normal central office to the location of the terminal of the foreign exchange service, airline measurement.  
  
per 1/4 mile               \$2.00
  - .1.3 The monthly rate and installation charge for supplemental services or equipment, except for directory services, will be those filed for the normal exchange.
    - a. The rates for extra directory listings are those filed for the foreign exchange.
2. The monthly rate and installation charge for supplemental services or equipment furnished with the foreign exchange will be those filed for the normal exchange.

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MISCELLANEOUS SERVICES

SEASONAL VACATION<sup>1</sup> – Grandfathered as of May 12, 2020

(C)

A. Conditions

1. Seasonal service will be furnished under the following conditions:

- .1.1 Available to all classes and grades of exchange service where the usage is of a seasonal nature;
- .1.2 No inward or outward service will be provided during the period of suspension;
- .1.3 Charges may be billed in total prior to the connection of service or monthly at the option of the Telephone Company. A subsequent order charge will apply to each request.

B. Vacation

1. The monthly rate will be based upon 50% of the regular rate for the basic and associated additional services suspended for a minimum of 30 days.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 12, 2020.

(N)

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MISCELLANEOUS SERVICES

VACATION GET AWAY SERVICE

A. General

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

B. Conditions

1. Vacation Get Away Service applies to customers of Residential Exchange Access Service as well as vertical features, bundles and other basic services. Vacation Get Away Service is not available for Lifeline customers.
2. No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls.
3. Vacation Get Away Service will not be made available for periods of less than two (2) months.
4. Vacation Get Away Service is available to a customer for a maximum period of nine (9) consecutive months. The customer's number must be working for at least 90 days in a calendar year.
5. During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.
6. The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months. A letter with the missed notifications will be sent to the customer at the time of restoral.
7. Monthly bills for services not covered by the Vacation Get Away Service during the vacation service period are to be paid in accordance with regular collection practices.
8. Vacation Get Away Service will be available where technically feasible.
9. Charges for Vacation Get Away Service will be a non-recurring charged to be billed in advance of the vacation service.

(C)

C. Rates and Charges

Nonrecurring Charge

Vacation Get Away Service

\$39.99

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MISCELLANEOUS SERVICES

DIRECTORY LISTINGS

.1 General

The following applies to light faced listings in the white pages (alphabetical section of the directory).

- .1.1 Only information necessary to identify the customer is included in these listings.
- .1.2 The Telephone Company may use abbreviations in listings when, in its judgment, the clearness of the listing or the identification of the subscriber is not impaired.
- .1.3 The Telephone Company may reject a residence listing which is judged to be business or advertising. The Telephone Company may reject a listing which it judges to be objectionable or fictitious and contrived.
- .1.4 Special arrangement of names designed to secure a preferential position in the alphabetical list or listings which otherwise are objectionable are not acceptable.
- .1.5 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 subscriber is legally doing business under that name.
- .1.6 Listing charges date from the day the time it is available in directory assistance and continue until the expiration date of the printed directory in which they appear.
- .1.7 Incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. In the absence of willful misconduct, no liability for damages arising from publishing the telephone number of a non-published service customer in the directory or disclosing a non-published number to any calling party shall attach to the Company and where such number is published or disclosed by a Company employee, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published listing service.
- .1.8 The Company reserves the right to forward the name, address and telephone number of non-published telephone number service customers to government agencies authorized by ordinance to establish E911 service and/or subscribing to or providing E911 service.

(N)

(N)

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MISCELLANEOUS SERVICES

DIRECTORY LISTINGS (Cont'd)

(N)

.1 General

- .1.9 Non-published directory service telephone numbers associated with the line used by the calling party to place outgoing calls may be forwarded to subscribers of calling number ID.

.2 Composition of Listings

.2.1 Name

Business Service (If questions arise regarding the right of a customer to list the name of a business or to use the trade name of another, the Company may require written authority from the owner of such name or trade name prior to the insertion or continuance of such listing.)

- a. The name of a subscriber
- b. The name of each business enterprise which the subscriber conducts
- c. The name of a corporation which is the parent or subsidiary of the subscriber

Residence Service

- a. The name of the subscriber
- b. Another authorized residential name
- c. Dual name listings for authorized by the subscriber i.e. Smith, Mary and John
- d. Name of a church that includes "parsonage", "rectory", "parish house", "church study" or a descriptor that indicates it is part of a domicile

.2.2 Designation

1. A designation can be used on a business service to assist the public in calling but not to advertise the business

.2.3 Address

1. Each customer may, but does not have to, include the house number and street name of the residence service is provided. A customer may provide an alternate address like a PO Box that is a valid mailing address.

(N)

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MISCELLANEOUS SERVICES

DIRECTORY LISTINGS (Cont'd)

- .3 Types of Listings
- .3.1 Primary – One listing, termed the primary listing, is provided without charge for each customer service whether billed by the same monthly statement or by separate statements for service provided by an entity with directory listing agreement.
  - .3.2 Additional – A general term to denote any listing, regardless of the form, in addition to the primary listing. It may be a second listing of the primary number with different name or a listing for a telephone number for the same customer service. It may also be a cross reference listing which is a referral without a telephone number to another listing i.e JC Penney's see Penney's. A business class of service may have a residential additional listing in order to populate a record in the residential section of a directory.
  - .3.3 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.
  - .3.4 Extra Line of Information – descriptive text that does not have a telephone number.
  - .3.5 Non-listed – A listing that is available in directory assistance but not printed in the telephone directory.
  - .3.6 Non-published – A telephone number that is not listed in either directory assistance or in the telephone directory.

.4 Rates

	<u>Residential</u>	<u>Business</u>	
Additional Listing	\$6.00	\$6.00	(I)
Non-Listing	\$6.50	\$6.50	
Non-Publish	\$7.00	\$7.00	(I)
Foreign Exchange Listing	\$6.00	\$6.50	
Directory Listing Extra Lines	\$5.50	\$6.00	



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MISCELLANEOUS SERVICES

DIRECTORY ASSISTANCE SERVICE

A. General

1. The Telephone Company furnishes a service whereby customers may obtain assistance in determining telephone numbers by calling the Directory Assistance number subject to the regulations and charges shown herein.
2. The rates in B. following apply for all calls to Directory Assistance transported solely by the Company to a Directory Assistance operator.
3. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and reasonable attorneys' fees) that may arise from the use of such information.
4. A maximum of two requested telephone numbers is provided with each Directory Assistance call.
5. The provisions of this offering are applicable to Directory Assistance Service which is furnished with the customer's Home Numbering Plan Area (Area Code) except in Market Service Area (MSA) 1 where a Directory Assistance Call placed to a foreign Numbering Plan Area within MSA 1 will also be subject to the provisions stated herein.

B. Charges

1. Call Allowance

- .1 Calls to Directory Assistance from Hotels, Hospitals, or lines of customers who have been certified by a registered physician or recognized agency as unable to use a directory because of a physical handicap are not subject to charge.
- .2 For each call to the Directory Assistance number \* (C)
- .3 Where a customer requested operator assistance to place a call to Directory Assistance, the surcharge as shown in Section 4, is applicable in addition to the charge of \* per call. (C)

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

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MISCELLANEOUS SERVICES

NATIONAL DIRECTORY ASSISTANCE SERVICE

A. General

National Directory Assistance will provide the customer with directory listings from Citizens Communications directory assistance database. This database will make all Citizens Communications listings available to any operator workstation along with national listings from other provider database(s). Citizens Communications will provide listings for residential, business, government, and Citizens Communications local emergency numbers. Customer Name and Address Service is a reverse search feature which allows the caller to request a customer's name and/or address after giving the directory assistance operator a complete phone number.

B. Conditions

1. The customer will receive a maximum up to two listings per call i.e.; two NDA numbers, one NDA number and one CNA listing or two CNA listings.
2. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and attorney's fees) that may arise from the use of such information.
3. The customer will have access to any in- or out-of-franchise, number/address listing within the continental US, Alaska and Hawaii, with the exception of non-published listings. When a non-published number/address is requested, the message "Non-published number/address" or "NP" is displayed and no information will be available.
4. Charges for National Directory Assistance/Customer Name and Address Service are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.
5. National Directory Assistance and Customer Name and Address service will be available where technology permits.

C. Rates

	<u>Per Call</u>	
Per call to the National Directory Assistance/Customer Name and Address Service	*	(C)

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

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MISCELLANEOUS SERVICES

DIRECTORY ASSISTANCE CALL COMPLETION (DACC)

A. General

DACC Allows customers the option to have their Local, IntraLATA or InterLATA calls completed to a requested number by either Directory Assistance Operator or Directory Assistance Audio Response System that provides the requested directory listed number.

B. Regulations

1. The Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.
2. Charges for DACC are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.
3. DACC will only be furnished where facilities and operating conditions permit.
4. The calling party will incur a per minute usage charge \* for all toll calls completed between the calling station and the station connected via DACC. No usage plan discounts will apply to calls connected via DACC. IntraLATA calls completed through the use of DACC will be carried by the Telephone Company, notwithstanding the identity of the presubscribed IntraLATA carrier (ILC PIC) selected by the customer. (C)

C. Rates and Charges

	<u>Per Call</u>	
Per Directory Assistance Call Completion		
This charge is in addition to the Directory Assistance Charge	*	(C)

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

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MISCELLANEOUS SERVICES

CONNECTION WITH CUSTOMER-PROVIDED PROTECTION SERVICE EQUIPMENT

A. Conditions

1. The Telephone Company will furnish circuits for connection of Customer-Provided Protection Service devices, which are installed and maintained by the customer or by a commercial protection company.
2. The Telephone Company makes no guarantee and assumes no liability for the use, operation and maintenance of Customer-Provided Protection Service equipment and any associated equipment. The customer agrees fully and completely to indemnify and save harmless the Telephone Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising out of the furnishing or failure to furnish Customer-Provided Protection Service, including without limitation, any claim loss, damage, suit, or liability involving damage to or destruction of property or personal injury to or death of any person or persons which arises, or is claimed to arise, directly or indirectly, with or without negligence, out of the installation, use, maintenance, operation, failure of operation, malfunction or the presence of Customer-Provided Protection Service equipment and associated equipment on the premises of the customer.

B. Rates

	Monthly <u>Rate</u>	Installation <u>or Move Charge</u>
Each Circuit	\$14.00	See Section 3

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MISCELLANEOUS SERVICES

TOUCH CALLING SERVICE

A. Conditions

1. Touch Calling Service provides for the origination of telephone calls through the use of telephones equipped with push buttons. The service requires special central office equipment and will be furnished only where the necessary facilities are available.
2. The service is furnished in connection with individual and party line service, Private Branch Exchange Service, Key Telephone, and Multiple line service. The service may be furnished to one or more subscribers on the same party line.
3. The rates and charges for Touch Calling Service are in addition to the applicable rates and charges for all the services with which this service is associated.
4. Touch Calling Service may be furnished in connection with Foreign Exchange Service lines and special services provided in cooperation with other telephone companies. The rates and charges of the serving company will be applicable for these services.

B. Rates

	<u>Monthly Rate</u>
.1 Individual Line Service	
.1 Residence, per line	No Charge
.2 Business, per line	No Charge
.3 Installation move and change charges will be applicable as set forth in this catalog under Section 3.	

NOTE: Introductory offerings may be made to encourage customers to subscribe to Touch Calling Service. Such introductory offerings are limited to no more than one sixty-day period every twelve months. During this introductory offering the Subsequent Service Ordering Charge and the Line Connection Charge will be waived.

.2 PABX Systems	
.1 Trunks, per line	No Charge
.2 Switching equipment rates will be applicable as set forth in this catalog under Section 2.	
.3 Installation, move and change charges will be applicable as set forth in this catalog under Section 3.	

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MISCELLANEOUS SERVICES

BUSINESS TRAFFIC STUDY SERVICE

A. General

1. Business Traffic Study Service provides performance reports of call capacity for originating and terminating traffic on access lines, trunk groups or hunt groups. The traffic study report enables business customers to determine how many calls terminate successfully compared with the number of calls that reach a station-busy condition.

B. Regulations

1. At the customer's request traffic studies will be performed on access lines, trunk groups or hunt groups that are provided by the Company.
2. A separate traffic study report is required for each access line, hunt line, or trunk group.
3. Business Traffic Study Service is available to business customers and only where technically feasible.
4. Traffic study detail requested by the customer will be limited to calls that originate or terminate on the Company's network.
5. Studies will not be performed on toll-free or pay-per-call type telephone numbers.
6. Studies are done in 7-day intervals.
7. Types of studies include (but are not limited to):

Line or Trunk Study  
Remote Call Forward Study  
Multiline Hunt Group Study

C. Rates and Charges

- |  |         |
|--|---------|
| 1. Set up Charge and first week per access line or trunk group | \$60.00 |
| 2. Each additional week per access line or trunk group         | \$25.00 |

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MISCELLANEOUS SERVICES

211 SERVICE

A. General

1. 211 Service ("211") is a three-digit local dialing arrangement available in specified areas for the delivery of community information and referral services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 211 code is assigned for access to community information and referral services.
2. Calls placed to the 211 code will be routed to the point-to number assigned to a 211 Subscriber based upon the central office switch where technically feasible, such that all calls from Company subscribers in a local exchange to the 211 abbreviated dialing code will be routed to a single point-to number.

B. Regulations

1. 211 will be provided under the following conditions:

The 211 Subscriber shall make written application for 211 Service to the Company at the local exchange level. The 211 Subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to 211 without impairing the Company's general telephone service or telephone plant.

The 211 Subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the 211 Service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

The 211 Subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.

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MISCELLANEOUS SERVICES

211 SERVICE (Cont'd)

B. Regulations (Continued)

1. 211 will be provided under the following conditions: (Cont'd)

The 211 Subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 211. If requested by the Company, the 211 Subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's 211 Service.

The Company will provide both oral and written notification when a 211 Subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 211. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the 211 Subscriber makes no modification or is unwilling to accept modification in method of operation or continues to cause service impairments.

2. The following conditions apply if the 211 Subscriber provides a pre-recorded announcement:

The 211 Subscriber will provide announcements. The Company will provide only delivery of the call.

The provision of access to the 211 network by the Company for the transmission of announcements or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.

The 211 Subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.

The 211 Subscriber assumes all financial responsibility, according to other specific rates and charges under catalog, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.



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MISCELLANEOUS SERVICES

211 SERVICE (Cont'd)

B. Regulations (Continued)

3. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 211 Subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If during this period, the 211 Subscriber has failed to establish service or decides to discontinue service establishment, the 211 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

4. The 211 Subscriber is restricted from selling or transferring the 211 code to an unaffiliated entity, either directly or indirectly.
5. The 211 Subscriber shall work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach community information and referral services provided by dialing 211.
6. The Company may take all legal and practical steps to disassociate itself from 211 Subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
7. The 211 Subscriber shall comply with all present and future rules pertaining to abbreviated dialing codes adopted by the Federal Communications Commission, in rulemaking proceeding CC Docket No. 92-105, CC Docket No. 00-256, and otherwise, including any and all requirements to relinquish the 211 abbreviated dialing code in the event of a national assignment contrary to the existing assignment.

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MISCELLANEOUS SERVICES

211 SERVICE (Cont'd)

C. Other Terms and Conditions

1. This service is provided subject to the availability of the 211 code.
2. 211 Service can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
3. 211 Service is supplemental to and is not a replacement for local exchange service.
4. Limitations and use of 211 Service apply as stated in Section 2 of this Catalog.
5. Directory listings may be provided for 211 Service at rates under the terms, conditions, and rates specified in section 5 of this Catalog.
6. Access to 211 Service is not available to the following classes of service:
  - 1+,
  - 0+, 0- (credit card, third-party billing, collect calls),
  - 101XXXX

In addition, operator-assisted calls to the 211 Subscriber will not be completed.

7. 211 Service will not provide calling number information in real time to the 211 Subscriber. If the 211 Subscriber needs this type of information, the subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.
8. Calls to the 211 Service code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 211 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 211 from areas where 211 Service is not being provided will be advised that the service is not available from their number.
9. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
10. 211 Service is provided where facilities permit. The Company can only provide 211 Service to one specified telephone number per exchange.

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MISCELLANEOUS SERVICES

211 SERVICE (Cont'd)

C. Other Terms and Conditions (Continued)

11. The Company does not undertake to answer and forward 211 Service calls but furnishes the use of its facilities to enable the 211 Provider to respond to such calls.
12. The rates charged for 211 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The 211 Subscriber shall make such operational tests as, in its judgment are required to determine whether the Company's facilities are functioning properly for its use. The 211 Subscriber shall promptly notify the Company in the event the Company's facilities are not functioning properly.
13. 211 Service is provided solely for the benefit of the 211 Subscriber. The provision of the 211 Service by the Company shall not be interpreted, constructed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity.
14. The Company, its employees, or its agents are not liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Catalog. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the 211 Subscriber.

D. Rates and Charges

1. 211 Subscribers will pay the normal cataloged charges for the local exchange access arrangements used for transporting and terminating messages at the 211 Subscriber's designated premises.
2. Charges applicable to the 211 Service are as follows:

	<u>Nonrecurring Charge</u>
Service Establishment Charge Per Point-to-Number	\$300.00
Central Office Switch Activation Charge Per Central Office Switch Translated or Changed	\$30.00

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MISCELLANEOUS SERVICES

CABLE PAIR MILEAGE CHARGES

- A. Unless specifically provided elsewhere, the following charges apply for off-premises cable pairs for the following services:

Extension Stations  
Private Branch Exchange Stations  
Auxiliary Signaling  
Local Private Lines  
Intercommunications  
Key Stations

- B. Definitions

1. The term "Different Block" refers to a parcel of platted land, crossed, by public thoroughfares other than alleys. Railroad tracks are not considered public thoroughfares.

- C. Satisfactory local and toll transmission and supervision is furnished, by means of facilities ordinarily provided, at the mileage charges specified.

- D. Charges per cable pair

	<u>Monthly Rate</u>	<u>Installation or Move Charge</u>
Terminals in different locations, in different blocks, distributed by exchange cable, per 1/4 circuit mile <sup>1</sup>	\$2.00	See Section 3

<sup>1</sup> This service is grandfathered to existing customers at existing locations.

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MISCELLANEOUS SERVICES

MULTI-LINE VARIETY PACKAGE (MVP) <sup>1</sup>

A. General

1. Multi-Line Variety Package (MVP) is designed to serve customers with a minimum requirement of two (2) access lines. All features are assigned to single-party (non-coin) lines declared as MVP lines in the software.
2. The MVP rates set forth are for equipment and services located in the Company's central office and access lines terminated in the customer's premises. A combination of business and residence lines in an MVP customer group is not allowed. Terminal equipment provided by the customer must be compatible with the services and equipment provided by the Company.
3. Multi-Line Variety Package is offered only in central offices equipped to provide such service subject to the availability of facilities and central office equipment as determined by the Company.
4. The minimum charge for services and equipment provided shall be one month.
5. The MVP feature allows for a maximum of six (6) access lines per customer group.
6. Tel-Touch service is required with the MVP feature. The rates and charges as shown elsewhere in this catalog for Tel-Touch service are in addition to MVP.
7. Although features available for MVP and Custom Calling may overlap, these services are distinct and are governed by their own respective rates and regulations.
8. The monthly charge for Multi-Line Variety Package shall include, but not be limited to, the following features:
  - .1 Call Pickup - With Call Pickup, the MVP customer can answer any ringing phone in their group by dialing a code. The Flexible Group Size feature allows more than one Call Pickup group for larger businesses.
  - .2 Call User Transfer - Call User Transfer allows the MVP customer to direct a call to someone else in a communications group by depressing the switchhook on the telephone and dialing the number to which they want to transfer the call.

<sup>1</sup> This service is grandfathered to existing customers at existing locations.

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MISCELLANEOUS SERVICES

MULTI-LINE VARIETY PACKAGE (MVP)<sup>1</sup> (Cont'd)

A. General (Cont'd)

8. The monthly charge for Multi-Line Variety Package shall include, but not be limited to, the following features: (Cont'd)
- .3 Call Hold - Call Hold allows the MVP customer to place an existing call on hold at their telephone by depressing the switchhook and dialing a code. If they hang up their telephone, the system rings them back, to remind them that a call is on hold.
  - .4 Conferencing (3-Way) - To conference when on a telephone call, the MVP customer depresses the switchhook on the telephone and dials the number of the party the MVP customer wishes to conference. When the intended conference party answers, the switchhook is depressed again to complete the three-way conference.
  - .5 Intercom - Intercom allows quick, easy access to everyone in the MVP customers communication group by dialing their intercom number. For smaller customers, up to six lines, they dial just one digit. For larger communications group, they dial two, three or four digits, depending upon the size of their group.
  - 6 Call Waiting - Call Waiting doubles the incoming capacity of the MVP customers line. If they are talking on their line, Call Waiting announces an incoming call by a tone heard only on their end of the line. They are then able to put the first call on hold and answer the incoming call. (A station cannot be assigned both the Call Waiting and Call Forward-Busy features.)
  - .7 Convenience Dialing - The Convenience Dialing feature allows a MVP customer to establish abbreviated dialing patterns for frequently called and emergency numbers. By dialing an access code followed by 2 digits, a customer can dial a preprogrammed number.

<sup>1</sup> This service is grandfathered to existing customers at existing locations.

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MISCELLANEOUS SERVICES

MULTI-LINE VARIETY PACKAGE (MVP) <sup>1</sup> (Cont'd)

A. General (Cont'd)

8. The monthly charge for Multi-Line Variety Package shall include, but not be limited to, the following features: (Cont'd)

.8 Call Forward - There are three different versions of Call Forward available: Call Forward, Call Forward Busy, and Call Forward No Answer.

Call Forward - Call Forward allows a station to have all incoming calls forwarded to another preselected line. The designated line may be within or outside the customer group (station can activate or deactivate).

Call Forward Busy - Call Forward Busy provides the capability to complete calls destined to busy stations. When a call arrives at a busy station, the system automatically transfers the call to the assigned transfer destination. (A station cannot be assigned both the Call Waiting and Call Forward - Busy features.)

Call Forward No Answer - Allows a terminating call to an idle MVP line to be automatically transferred to another predesignated line within the group. The call is transferred if it is not answered at the called line within a preselected number of ringing cycles (assigned customer group).

.9 Distinctive Ringing - Distinctive Ringing provides the MVP customer the capacity of distinguishing between incoming and intercom calls through separate ringing patterns.

B. Charges

The following rate is for MVP only and is in addition to the applicable service charges and monthly Local Exchange Service rates for individual exchange access lines and other services or equipment with which they are associated.

1. Multi-Line Variety Package (Includes all Standard Features Minimum Two Lines) MVP - Per Line <sup>1</sup>	<u>Monthly Rate</u>  \$9.95
2. Charges in Section No. 3 apply per line to establish or change Multi-Line Variety Package.	

<sup>1</sup> This service is grandfathered to existing customers at existing locations.

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MISCELLANEOUS SERVICES

900 BLOCKING SERVICE

A. General

900 Blocking Service provides residence and business customers with the ability to block access from a particular network access line to all telephone numbers for which 900 must be dialed.

The service is classified as a local exchange general service.

B. Regulations

1. The Company's obligation to furnish network facilities for the 900 Blocking Service is dependent upon the availability of suitable facilities. Because of central office and other facility limitations, it may not be possible for the Company to provide all of the services that may be requested.
2. The 900 Blocking Service is available only for blocking access to all 900 telephone numbers from a particular network access line, and not for blocking access to a specific 900 telephone number.

C. Rates and Charges

1. The 900 Blocking Service for residence and business network access line customers is provided upon request without charge.
2. Service Ordering Charges do not apply to orders adding this blocking service only.



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MISCELLANEOUS SERVICES

DIRECT INWARD DIALING (DID) SERVICE

A. General

1. DID service permits calls incoming to a PBX or other customer premises equipment to reach a specific station line without the assistance of an attendant.
2. The service includes central office switching equipment necessary for in-dialing from the network directly to stations associated with customer premises switching equipment.
3. DID service is provided only from electronic central offices or from electromechanical offices that are equipped to provide this service.
4. The assignment of telephone numbers for DID service and the sequence of numbers assigned to a customer are made at the discretion of the Company.
5. The customer is responsible for providing intercept of assigned but unused Telephone numbers associated with DID service.
6. If DID service is provided from more than one central office, service from each central office is considered separately for the application of rates and charges.
7. If a customer uses sets of DID service telephone numbers on different systems, on the same or different premises, each set of numbers is considered a separate service for the application of rates and charges.
8. One primary listing will be furnished without charge for each separate trunk group. Additional listings can be obtained as specified elsewhere in this catalog.
9. DID numbers in-groups of 20 may be reserved for future use at rates and charges specified elsewhere in this catalog.

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MISCELLANEOUS SERVICES

DIRECT INWARD DIALING (DID) SERVICE Cont'd

A. General (Cont'd)

10. Limitations of Service

- .1.1 DID is furnished upon condition that the customer contract for adequate facilities to permit the use of the service without injurious effect upon the general telephone service. Adequate facilities include but are not limited to the following:
- a. Central Office trunks - if subscriber line overflows on all of the DID trunks combined exceed the monthly limit specified as follows for two consecutive months, and in the opinion of the Company additional trunk lines are needed, the customer will be required to subscribe for such additional trunk line facilities or terminate the existing service: first trunk line in a group - 200 subscriber line overflows per month; each additional trunk line in the same group - 100 additional subscriber line overflows per month.
  - b. A minimum of two working DID trunks excluding attendant trunks are required per system.
  - c. For completion of DID calls including call attempts (where the line is busy or no answer) suitable equipment associated with the Company or customer-provided system is required, e.g. sufficient quantities of incoming registers or equivalent.
- .1.2 The Company may refuse to furnish or to continue to furnish service for failure to comply with .10.1 a. above and as covered in General Regulations - Cancellation for Cause in Section No. 2.

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MISCELLANEOUS SERVICES

DIRECT INWARD DIALING (DID) SERVICE (Cont'd)

B.	Rates and Charges	<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
1.	Direct-Inward Dialing (DID) Service		
	- Service Establishment Charge, for the first group of 20 DID numbers installed		\$350.00
	- Subsequent additions, per group of 20 DID numbers		\$35.00
	- Each group of 20 DID numbers	\$10.00	
	- DID Trunk Termination in central office, each (in addition to PBX trunk rate)	\$17.50	See Section 3
2.	Additions to Existing Systems and Changes		See Section 3
	- To provide DID on an existing PBX System which is equipped for compatible operation		
	- For each trunk changed to DID		See Section 3
	- After DID is established:		
	- For a change of an existing trunk to DID operation, from DID to a regular trunk or vice versa, each trunk changed		See Section 3

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MISCELLANEOUS SERVICES

DIRECT INWARD/OUTWARD DIALING (DIOD) SERVICE

A. General

1. Direct Inward/Outward Dialing (DIOD) is a central office-based service that permits Incoming calls to reach customer provided equipment, without the assistance of an attendant, and allows the trunk to be used to place outgoing calls. Rotary hunt does not apply.
2. Conditions
  - .1.1 The assignment of telephone numbers and the sequence of numbers to a customer are made at the discretion of the Company. All terms and conditions pertaining to DID service are applicable to DIOD service.
  - .1.2 This service is subject to the availability of existing equipment and facilities.
  - .1.3 Citizens Digital Centrex Services are exempt from this offering.
  - .1.4 Trunks arranged for DIOD service may not be combined with trunk groups arranged to provide DID service. Overflow of calls between the two arrangements is not permitted.
  - .1.5 Where the DIOD service is provided from a different central office area of the serving exchange, interoffice mileage charges and measurement as specified in Ill. CC No. 10 will apply.
  - .1.6 Where the DIOD service is provided from a different exchange area, the Special Transport and Special Access Line Charges apply for each interexchange channel as specified in Ill. CC No. 10
  - .1.7 Customers are required to subscribe/use current trunks as the basic access piece of DIOD trunks using the existing catalog rate. The DIOD Functionality Rate Element is an add on to the existing trunk rate(s).
  - .1.8 The customer is responsible for providing intercept on telephone numbers associated with DIOD service.

3.	Rates	Monthly <u>Rate</u>	Nonrecurring <sup>1</sup> <u>Charge</u>
.1	DIOD Rate		
	Per Trunk - Month to Month	\$17.50	\$100.00
	Per Trunk - One Year Term	\$8.00	\$100.00
	Per Trunk - Three Year Term	\$6.00	\$100.00

<sup>1</sup> Nonrecurring charge is per initial service order.

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MISCELLANEOUS SERVICES

TELEPHONE ASSISTANCE PROGRAMS

A. Supplemental Assistance Link Up

1. A one-time supplemental credit of up to \$35.00 of the total connection charge will be applied to each new eligible subscriber. (T)
2. The supplemental Link-Up Program is funded through voluntary contributions from Illinois customers as described in C. following.
3. Same eligibility requirements as listed under lifeline below

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MISCELLANEOUS SERVICES

TELEPHONE ASSISTANCE PROGRAMS (Cont'd)

B. Lifeline Telephone Assistance Program

1. Description

- .1 The Lifeline Program is a federally funded program established to provide monthly assistance to low income households. Eligible subscribers will receive a monthly discount of:

Monthly Credit

Broadband Services = service that includes qualifying broadband service. \$9.25

Voice Services = voice service with no qualifying broadband service as defined by 47 C.F.R., Section 54.403 (a)(2). \$5.25 (R)

- .2 Applicant signs document certifying under penalty of perjury that the consumer has income at or below 135 percent of the Federal Poverty Guidelines or receives benefits from at least one of the following programs:

- (1) Medicaid
- (2) Food Stamps.
- (3) Supplemental Security Income (SSI)
- (4) Federal Housing Assistance
- (5) Veterans Pension
- (6) Survivors Pension

- .3 The Company's verification either through the Department of Public Aid or, in lieu of electronic verification, applicants will sign the form contained in Part 757 as Exhibit E, shall constitute proof of income eligibility.

- .4 Lifeline service shall not be disconnected for non-payment of toll charges.

- .5 Qualifying low-income subscribers who voluntarily elect toll blocking, where available, will not be required to pay a deposit in order to initiate Lifeline service.

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MISCELLANEOUS SERVICES

TELEPHONE ASSISTANCE PROGRAMS (Cont'd)

B. Lifeline Telephone Assistance Program (Cont'd)

1. Description (Cont'd)

- .6 Lifeline Toll Restriction Service is available on a voluntary basis where technically feasible to Lifeline Telephone Service customers at no charge. Lifeline Toll Restriction Service prevents 0+, 00-, 1+NPA-NXX-XXXX, 1010XXXX, International (01+), Directory Assistance (411, 1+411, 0+411, 555-1212, 1+/0+ 555-1212, 1+/0+ NPA-555-1212), 1+900 calls, 1+700, 976 calls, IntraLATA toll and ZUM Zone 3 calls while allowing access to local, 611, 911, 0-, 1+800/888 etc., 950-XXXX and 1+950-XXXX calls and EAS calls. Access to Directory Assistance is available to Lifeline customers by dialing 0-. Access to Service Activation Codes "\*/#"(e.g., \*66, \*69) is also allowed. Upon customer request, some Service Activation Codes may be blocked at no charge, where conditions and facilities permit.
- .7 Lifeline customers may receive toll limitation services without charge. Toll limitation services include voluntary toll control and toll blocking. Toll control allows the customer to specify a certain dollar amount of toll usage that may be incurred on their telephone service per month. Toll blocking will take effect once the customer's requested toll limitation amount is exceeded.

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MISCELLANEOUS SERVICES

TELEPHONE ASSISTANCE PROGRAMS (Cont'd)

C. Universal Telephone Assistance Program (UTSAP) Voluntary Funding

1. Customers wishing to participate in the funding of UTSAP may do so by electing to contribute, on a monthly basis, a fixed amount to be included by the Company on the customer's monthly bill. The voluntary contribution shall not reduce the customer's total bill amount due the Company for telephone services or other charges.

Residential customers may elect to contribute:

	<u>Contribution</u>
Contribution to ITAP	\$0.50
Contribution to ITAP	\$1.00
Contribution to ITAP	\$2.00
Contribution to ITAP	\$5.00

Business customers may elect to contribute:

Contribution to ITAP	\$ 1.00
Contribution to ITAP	\$5.00
Contribution to ITAP	\$10.00
Contribution to ITAP	\$25.00

Customers may elect to discontinue or change the amount of the monthly contribution on their bill at any time upon providing at least 30 days notice to the Company.

Failure by the customer in any month to remit the entire billed amount shall reduce the UTSAP contribution accordingly.



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MISCELLANEOUS SERVICES

TOLL RESTRICTION SERVICE

A. General

1. Toll Restriction Service is a central office service that restricts calls as indicated in paragraph .1.2 following. Restricted calls are directed to a central office announcement.
2. Two Toll Restriction Service options are available:  
  
Option 1 - Any direct dialed one plus (1+) and (1+0+XXX) or direct dialed International (011+) call. This includes directory assistance (411, 1 + 411, 1 + 555-1212, 1 + NPA + 555-1212). Calls to 800 Service will not be restricted (1 + 800 + XXX-XXXX) and calls to (1+0+XXX+0) will not be restricted.  
  
Option 2 - Includes Option 1 and any local or long distance zero plus (0+) or zero minus (0-) call. If 9-1-1 service is not available in an exchange, zero minus (0-) calls will be restricted to Local Assist and 9-1-1 Emergency.
3. Toll Restriction Service, Option 1, will be provided to Residence One-Party, Business One-Party and Trunk Access Line customers. Toll Restriction Service, Option 2, will be provided to Residence One-Party, Business One-Party and Trunk Access Line customers. (C)
4. Toll Restriction Service is offered subject to the availability of suitable facilities and is limited to central offices specifically equipped to provide this service.
5. The Company makes no guarantee and assumes no liability for the accuracy of Toll Restriction Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising from the restriction of telephone calls made from the customer's access line.
6. The minimum contract period for this service is one month.

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MISCELLANEOUS SERVICES

TOLL RESTRICTION SERVICE (Cont'd)

B. Rates

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

	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u> <sup>1</sup>
Option 1, per line equipped		
One-Party		
Residence	\$5.00	\$10.00
Business	\$5.00	\$10.00
Trunk Access Line		
Residence	\$5.00	\$10.00
Business	\$5.00	\$10.00
Option 2, per line equipped		
One-Party		
Residence	\$5.00	\$10.00
Business	\$5.00	\$10.00
Trunk Access Line		
Residence	\$5.00	\$10.00
Business	\$5.00	\$10.00

<sup>1</sup> A Subsequent Ordering charge as shown elsewhere in this catalog also applies. The Nonrecurring Charge applies in addition to all other Service Charges when this service is ordered in conjunction with other services. The Nonrecurring Charge does not apply when a customer elects to change Toll Restriction Service options.

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MISCELLANEOUS SERVICES

CITIZENS CYBERDS1 SERVICE (CCD)

A. General

1. Citizens CyberDS1 Service (CCD) provides network dial tone service between a customer's premises and the local serving office on a channelized basis (DS0) over a single high-capacity (DS1) digital facility that terminates on the trunk side of the switch in the local serving office. Citizens CyberDS1 is available for data dialed access use.
2. Citizens CyberDS1 is provided in capacity increments of 24 digital channels within a single DS1 (1.544 Mbps) signal.
3. Citizens CyberDS1 provides a trunkside DS1 connection with 24 channels. Citizens CyberDS1 does not provide the function of analog to digital (or vice versa) conversions and no service types can be specified on the DS1.
4. CCD is comprised of a Citizens CyberDS1 Capacity component:
  - (1) The Citizens CyberDS1 Capacity will be at the rates and charges as specified following.
  - (2) Citizens CyberDS1 customers will have to select capacity in increments of 24 digital channels.
5. Customers will be offered Citizens CyberDS1 on a month-to-month basis only.

B. Digital Architecture

1. Citizens CyberDS1 differs in provisioning method and numbering format from end-to-end services. These services will be available from the Company on a link (partial channel) basis rather than as an end-to-end service. This architecture is intended to promote more efficient connectivity of analog and digital networks.
2. The time required to provision service is known as the service date interval. The service date interval for Citizens CyberDS1 and related network services connected to Citizens CyberDS1 will differ from the normal guidelines applicable to end-to-end services.
3. Citizens CyberDS1 will be available on a digital basis at the network interface on a customer's premises. Both the Company and the customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superseded by the electrical specifications on the 1.544 Mbps (DS1) channel, which is actually terminated. Each digital channel provided will have an identity only as a "time slot" within a DS1 Channel. Compatible digital to analog conversion equipment must be provided by the customer to derive the desired analog services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer.

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MISCELLANEOUS SERVICES

CITIZENS CYBERDS1 SERVICE (CCD) (Cont'd)

C. Definitions

Channel Service Unit (CSU). The term CSU denotes network channel terminating equipment provided by the customer to terminate digital channel facilities on a customer's or user's premises.

Citizens CyberDS1 Capacity. A DS1 signal between the customer premises and the central office. This digital link can be used to transport switched data services. Citizens CyberDS1 is available in increments of 24 digital channels.

DS0. The term DS0 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmitted bit rates are limited to 56 Kbps. The required format and interface specifications are stated in Section 7000 of the Technical Interface Reference Manual.

DS1. The term DS1 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission data rate and provides for the two-way simultaneous transmission of isochronous timed bit stream format. Unframed signal formats are not permitted or compatible with Company equipment. The required format and interface specifications are stated in Section 7000 of the Technical Interface Reference Manual.

D. Regulations

1. Citizens CyberDS1 is furnished subject to the availability of facilities from digital central office equipment located in a central office building owned or leased by the Company. Clear Channel Capability will be provided where available.
2. Citizens CyberDS1 is available within an exchange where appropriate digital facilities are available as determined by the Company. Service inquiries will be necessary to determine availability. Special Construction Charges as specified in this Catalog may be applicable.
3. All Citizens CyberDS1 must be channelized in a single equipment location on a customer's premises. Citizens CyberDS1 cannot be split between premises, or multiple locations within a premise. Standard network interfaces, without Integrated Services Digital Network (ISDN) signaling and without any line type features, will be provided by the Company for analog and digital services consistent with existing practices.
4. The technical specifications and standard network interface for DS1 and associated channelized services are stated in Section 7000 of the Technical Interface Reference Manual.

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MISCELLANEOUS SERVICES

CITIZENS CYBERDS1 SERVICE (CCD) (Cont'd)

E. Application of Rates

1. The Citizens CyberDS1 Capacity rate is applicable to each CCD.
2. The Citizens CyberDS1 Capacity element provides for the network facility to the customer premises and the central office channelization.
3. Citizens CyberDS1 Service is available on a month-to-month basis only.
4. Transfer of service responsibility between customers is permitted subject to the rules and regulations as in this Catalog.
5. Unless specified herein, rules and regulations contained elsewhere in this catalog are also applicable to Citizens CyberDS1 Service.

F. Rates and Charges

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Citizens CyberDS1 Capacity, each	\$750.00	\$500.00

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MISCELLANEOUS SERVICES

CUSTOM CALLING SERVICES

A. General

1. Custom Calling Service provides features listed in 3. Feature Descriptions following.

Custom Local Area Signaling Service (CLASS) services include \*69 Call Return, Priority Call, Selective Call Acceptance, Anonymous Call Rejection, \*66 Busy Number Redial, Basic Call Forward, Call Waiting/Cancel Call Waiting, Caller ID with Name, Anonymous Call Rejection and Call Trace. CLASS is a custom calling service offered to single and multiline residential and business customers.

2. Custom Local Area Signaling Service (CLASS) restrictions:

- .1 CLASS services are subject to available facilities and limited to central offices specifically equipped to provide such service. CLASS features are applicable to calls placed to/from compatible central offices offering this service.
- .2 Operator assisted calls may override CLASS features.
- .3 Pay Telephone Service will not be enabled with CLASS services, just as they are not enabled with other Custom Calling Premium Services. They will operate with the CLASS system, however, and interaction with all the services will be permitted.
- .4 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 Caller ID, Automatic Call Return services and other similar services identified in this catalog. Some calls may not display name and/or number information and/or Automatic Call Return 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 Caller ID, Automatic Call Return or other similar services identified in this catalog.

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MISCELLANEOUS SERVICES

CUSTOM CALLING SERVICES (Cont'd)

B. General (Cont'd)

3. Feature Descriptions

- .1 Basic Call Forward - This feature provides an arrangement for transferring incoming calls to another telephone number within the local area by dialing a code and the number of the service to which calls are being transferred. Enables the customer to forward incoming calls to another telephone number by dialing \*72 and the number to which calls are being forwarded to.
- .2 Call Forward Busy - This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number on a premise other than the provisioned premises.
- .3 Call Forward Busy/No Answer - A permanently activated service which automatically redirects calls placed to a customer's telephone number to another predetermined telephone number if the caller encounters either a no-answer condition after a specified number of rings or a normal busy-line condition.
- .4 Call Forward No Answer - This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer pre-selected interval, to another telephone number.
- .5 Call Waiting/Cancel Call Waiting - Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternative conversation between parties.

Cancel Call Waiting allows a Call Waiting subscriber to disable the Call Waiting feature of their telephone for the duration of a telephone call. The subscriber dials a code prior to placing a call to temporarily disable the Call Waiting feature.

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MISCELLANEOUS SERVICES

CUSTOM CALLING SERVICES (Cont'd)

B. General (Cont'd)

3. Feature Descriptions (Cont'd)

- .6 Call Waiting/Caller ID (CWID) - Provides a visual display of the incoming caller's name or number when Call Waiting is activated on the subscriber's line. This service, therefore, combines and enhances Calling Name Delivery, Calling Number Delivery and Call Waiting. A subscriber who is engaged in a conversation and receives an incoming call hears a Call Waiting/Cancel Call Waiting tone and is provided a visual display of the call waited party's number and/or name. The subscriber must have a Call Waiting Display Terminal capable of alphanumeric display and subscribe to Call Waiting, as well as Calling Name and/or Call Number Delivery.
- .7 3 Way Calling - Permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Normal transmission performance quality cannot be guaranteed on all calls.
- The pay per use charge is activated irrespective of whether the call is completed or not.
- .8 Speed Call 8<sup>1</sup> - This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in an eight-number capacity.
- .9 Speed Call 30 - This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in a thirty-number capacity.

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<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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MISCELLANEOUS SERVICES

CUSTOM CALLING SERVICES (Cont'd)

B. General (Cont'd)

4. CLASS Feature Descriptions

- .1 \*69 Call Return - This feature enables a customer to place a call to the telephone number associated with the most recent call received whether or not the call was answered, or the number is known. The customer can dial a code to request that the network place the call. If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*69. The user can press \*89 to deactivate this feature.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

- .2 \*66 Busy Number Redial - When activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*66. The user can press \*86 to deactivate.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

- .3 Priority Call - Allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a distinctive call waiting tone.

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MISCELLANEOUS SERVICES

CUSTOM CALLING SERVICES (Cont'd)

B. General (Cont'd)

4. CLASS Feature Descriptions (Cont'd)

- .4 Distinctive Ring - Provides two or more different phone numbers and rings for a single telephone line. Used to distinguish incoming calls. The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns.
- .5 Selective Call Forward - Allows a customer to program up to 15 telephone numbers to be forwarded automatically to another telephone number. Incoming calls that are on the Selective Call Forward list will be forwarded to the predetermined telephone number. Selective Call Forward is accessed by dialing "\*63" or "1163" from a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement. Entries on the Selective Call Forward list, as well as the forward-to telephone number, can be changed at any time.
- .6 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" for "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.
- .7 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.

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MISCELLANEOUS SERVICES

CUSTOM CALLING SERVICES (Cont'd)

B. General (Cont'd)

4. CLASS Feature Descriptions s (Cont'd)

- .8 Call Trace - Allows a customer to automatically activate (\*57 or 1157 from a rotary phone) a trace record of the last incoming call tracing feature. The customer automatically authorizes and requests the Company to release the results of any and all traces initiated by the customer directly to the customer's servicing law enforcement agency. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.

Call Trace is available on a monthly subscription basis, or on a pay per use basis. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

- .9 Caller ID with Name - Permits a customer to receive the calling name and telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, provided the calling party has not activated the per call restrict options and where technologically feasible. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their name and telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

- .10 Caller ID Number Only<sup>1</sup> - Permits a customer to receive the calling telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, and provided the calling party has not activated the per call restrict options. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

- .11 Caller ID Blocking - per call - Permits the customer to block the display of their directory number on a terminating subscriber's display equipment. To block the delivery of their number, the customer dials an activation code (\*67 or 1167 from a rotary phone) prior to placing a call. The feature is automatically deactivated when the customer hangs up. Per Call Blocking is automatically provided on every line.

<sup>1</sup> This service is grandfathered to existing customers at existing locations.

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MISCELLANEOUS SERVICES

CUSTOM CALLING SERVICES (Cont'd)

B. General (Cont'd)

4. CLASS Feature Descriptions (Cont'd)

- .12 Caller ID Blocking - per line - Permits the customer to block the display of their directory number on all calls made from a particular line on the terminating subscriber's display equipment. The customer can unblock a single call by dialing an activation code (\*82 or 1182 from a rotary phone) prior to placing a call. The feature is automatically deactivated when the customer hangs up. The customer must sign up for Per Line Blocking. There is no charge for the initial addition to a new or additional line, an in-service access line, or a number change.
- .13 Anonymous Call Rejection (ACR) - Customers who do not wish to receive calls from callers that withhold their telephone number and name or other identifying information through per line or per call blocking can reject anonymous calls. Upon dialing a specific code, Caller ID with Name subscriber can automatically reject calls from customers who have chosen to block the passage of their telephone numbers and names on outgoing calls. The caller will receive an announcement that the customer is not accepting calls from callers who are blocking their telephone numbers and names. This feature can be activated by dialing "\*77" ("1177" on rotary phones) and can be deactivated by dialing "\*87" ("1187" on rotary phones). ACR is included with Caller ID with Name. A call can be completed to a Caller ID with Name subscriber who has activated ACR by (1) placing the call through an operator, (2) placing the call with a telephone credit card, or (3) placing the call after unblocking the telephone number and name.
- .14 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 as an enhancement to one or more of the following features: Call Forwarding, Call Forward Busy and Call Forward No Answer. Multiple Simultaneous Call Forward is limited to ten (10) call forwarding paths per telephone number. It can be used with any of the following services: B1, PBX, Centrex and ISDN BRI.

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MISCELLANEOUS SERVICES

CUSTOM CALLING SERVICES (Cont'd)

C. Rates - in addition to applicable monthly rates for all service or equipment items with which Custom Calling Service is associated:

	Monthly Rate		Per Activation		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
1. When provided individually (each service, per line or trunk arranged):					
Basic Call Forward	\$6.50	\$6.75			(I)
Call Forward Busy	\$7.00	\$7.75			
Call Forward Busy/No Answer	\$7.00	\$7.50			
Call Forward No Answer	\$7.00	\$7.50			
Call Waiting/Cancel Call Waiting	\$7.50	\$8.50			(I)
Call Waiting/Caller ID	\$ .50	\$ .50			
3 Way Calling	\$9.00	\$8.25	\$3.00 <sup>1</sup>	\$3.50 <sup>1</sup>	(I)
Speed Call 8 <sup>3</sup>	\$4.75	\$3.75			
Speed Call 30	\$6.99	\$6.50			
<u>CLASS Features</u>					
*66 Busy Number Redial	\$6.99	\$6.50	\$3.00 <sup>1</sup>	\$3.50 <sup>1</sup>	(I)
*69 Call Return	\$6.99	\$6.50	\$3.00 <sup>1</sup>	\$3.50 <sup>1</sup>	(I)
Priority Call	\$5.00	\$5.00			
Distinctive Ring	\$7.50	\$6.99			
Selective Call Forward	\$6.99	\$6.50			
Selective Call Rejection	\$5.00	\$5.00			
Selective Call Acceptance	\$4.00	\$4.00			
Call Trace			\$8.00 <sup>2</sup>	\$7.00 <sup>2</sup>	
Caller ID with Name	\$13.00	\$13.00			(I)
Caller ID - Number, per line <sup>3</sup>	\$9.00	\$7.00			
Caller ID Blocking – per call	None	None			
Caller ID Blocking – per line	None	None			
Anonymous Call Rejection	\$5.25	\$5.25			(I)
Multiple Simultaneous Call Forward	\$11.00	N/A			

<sup>1</sup> The maximum charge is \$ 15.00 per month per line.

<sup>2</sup> The maximum charge is \$ 32.50 per month per line.

<sup>3</sup> This service is grandfathered to existing customers at existing locations.

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MISCELLANEOUS SERVICES

CUSTOM CALLING SERVICES (Cont'd)

C. Rates and Charges (Cont'd)

2.	Feature Packages, per line equipped	Monthly Rate	
		<u>Business</u>	<u>Residence</u>
.1	Call Waiting/Cancel Call Waiting 3 Way Calling, Basic Call Forward	\$9.00	\$4.75
.2	Call Waiting/Cancel Call Waiting 3 Way Calling, Speed Call 8	\$9.25	\$5.00
.3	Call Waiting/Cancel Call Waiting, Basic Call Forward, Speed Call 8	\$7.75	\$4.50
.4	Call Waiting/Cancel Call Waiting 3 Way Calling, Basic Call Forward, Speed Call 8 <sup>2</sup>	\$11.75	\$6.50
.5	Call Waiting/Cancel Call Waiting, 3 Way Calling, Basic Call Forward Speed Call 30 <sup>1</sup>	\$17.25	\$10.00

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

4. Satisfaction Guarantee

- .1 If the customer notifies Citizens Communications, they are not satisfied with the services the customer will be entitled to a full refund of one (1) month's MRC, or portion thereof if subscription is less than 30 days. This refund will be applied as a credit on the customer's bill. Each customer will be entitled the credit one time per service.
- .2 The Satisfaction Guarantee will apply to the services listed in this Custom Calling Services Section.

<sup>1</sup> This service is grandfathered to existing customers at existing locations.

<sup>2</sup> This service is grandfathered to existing customers at existing locations as of July 20, 2014.

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MISCELLANEOUS SERVICES

CUSTOM CALLING SERVICES (Cont'd)

C. Rates and Charges (Cont'd)

5. Introductory Trial Periods

The Company may offer Introductory Trial Periods from time to time to encourage customers to subscribe to Custom Calling Services. During this Introductory Trial Period, all applicable Service Ordering charges will be waived. The customer will also be allowed a period not to exceed thirty days so they may assess the effectiveness of Custom Calling Services. If the customer retains any of the Custom Calling features in excess of the thirty-day trial period, the monthly rate for the services retained would apply thirty days from the date the services were initially established. One thirty-day trial will be offered per customer.

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MISCELLANEOUS SERVICES

BILLED NUMBER SCREENING SERVICE

A. General

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

B Rates

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

	Monthly Rate	Nonrecurring Charge <sup>1</sup>
Option 1 - No Collect or Third Number Billing,		
- Per line Screened <sup>2</sup>	\$2.00	\$10.00
- Over 49 lines, per line <sup>2</sup>	\$1.00	\$10.00
Option 2 - No Third Number Billing,		
- Per line Screened <sup>2</sup>	\$2.00	\$10.00
- Over 49 lines, per line <sup>2</sup>	\$1.00	\$10.00
Option 3 - No Collect Billing,		
- Per line Screened <sup>2</sup>	\$2.00	\$10.00
- Over 49 lines, per line <sup>2</sup>	\$1.00	\$10.00

<sup>1</sup> A Subsequent Ordering charge as shown elsewhere in this catalog also applies. The Nonrecurring Charge applies in addition to all other Service Charges when this service is ordered in conjunction with other services.

<sup>2</sup> Billed Number Screening Service per line rates are determined by the total number of Billed Number Screening lines requested (i.e., if a customer requests 0 - 49 lines, all lines will be billed at \$2.00 per line and if a customer requests over 49, lines all lines will be billed at \$1.00 per line).



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MISCELLANEOUS SERVICES

DIGITAL DIVIDE ELIMINATION FUND PROGRAM

A. General

Digital Divide Elimination Fund Program is created as a special fund in the State Treasury to foster elimination of the Digital Divide. All monies in the Fund will be collected by the Company and reported to the Department of Commerce and Community Affairs, who will issue grants to the various communities based upon their needs.

B. Description

1. Customers wishing to participate in the funding of the Program may do so by electing to contribute, on a monthly basis, a fixed amount to be included on the customer's monthly bill. This contribution shall not reduce the customer's total amount due for telecommunications service or other charges appearing on the bill.
2. This contribution will be a line item on the bill and identified as the "Digital Divide Fund".
3. Contributions shall be collected on a recurring basis each month from the customer's bill and remittance shall be reported and transferred to the Department or its designee as required by Section 758.60.
4. Customers may elect to contribute \$.50, \$1.00, \$2.00, \$5.00, \$10.00, \$15.00 or \$25.00 per month per line.
5. Customers may elect to discontinue or change the amount of the monthly contribution on their bill at any time upon providing at least 30 days notice by telephone or mail to the company.
6. Failure by the customer in any month to remit the entire bill amount may reduce the contribution accordingly.

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MISCELLANEOUS SERVICES

RESIDENCE CUSTOMER INCENTIVE LANGUAGE

A. General

The Customer Incentive Program is an offering for potential new residence local exchange customers and to existing residence local exchange customers to encourage the retention or continuation of existing services by those existing customers.

B. Terms and Conditions

- .1 This competitive response offering may be offered to potential new residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.
- .2 For a potential new residence customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.
- .3 To qualify for these offers, a residence customer is required to have a satisfactory credit rating with the Company.
- .4 For a potential new residence local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the residence customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.
- .5 The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in Rates and charges following.
- .6 The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange residence customer is not inconsistent with the provisions of this Catalog and the amount does not exceed the maximum amount set forth in rates and charges following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.

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MISCELLANEOUS SERVICES

RESIDENCE CUSTOMER INCENTIVE LANGUAGE (Cont'd)

B. Terms and Conditions (Cont'd)

- .7 Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
- (a) The sales channel through which the products are sold.
  - (b) A specific geographic area.
  - (c) Existing customers who request to have one or more products disconnected.
  - (d) Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under rates and charges following.
  - (e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
- .8 The Company reserves the right to discontinue this offer.

C. Rates and Charges

- .1 The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
- (a) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s), or
  - (b) A waiver of up to three months of the recurring rate(s) or charge(s), or
  - (c) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
  - (d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum above, shall be used.
- .2 The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time or spread over a period of up to 12 months in a fashion determined by the Company.
- .3 Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

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MISCELLANEOUS SERVICES

BUSINESS CUSTOMER INCENTIVE LANGUAGE

A. General

The Customer Incentive Program is an offering for potential new business local exchange customers and to existing business local exchange customers to encourage the retention or continuation of existing services by those existing customers.

B. Terms and Conditions

- .1 This competitive response offering may be offered to potential new business local exchange customers. In addition, the Company may provide a retention benefit to any existing business customer who has retained a service for some period of time.
- .2 For a potential new business customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.
- .3 To qualify for these offers, a business customer is required to have a satisfactory credit rating with the Company.
- .4 For a potential new business local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the business customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.
- .5 The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in Rates and charges following.
- .6 The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange business customer is not inconsistent with the provisions of this Catalog and the amount does not exceed the maximum amount set forth in rates and charges following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.

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MISCELLANEOUS SERVICES

BUSINESS CUSTOMER INCENTIVE LANGUAGE (Cont'd)

B. Terms and Conditions (Cont'd)

- .7 Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
- (a) The sales channel through which the products are sold.
  - (b) A specific geographic area.
  - (c) Existing customers who request to have one or more products disconnected.
  - (d) Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under rates and charges following.
  - (e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
- .8 The Company reserves the right to discontinue this offer.

C. Rates and Charges

- .1 The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
- (a) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s), or
  - (b) A waiver of up to three months of the recurring rate(s) or charge(s), or
  - (c) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
  - (d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum above, shall be used.
- .2 The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time or spread over a period of up to 12 months in a fashion determined by the Company.
- .3 Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

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MISCELLANEOUS SERVICES

REMOTE CALL FORWARD (RCF) SERVICE

.1. Rates

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
1.1 Remote Call Forward Service, each line			
Residence	\$25.00		(I)
Business	\$26.00	<sup>1</sup>	(I)

<sup>1</sup> Ordering and Connection Charges apply as shown elsewhere in this Catalog.

1.2 For that portion of the call between the calling party and the RCF number:

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

1.3 For that portion of the call between the RCF number and the answering location:

The RCF customer is responsible for payment of applicable intrastate or interstate customer dialed station-to-station toll message charges for each call. The toll message charge applies to all forwarded calls, including person-to-person and collect calls, even though they may not be accepted at the answering location. The RCF customer is responsible for payment of applicable local usage charges for calls terminated within the same exchange or Extended Service Calling Areas from the RCF number.

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MISCELLANEOUS SERVICES

OPERATOR ASSISTED LOCAL CALLING SERVICE

.1 General

.1.1 The provisions shown herein apply when connections (local calls) between stations belonging to the same local calling area are established with the assistance of a Company operator.

.2 Conditions

.2.1 All local calls, including local coin calls, which are not direct dialed by the customer are subject to charge, unless otherwise exempted by Paragraph .2 following:

.2.2 Charges do not apply to the following local calls:

- a. Calls which require operator assistance to reach local emergency service agencies such as police, sheriff, fire department, poison control, etc. or from the accounts of customers who have been certified by a registered physician or recognized agency as unable to direct dial a local call because of a visual or physical handicap.
- b. Calls which require operator assistance to reach the Company business office or repair service.

.3 Definitions

.3.1 Operator Assisted Station to Station

(T)

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

.3.2 Collect

(T)

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

.3.3 Operator Assisted Person to Person

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

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MISCELLANEOUS SERVICES

OPERATOR ASSISTED LOCAL CALLING SERVICE (Cont'd)

.3 Definitions (Cont'd)

.3.4 Operator Assisted Time and Charges

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

.3.5 Operator Assisted - Corrections

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

.3.6 Billed to Third Number

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

.3.7 Live Operator Fee

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

This fee will not apply if:

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

.4 Rates

Charge Per Call

Operator Assisted Station to Station Collect  
Operator Assisted Person to Person  
Operator Assisted Time and Charges  
Operator Assisted - Corrections  
Billed to Third Number  
Live Operator Fee

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\* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>.  
Issued: March 1, 2023 Effective: March 1, 2023

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MUNICIPAL TAX

A. SIMPLIFIED MUNICIPAL TELECOMMUNICATIONS TAX (SMTT)

The company will comply with the Simplified Municipal Telecommunications Tax Act. A listing of municipalities that have enacted the tax is available from the Illinois Department of Revenue website.

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MUNICIPAL TAX

B. RESERVED FOR FUTURE USE

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UNIVERSAL SERVICE DISCOUNTS FOR SCHOOLS AND LIBRARIES

- .1 Schools and libraries may be eligible to receive discounts on services offered in this Catalog. The discounts are available to the extent that they are funded by the federal universal service fund subject to the terms and conditions set forth in FCC rules, 47 CFR 54.500 - 54.517. Discounts on intrastate telecommunications services for eligible schools and libraries are subject to the requirements stated in the FCC's Report and order 97-157, in CC Docket No. 96-45 and 83 Ill. adm. code part 765 as set forth in Section 254 of the Telecommunications Act of 1996.
- .2 The following matrix (adopted by the FCC) indicates the discounts and eligibility requirements:

UNIVERSAL SERVICE FUND MATRIX		
Percent of Students eligible for national school lunch program	Urban Discount	Rural Discount
< 1	20%	25%
1-19	40%	50%
20-34	50%	60%
35-49	60%	70%
50-74	80%	80%
75-100	90%	90%

- .3 Beginning on July 1 of each year, for the following funding year (which is the calendar year), schools and libraries can submit requests for telecommunications services to the fund administrator. Requests will be reviewed and approved by the fund administrator on a first-come, first-serve basis. All K-12 public and private elementary and secondary schools, as defined in the Elementary and Secondary Education Act of 1965, are eligible for discounts on whatever package of telecommunications services they desire, from any provider they choose. All public libraries are eligible for the same range of discounts as schools.
- .4 All schools and libraries must certify with the universal fund administrator, that the services they receive at a discount will be used only for educational purposes, and that services provided to them at a discount will not be sold or resold in any manner.

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UNIVERSAL SERVICE DISCOUNTS FOR NON-PROFIT HEALTH CARE PROVIDERS

- .1 Section 254(h) of the 1996 Telecommunications Act also requires the provision of telecommunications services to public, non-profit health care providers located in rural areas at rates that are comparable to rates charged to commercial customers in urban areas. Following passage of the Act, the Federal Communications Commission held proceedings and sought input from interested parties for the purpose of adopting rules implementing the requirements of the Act. On May 7, 1997, the FCC adopted a universal service support program for the nation's public, non-profit rural health care providers.
  
- .2 Carriers shall provide services to eligible rural entities at prices no higher than the highest urban rates charged for similar services, and carriers shall be eligible for support from the fund administrator for the difference between the rural rate for a service and this urban rate. For purposes of determining the appropriate pre-discount price (i.e., the rural rate), the FCC said that the rural rate shall be the average of the rates actually being charged to commercial customers for identical or technically similar services provided by a carrier providing the service in the rural area in which the health care provider is located. Such rates shall exclude any rates reduced by universal service programs. Where a carrier provides no identical or similar services in a rural area, the rural rate shall be the average of the cataloged or publicly available rates other carriers charge for the same or similar services in that rural area. If there are no similar services being provided in the area, either by the carrier or by others, the carrier must use a cost-based rate application procedure to determine an appropriate pre-discount (rural) rate.
  
- .3 The urban rate to be charged to eligible entities shall be a rate no higher than the highest cataloged or publicly available rate actually being charged to a commercial customer within the jurisdictional boundary of the nearest large city. The FCC decided on using the nearest city in the state with a population of at least 50,000 because an MSA (Metropolitan Statistical Area) as defined by the Office of Management and Budget is based in part on counties with cities having a population of 50,000 or more, and every state has at least one MSA with a city that size. The FCC concluded that it would be easy to compare a city's jurisdictional boundaries with a carrier's rate or exchange maps to ascertain precisely the applicable urban rate. Carriers would bill rural health care providers the urban rate, and they would receive support from the universal service fund for the difference between the rural rate and the urban rate.
  
- .4 Under the definitions provision of the Act, eligible health care providers include: (1) post-secondary educational institutions offering health care instruction, teaching hospitals, and medical schools; (2) community health centers or health centers providing health care to migrants; (3) local health departments or agencies; (4) not-for-profit hospitals; (5) rural health clinics; and (6) consortia of health care providers including the above. Specifically excluded are rural home care providers.

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UNIVERSAL SERVICE DISCOUNTS FOR NON-PROFIT HEALTH CARE PROVIDERS

.4 (Cont'd)

Entities are deemed rural if they are in a nonmetropolitan county or county equivalent, as defined by the Office of Management and Budget, or are not in any census tract or block numbered area, or contiguous group of such tracts or areas, within an MSA-listed metropolitan county identified in the most recent Goldsmith Modification published by the Department of Human Services' Office of Rural Health Policy. The fund administrator will post on a website the most recent version of the MSA list and instructions for identifying the MSA census tract or block numbered area where a rural health care provider is located.

.5 Unlike the schools and libraries program, the FCC decided that only telecommunications services should be designated for support for health care providers. However, only commercially available telecommunications services of bandwidths up to and including 1.544 Mbps (or the equivalent transmission speed) are eligible for support. Terminating services, as in the case of wireless telephone air time charges, are also supported, but data links and customer premise equipment are not supported. Any telecommunications service within the prescribed bandwidth limitations used to obtain access to an Internet service provider is eligible for support. In addition, any eligible entity that cannot obtain toll-free access to an Internet service provider is eligible for support and may receive the lesser of the toll charges incurred for 30 hours of access to an Internet service provider or \$180 per month in toll charge credits. Such support shall be available only for toll charges and not for distance sensitive charges for a dedicated connection to an Internet service provider, and such support shall be provided only until toll-free access becomes available to the community in which the health care provider is located.

.6 As with schools and libraries, beginning on July 1 each year, for the following funding year (which is the calendar year), eligible health care providers can submit requests for telecommunications services to the fund administrator. Requests will be reviewed and approved by the fund administrator on a first-come, first-serve basis. The fund administrator will then post a description of the services sought on an Internet website for all potential competing service providers to see and respond to as if they were requests for proposals.

.7 Health care providers are required to certify, when they submit their applications to the fund administrator, that the services they are requesting will be used exclusively for purposes reasonably related to the provision of health care services or instruction that the health care provider is legally authorized to provide under applicable state law. Telecommunications carriers are required to maintain records of how they allocate the costs of shared facilities among consortium participants in order to charge eligible health care providers the appropriate amounts. Carriers have asked the FCC to reconsider this requirement since they are not in a position to know how services are being used by the various members of a consortia. Carriers are also required to keep detailed records of services provided to rural health care providers, and such records shall be available for public inspection.

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LEARNING LINK SERVICE

A. Description of Service

- .1 This section contains rates and regulations applicable to Learning Link Service, furnished by the Telephone Company over facilities wholly within the State of Illinois, between two designated points.
- .2 Learning Link Service is offered to qualified educational institutions. Qualified educational institutions shall be limited to school district; public or private not-for-profit schools enrolling more than 20 pupils for kindergarten up through grade 12; and public or private degree-granting, libraries\*, not-for-profit colleges or universities.
- .3 Learning Link Service consists of a point-to-point transmission path only, operating at a speed of 1.544 Mbps between two designated educational institution locations or a designated education institution and a provider of authorized educational services as set forth in Illinois Public Utilities Act, Section 13-505.7.

B. Rate Elements

Rate Elements for Learning Link Service are as follows:

- .1 Non-recurring charges - Installation charge for establishment of the service.
- .2 Link - One Link is associated with each location at which the point-to-point transmission path terminates and provides the path from the location to its serving wire center. The Link charge is also applicable at each location in those cases when the facilities to the location do not transit a serving wire center.
- .3 Transport - A flat rated transport charge is applicable for facilities within a single Market Service Area (MSA) between wire centers, or to a meet point, if the two locations are served from different wire centers.
- .4 Intermediary Access Connection - The Intermediary Access Connection charge is applicable to direct connections to the state education network or to connections to an interexchange carrier that serves the state education network. LEC to LEC meet point connections, served by two different wire centers, will not be assessed the Intermediary Access Connection charge.

\* Libraries subscribing to Learning Link Service are limited to public libraries organized under the Public Library District Act of 1991 or the Illinois Local Library Act, and regional library systems organized under the Illinois Library System Act.

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LEARNING LINK SERVICE

C. Terms and Conditions

1. Service orders to install, change or disconnect Learning Link Service will be placed with the Telephone Company by qualified educational institutions who wish this service.
2. Qualified educational institutions ordering this service will be considered the Customer of Record for all facilities, and as such, will be solely responsible for the payment to the Telephone Company of all charges, nonrecurring and recurring, associated with this service. The Customer of Record will be responsible for reporting service interruptions to the Telephone Company.
3. Where special construction of facilities is necessary, Special Construction provisions and charges may apply as set forth in this Catalog.
4. Learning Link Service is not subject to resale.

D. Transmission Performance

1. Transmission performance specifications are stated in Section 7000 of the Technical Interface Reference Manual.
2. All Signals generated by customer terminal equipment must meet the signal and format constraints as set forth by the Telephone Company.

E. Credit Allowances

Credit allowance will be given for interruptions to Learning Link Service subject to regulations set forth in this Catalog. The Learning Link Service is considered interrupted when the customer reports to the Telephone and the Telephone Company confirms that continuity has been lost or that the service is operating at a performance level of 300 or more seconds of transmission containing errors in a continuous fifteen minute period. The amount of the credit allowance will be at the rate of 1/2880 of the monthly service rate for each interruption.

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LEARNING LINK SERVICE

F. Payment Plans

1. Optional Payment Plan (OPP)

- .1 Learning Link Service is offered under an Optional Payment Plan (OPP) of 1, 3 or 5 years. OPP Monthly rates under this plan will not be subject to Telephone Company initiated rate increases during the term of the customer's OPP.
- .2 With the written permission of the Company, consistent with other regulations contained in this Catalog, the obligation to pay the OPP charges may be assumed by another customer (qualified educational institution) if the service has not been terminated and if the other customer intends to continue the service at the present location and actually continues such use. Such assumption of service does not relieve or discharge the original customer from remaining severally liable with the transferee for any and all obligations existing at the time of the transfer.
- .3 During a customer's OPP term, conversion may be made to a new OPP of the same or different length without liability, if the expiration date for the new service or OPP term is beyond the end of the original OPP term.
- .4 Six months prior to completion of the customer OPP term, any term then available under the OPP may be selected at the rates currently in effect for new customers at the time of the renewal. The customer will be charged that rate for the renewal payment period upon execution of the new OPP.

If the customer does not elect a new OPP and does not request discontinuance of the service, service will revert to the month-to-month rate currently in effect. At a later date, the customer may elect any OPP term currently in effect for new customers.



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LEARNING LINK SERVICE

F. Payment Plans (Cont'd)

1. Optional Payment Plan (OPP) (Cont'd)

.5 Termination Liability Charges

In the event service under the OPP is terminated prior to the expiration of the contracted term, the customer will immediately become liable for payment of a termination liability charges based on the monthly OPP charges for the remainder of the term as set forth following:

The dollar difference between the current monthly OPP rate for the OPP term that could have been completed during the time the service was actually in service, or the monthly rate for the service in place less than twelve months and the customer's current OPP rate for each month the service was provided.

For example: A customer subscribed to a 5-year OPP term and discontinued the service during the 37th month. The termination liability would be:

$$(3\text{-year OPP rate} - 5\text{-year OPP rate}) \times 37$$

The 3-year OPP term could have been completed during the months the service was actually in service.

All termination charges will be based on the OPP rates in effect at the time of termination.

Termination charges will apply to all changes in the physical location of the service except for changes in the customer's physical location of Learning Link Service within the same MSA.

2. Prepayment Plan

At any time during an OPP term, monthly charges for the remaining term of the OPP contract may be prepaid.

If the customer elects to prepay, he will receive a credit on the monthly bill, which will reflect the value of the prepayment amount over the life of the OPP contract. The credit will be used to offset the monthly cataloged rates, which will continue to be billed. The prepayment amount will reflect the present worth of the monthly credit using an interest rate of 10.6% per year.

Prepayment of monthly charges does not alter any other conditions of the OPP contract.

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LEARNING LINK SERVICE

G. Rates and Charges

	Month-to-Month Rate	Optional Payment Plan		
		<u>1 Year</u>	<u>3 Years</u>	<u>5 Years</u>
1. <u>Nonrecurring Charges</u>				
Installation Charge, per Link Or Intermediary Access Connection	\$900.00	\$100.00	\$100.00	\$100.00
2. <u>Recurring Charges</u>				
.1 Link, per Termination	\$216.40	\$187.00	\$165.00	\$150.00
.2 Transport	\$140.00	\$140.00	\$140.00	\$140.00
.3 Intermediary Access Connection	\$216.40	\$187.00	\$165.00	\$150.00

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DUAL PARTY RELAY SERVICE

FOR THE DEAF AND SEVERELY HEARING-IMPAIRED

- A. Concurrence in Regulations and Charges
1. Concurrence in Regulations and Charges of Illinois Telecommunications Access for the Deaf and Severely Hearing-Impaired Corporation (ITAC) Tariff (ILL. C. C. No. 2)
    - .1 Citizens Communications in the rates, rules, and regulations governing intrastate IntraMSA communications relating to Dual Party Relay Service as filed by the Illinois Telecommunications Access for the Deaf and Severely Hearing-Impaired Corporation (ITAC).
    - .2 Citizens Communications extends this concurrence to any and all changes which may be made subsequent to this date by the Illinois Telecommunications Access for the Deaf and Severely Hearing-Impaired Corporation (ITAC).
    - .3 Citizens Communications hereby expressly reserves the right to cancel and make void this statement of concurrence at any and such time as it appears that such cancellation is in the best interest of Citizens Communications but only after compliance with such orders of the Illinois Commerce Commission as may be required.

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PRIVATE LINE SERVICES

CONCURRENCE IN REGULATIONS AND CHARGES

A. General

Citizens Telecommunications Company of Illinois concurs in the rates and regulations governing interexchange Private Line Service as filed by Citizens Telecommunications Company of Illinois Incorporated. Private Line Service is the furnishing of facilities for telecommunication between two or more designated points, all of which are within a Market Service Area within the State of Illinois. Private Line service is a point-to-point service and is furnished without exchange network access. These services are provided based upon the availability of necessary facilities.

B. Rates

Rates, rules and regulations for interexchange private line services are as set forth in Citizens Telecommunications Company of Illinois for Intrastate Access Tariff ILL. C.C. No. 10, pursuant to Illinois Commerce Commission Docket No. 95-0503 dated December 20, 1995. These rates, rules and regulations apply to customers located in Market Service Areas 1, 4, 5, 6, 7, and 8.

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SUPPLEMENTAL CHARGE TO CERTAIN INTRASTATE RATES

- A. Effective for service rendered on and after the effective date of this catalog, the Company will charge its customers, in addition to all other applicable rates and charges, a supplemental charge of \$8.33 per customer line. This supplemental charge per customer line and this catalog sheet applies to the PBX trunk line, One Party Business line and One-Party Residence line rates appearing on the following catalog sheets in Section 4:

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CITIZENS DIGITAL CHANNEL SERVICE

A. General

1. Citizens Digital Channel Service is an intraexchange multifunctional digital channel service which provides network access between a customer's premises and the local serving office on a channelized basis (DSO) within a single high-capacity (DS1) digital facility.
2. Citizens Digital Channel Service is provided in capacity increments of 24 DS1 digital channels within a single DS1 facility.
3. The following types of network services as specified in other tariffs or catalogs are available on a channelized basis via Citizens Digital Channel Service. These services may be furnished on a link basis across multiple jurisdictions when connected with Citizens Digital Channel Service.
  - .1 Exchange Service (exchange lines/trunks and Centrex lines.)
  - .2 Analog Service (foreign exchange, off premises extensions, voice private lines, tie lines.)
  - .3 Digital Data Service (2.4; 4.8; 9.6; 56 Kbps)
  - .4 DS1 (1.544 Mbps) Service
  - .5 Switched Data Service
4. Citizens Digital Channel Service is comprised of the following components:
  - Digital Channel Capacity
  - Service Activation
  - .1 The Digital Channel Capacity and Service Activation will be at the rates and charges as specified this Catalog.
  - .2 Customers will have to select capacity in increments of 24 digital channels. Customers will be offered a Term Payment Plan of 36, 60, or 84 months.

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CITIZENS DIGITAL CHANNEL SERVICE

B. Digital Architecture and Definitions

1. Digital Architecture

Citizens Digital Channel Service differs in provisioning method and numbering format from end-to-end services. These services will be available from the Company on a link (partial channel) basis rather than as an end-to-end service.

The time required to provision service is known as the service date interval. The service date interval for Citizens Digital Channel Service and related network services connected to Citizens Digital Channel Service will differ from the normal guidelines applicable to end-to-end services.

Citizens Digital Channel Service will be available on a digital basis at the network interface on a customer's premises. Traditional analog services, like tie lines, off-premises stations, and PBX trunks can be provided on a digital basis to a customer's premises by the Company when a customer desires them encoded in a DS1 bit stream. Under those conditions, they will be provided as DSO channels by the Company. Both the Company and the customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superseded by the electrical specifications of the 1.544 Mbps (DS1) channel which is actually terminated. Each DSO channel provided will have identity only as a "time slot" within a DS1 channel. Compatible digital to analog conversion equipment must be provided by the customer (optional) to derive the desired analog services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer (optional).

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CITIZENS DIGITAL CHANNEL SERVICE

B. Digital Architecture and Definitions (Cont'd)

2. Definitions

Digital Channel Capacity

A multifunctional DS1 signal between the customer premises and the central office. This digital link can be used to transport switched and dedicated services. This element acts as the transport medium for the service activations ordered by the customer. Digital Channel Capacity is available in increments of 24 Digital Channels.

Service Activation

A Service Activation is the connection between Citizens Digital Channel Service and the network service accessed.

Channel Service Unit (CSU)

The term CSU denotes network channel terminating equipment provided by the customer to terminate digital channel facilities on a customer's or user's premises.

DSO

The term DSO denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmitted bit rates are limited to 56 Kbps. The required format and interface specifications are stated in Section 7000 of the Technical Interface Reference Manual.

DS1

The term DS1 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission data rate and provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. Unframed signal formats are not permitted or compatible with Company equipment. The required format and interface specifications are stated in Section 7000 of the Technical Interface Reference Manual.



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CITIZENS DIGITAL CHANNEL SERVICE

C. Regulations

1. Citizens Digital Channel Service is furnished subject to the availability of facilities from digital central office equipment located in a central office building owned or leased by the Company.
2. This service is available within an exchange where appropriate digital facilities are available as determined by the Company. Service inquiries will be necessary to determine availability. Special Construction Charges as specified in other Company Tariffs or Catalogs may be applicable.
3. Interoffice transport mileage will apply on an Individual Case Basis when a customer requested Citizens Digital Channel Service must be provisioned in a central office other than the customer's local serving office.
4. The customer may activate any number or combination of digital channels within the limitations as set forth in Paragraph C.3. Digital channels may be activated coincident with installation or at any time subsequent to Digital Channel Capacity installation. Once activated, a digital channel is subject to a minimum service period of 30 days.
5. All Citizens Digital Channel Service must be channelized in a single equipment location on a customer's premises. Citizens Digital Channel Service cannot be split between premises, or multiple locations within a premises. Tie lines or extensions (as specified in other Company Tariffs or Catalogs) may be furnished on a link basis between multiple locations. Standard network interfaces will be provided by the Company for analog and digital services consistent with existing practices. Intraexchange channel service mileage rates apply to extensions on continuous property in different buildings and/or noncontinuous property locations as specified in other Company Tariffs or Catalogs.
6. The regulations, rates, and charges specified in this Catalog are applicable for the Citizens Digital Channel Service component of the customer's end-to-end service. The regulations, rates, and charges in other sections of this Catalog and other Company Tariffs or Catalogs are applicable to the customer's interconnected services (i.e., tie lines, private lines, special access lines, etc.), for the non-Citizens Digital Channel Service component of the customer's end-to-end service.

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CITIZENS DIGITAL CHANNEL SERVICE

C. Regulations (Cont'd)

7. The total number of digital channels activated by the customer may not at any time exceed the total Digital Channel Capacity. Additionally, there are some necessary restrictions in total system capacities where certain types of services are channelized, i.e., some channelizing equipment may require two DSO channels per channel provided by the Company thereby reducing the basic system stated capacity substantially. The Company will notify the customer when the Digital Channel Capacity is affected.
8. Central Office channelization (component of Digital Channel Capacity) generally provides analog to digital conversion to permit individual exchange services and private line channel services to be transported over digital high capacity facilities. This channelization is also intended for use at Company or customer designated locations where different high capacity digital network links terminate in the same Central Office and must be converted to individual analog or digital channels before individual service links can be cross-connected. Digital Channel Capacities are provided in groups of 24 Digital (DSO) channels and are subject to the limits as set forth in this Catalog.
9. The termination of this channelization will be in a single equipment location on a customer's premises. The customer must provide suitable floorspace, controlled environment, and a source of nonswitched 120 volt 60 Hz AC power to support this service. Emergency backup power and ring generating equipment capabilities are available for an extra charge on an individual case basis.

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CITIZENS DIGITAL CHANNEL SERVICE

C. Regulations (Cont'd)

10. Channelization on a customer's premises must be provided by the customer. Provisioning of channelized services introduces joint responsibilities between the customer and the Company as specified following:

.1 Responsibilities of the Company:

.1.1 The Company will endeavor to activate its portion of joint service in a timely manner on the negotiated date to support installation requirements.

.1.2 The Company will provide the customer with information regarding the type and the manufacturer of Central Office (C.O.) channelization equipment to be used in each application.

.1.3 The Company will attempt to limit its selection of Central Office equipment to avoid operational and administrative difficulties associated with a multi-vendor central office environment.

.1.4 The Company reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary.

.1.5 The Company will notify the customer, generally a minimum of six months in advance, of any need to change its central office equipment to allow the customer sufficient time to respond, make any necessary changes, and schedule cooperative testing for cutover, if required.

.1.6 Digital synchronization timing for Citizens Digital Channel Service will be provided by the Company.

.2 Responsibilities of the Customer:

.2.1 The customer must be prepared to activate his portion of joint service in a timely manner on the negotiated date, providing testing equipment and personnel to support installation requirements, as may be necessary.

.2.2 The customer will be responsible for selecting his own equipment. Customer equipment must be compatible with the Company provided channelization at the Central Office.

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CITIZENS DIGITAL CHANNEL SERVICE

C. Regulations (Cont'd)

10. (Cont'd)

.3 Trouble resolutions:

The Company will assist the customer in resolving any installation or day-to-day channel service problems. However, the Company does not assume responsibility for the compatibility or suitability of the customer's equipment. Dispatches to customer premises caused by customer equipment troubles will result in a Travel Charge.

11. The technical specifications and standard network interfaces for DS1 and associated channelized services are stated in Section 7000 of the Technical Interface Reference Manual. Channelized DS1 service is available only with D4 channel bank equipment or compatible, equivalent equipment.
12. Low bit rate voice multiplexing techniques, may permit additional quantities of individual channels to be channelized on a single DS1 signal. Equipment providing this capability does not generally assure compatibility between different manufacturers. Some equipment may not be suitable for data transmission or tandem network line application. Rates, charges, and availability of this equipment will be negotiated with the customer on an individual case basis.
13. When a customer's Citizens Digital Channel Service is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the monthly charges involved will be allowed automatically for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of 24 hours from the time it is reported to or detected by the Company except as otherwise specified in this catalog. The adjustment shall not be applicable for the time that the Company stands ready to repair the service and the subscriber does not provide access to the Company for such restoration work.

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CITIZENS DIGITAL CHANNEL SERVICE

D. Application of Rates

1. Three basic rate elements; Digital Channel Capacity, Digital Channel Activation, and Service Activation are applicable to each Citizens Digital Channel Service.
2. The Digital Channel Capacity element provides for the transport and the central office channelization. Digital Channel Capacity is offered with 36, 60, or 84 month Term Payment Plan periods.
3. Service Activation charges are recurring charges and are applicable for each network service (switched or dedicated) required by the customer. Service Activation is offered on a month-to-month basis. For DS1 services, a DS1 Service Activation charge is applicable. In addition, a network access charge may apply.
4. Monthly rates and charges as specified in this Catalog for Digital Channel Capacity apply according to the requested channel capacity. These rates apply regardless of the number of digital channels that are actually activated by the customer at a point in time.
5. Exchange and long-distance calling is provided within Citizens Digital Channel Service via network access charges at the rates and charges specified in this Section. A network access charge will apply to each Service Activation that utilizes basic exchange access from the local serving office, except Usage Sensitive Service and Foreign Exchange Service. The network access charges when utilized for Citizens Digital Centrex will be ordered and billed as shown in other section(s) of this Catalog. This charge is in addition to all other applicable Citizens Digital Channel Service charges.
6. Rates and charges specified in other Catalog sections for services such as Touch Call, Custom Calling features, etc., are in addition to the monthly rates for Citizens Digital Channel Service.
7. The rates and charges for other services connected or extended beyond Citizens Digital Channel Service (i.e., off-premises stations, tie lines, private lines, special access services, etc.) are in addition to the rates specified in this Catalog for the Citizens Digital Channel Service portion necessary to provide the customer's end-to-end service. This will also apply to Nonrecurring Charges and Service Connection Charges as specified in other Company Tariffs or Catalogs for activities involving the non-Citizens Digital Channel Service portion of the customer's end-to-end service.

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CITIZENS DIGITAL CHANNEL SERVICE

D. Application of Rates (Cont'd)

8. Digital Channel Capacity is available under Term Payment Plans only for rate periods of 36 months, 60 months, or 84 months. All elements of a Term Payment Plan will expire at the same time (be coterminous).
  - .1 The customer may order additional Digital Channel Capacity(s) during a Term Payment Plan period. The expiration date of the additional capacity(s) will be the same expiration date as the original Term Payment Plan period.
  - .2 Service Activation charges are available on a month-to-month basis.
  - .3 Individual network services (switched or dedicated) that are connected to Citizens Digital Channel Service, are not available under the Term Payment Plan rate stability provisions. Those services are subject to their standard catalog provisions and minimum service periods as appropriate.
9. At the expiration date of the customer's selected Term Payment Plan period, the customer may continue service under a new Term Payment Plan or on a month-to-month basis at their previously selected Term Payment Plan rate.
10. A Termination Liability Charge will be applicable should the customer discontinue service prior to the end of the Term Payment Plan. This is subject to the following exemptions:
  - .1 No Termination Liability Charge will be applicable for the Citizens Digital Channel Capacity when the customer renegotiates a new Term Payment Plan for the same equipment or larger system at the same location for a period of time greater than the time remaining on the existing Term Payment Plan, subject to payment periods.
  - .2 All Citizens Digital Channel Service components are coterminous with the Digital Channel Capacity with which they are associated. Any activations subscribed to on a month-to-month basis have a minimum service period of one month and no associated Termination Liability Charge.
11. A Termination Liability Charge will be calculated based on the sum of the monthly payments remaining under the customer's Term Payment Plan, adjusted to the present value at the date of termination, based upon a 12% APR discount. The Termination Liability Charge is due in full at the date of termination.
12. Transfer of service responsibility between customers is permitted subject to the rules and regulations as specified in this catalog. Charges as specified in this catalog will apply.

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CITIZENS DIGITAL CHANNEL SERVICE

D. Application of Rates (Cont'd)

13. Unless specified herein, the Regulations contained elsewhere in the Company's Catalogs are applicable to Citizens Digital Channel Service. These Regulations include but are not limited to:
- Cancellation of service
  - Application for service
  - Payment Arrangements
  - Limitation of Liability
14. Should customers request interconnection between different Citizens Digital Channel Services provisioned in two or more different local serving offices, interoffice transport mileage rates will be provided on an Individual Case Basis. This charge will apply in addition to Citizens Digital Channel Service charges.

E. Types of Rates and Charges

There are two basic types of rates and charges that apply to Citizens Digital Channel Service; monthly rates and nonrecurring charges. The rates and charges are described as follows:

1. Monthly rates

- .1 Monthly rates are recurring charges that apply each month or fraction thereof that Citizens Digital Channel Service is provided. For billing purposes, each month is considered to have 30 days.

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CITIZENS DIGITAL CHANNEL SERVICE

D. Types of Rates and Charges (Cont'd)

2. Nonrecurring Charges

1. Nonrecurring charges are onetime charges that apply for specific work activity, (i.e., installation of service or change to an existing service). The types of nonrecurring charges that apply for Citizens Digital Channel Service are those listed below.

.2 Service Ordering Charges

.2.1 Service Establishment Charge

This charge applies to the initial Digital Channel Capacity(s) ordered by a customer for receiving, recording and processing the request for service. This charge includes processing orders to establish initial Digital Channel and Service Activations. This charge includes common centralized testing, coordination and accounting activities. This charge also applies to subsequent orders received to establish additional Digital Channel Capacity(s).

.2.2 Service Change Charge

This charge applies on a per Digital Channel Capacity (increments of 24 channels) basis associated with a customer request for modifications to an existing Citizens Digital Channel Service. This would include activities such as but not limited to:

- change of associated channel assignment.
- additions of supplemental features.
- activate/deactivate Service Activations.

.2.3 Travel Charge

This charge applies on a per visit basis for the termination or rearrangement on a customer's premises. Only one charge applies when more than one channel is terminated or rearranged at the same customer premises at the same time.

This charge also applies to inside moves as specified in this catalog. This charge also applies when the Company is dispatched to a customer premises caused by customer equipment troubles.



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CITIZENS DIGITAL CHANNEL SERVICE

D. Types of Rates and Charges (Cont'd)

2. Nonrecurring Charges (Cont'd)

.2.4 Installation of Citizens Digital Channel Service

These are nonrecurring charges associated with the work performed by the Company in connection with the physical installation activities involving central office and/or outside plant facilities. These charges apply at initial installation and for additions to existing service.

In addition to these charges, the appropriate Service Ordering Charge will apply.

.2.5 Service Rearrangements

Service Rearrangements are changes to existing (installed) services which may be administrative only in nature or involve an actual physical change to the service.

In cases where multiple service rearrangements, additions, moves and/or rearrangements are requested by the customer, the total charge will never exceed the full nonrecurring charge for the initial service.

- Changes in ownership or transfer of responsibility from one customer to another requires the discontinuance of service and the start of new service. A new Term Payment Plan will also be applicable. The Service Establishment Charge and any appropriate minimum period charges will apply per service, per change.
- Changes in the physical location of the point of termination are treated as Moves which are described and charged for as set forth in this catalog.
- Changes to existing services for the establishment of Citizens Digital Channel Service will require a discontinuance of service and establishment of new service. All applicable nonrecurring and recurring charges for the establishment of Citizens Digital Channel Service will apply.

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CITIZENS DIGITAL CHANNEL SERVICE

D. Types of Rates and Charges (Cont'd)

2. Nonrecurring Charges (Continued)

.2 Service Ordering Charges (Continued)

.2.6 Moves

A move involves a change in the physical location of the point of demarcation at a customer's premises. The charge for the move depends on whether the move is within the same customer's premises (same address and/or same building) or to a different customer's premises (different address and different building).

- Inside Move - the move is to a new point within the same customer's premises. The charge for the move will be the Service Change Charge, Travel Charge, plus an amount equal to one half the nonrecurring charge per Digital Channel Capacity (per group of 24 Digital Channels).
- Outside Move - the move is to a different customer's premises and will be treated as a disconnect and an installation of new service. The Service Establishment Charge will apply plus all applicable nonrecurring charges. A new Term Payment Plan will be established for the installed service. The customer will remain responsible for all minimum period charges and Termination Liability Charges associated with the disconnected service(s).

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CITIZENS DIGITAL CHANNEL SERVICE

E. Rates and Charges

1. Nonrecurring Charges

.1 Service Ordering Charges

Nonrecurring  
Charge

.1.1 Service Establishment Charge,  
per Digital Channel Service

\$300.00

.1.2 Service Change Charge, per  
Digital Channel Service, each  
(increment of 24 channels)

\$150.00

.1.3 Travel Charge, per Visit, each

\$8.50

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CITIZENS DIGITAL CHANNEL SERVICE

E. Rates and Charges

2. Digital Channel Capacity

The rates for Digital Channel Capacity without activated services are as follows:

	<u>Monthly Charge</u>	<u>Nonrecurring Charge</u>
.1 36 Month Contract		
First 24 Channels	\$220.00	\$250.00
each additional 24 Channels	\$170.00	250.00
672 Channel System	\$2,700.00	\$7,000.00
each additional 672 Channel System	\$2,700.00	\$7,000.00
.2 60 Month Contract		
First 24 Channels	\$190.00	\$250.00
each additional 24 Channels	140.00	250.00
672 Channel System.	2,400.00	\$7,000.00
each additional 672 Channel System	2,400.00	\$7,000.00
.3 84 Month Contract		
First 24 Channels,	\$170.00	\$250.00
each additional 24 Channels	\$120.00	\$250.00
672 Channel System.	\$2,200.00	\$7,000.00
each additional 672 Channel System	\$2,200.00	\$7,000.00

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CITIZENS DIGITAL CHANNEL SERVICE

E. Rates and Charges

		<u>Nonrecurring Charge</u>	<u>Month to Month</u>
3.	Service Activations		
.1	Per network service		
.1.1	Exchange Line/Trunk-Flat Rated	-0-	\$26.00
	Exchange Line/Trunk-USS	-0-	\$14.00
	Citizens Digital Centrex Line	-0-	\$5.00
.1.2	Foreign Exchange, Off Premises Extension, Private Line, Tie Line	-0-	\$18.00
.1.3	Digital Data Service 2.4 Kbps or 4.8 Kbps, or 9.6 Kbps	-0-	\$28.00
.1.4	Digital Data Service 56 Kbps	-0-	\$28.00
.1.5	DS1 Service (1.544 Mbps)	-0-	\$55.00
.1.6	Switched Data Service **		
	.1 Single Line	-0-	\$10.00
	.2 Multiline with DID and DOD		\$10.00
	.3 Citizens Digital Centrex		\$0.00
4.	Network Access		
	Network Access, each		\$25.00 *

\* The Network Access Rate will apply to Citizens Digital Centrex Service Activations in Non-USS exchanges.

This will not apply to the Exchange Line/Trunk Service Activations.

\*\* Usage charges shown in this catalog for Switched Data Service will apply.

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SWITCHED DATA SERVICE

A. General

1. Switched Data Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices. This is a digital data transmission service which provides a data link between two Switched Data users via switched facilities. The network connection is established on a call-by-call basis.

B. Conditions

1. In addition to the following conditions, appropriate regulations established in other tariffs or catalogs of the Company will also apply.
2. The minimum billing for this service is one month.
3. The provision of Switched Data Service and associated features are subject to the availability of certain Central Office and outside plant facilities.
4. Switched Data Service is not available for resale of service.
5. Switched Data requires the use of customer provided data equipment which must be compatible with the Telephone Company's equipment and facilities. Grade of transmission is guaranteed only to the serving central office.
6. The Switched Data customer loop is subject to distance limitations as a result of digital signal power loss which are central office switch technology dependent. Switched Data Service will be provided where local loops do not exceed the following limitations:
  - .1 On a DMS-100 central office switch: 42 dB loss at 80 kilohertz, equating to a range from approximately 12,000 feet to approximately 18,000 feet, depending on cable gauge and including customer wiring.
  - .2 On a GTD-5 central office switch: 26 dB loss at 80 kilohertz, equating to a range from approximately 8,000 feet to approximately 15,000 feet, depending on cable gauge and including customer wiring.

Where the conditions in .6.1 and .6.2 above cannot be met, the customer must subscribe to Switched Data Channel Access for Switched Data Service.

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SWITCHED DATA SERVICE

B. Conditions (Cont'd)

6. (Cont'd)

Where a customer's local serving central office is not capable of providing Switched Data Service the Company will determine the nearest capable central office. Interoffice High Capacity DS1 (1.544 Mbps) mileage will apply from the non-capable central office to the central office capable of providing Switched Data Service at the rates specified in other Tariffs or catalogs of the Company, for High Capacity DS1 (1.544 Mbps) Facilities. In this situation, the customer will utilize the dialing plan associated with the central office that provides the digital dial tone. (NOTE: The DS1 Special Transport Termination charge is not to be applied in conjunction with the DS1 Special Transport Per Airline Mileage charge.)

7. Customers utilizing the voice option of this service may subscribe to Custom Calling features. The Switched Data features contained in this catalog are to be used exclusively with the Switched Data Service.
8. Access to Switched Data Service is obtained through a dial-up connection via the public switched telephone network using the standard 7 through 10 digit methods. Origination of calls for 800, 900, 976, 0- (IntraMSA) and 0+ (IntraMSA) types of calls is limited to voice calls only. These types of calls will be provided with the Voice Option feature of Switched Data Service when requested by the customer.
9. Customer Premises Channelization, a component of Switched Data Channel Access, may be provided by the customer or the Company. When the Company provides the channelization equipment at a customer's premises, it is not necessary for the customer to provide channel access cards for associated channels. The termination of this channelization will be in a single equipment location on a customer's premises. The customer must provide suitable floor space, controlled environment, and a source of non-switched 120 volt, 60 HZ AC power to support this service.
10. The Telephone Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Switched Data Service.
11. Directory Listings for Switched Data Service will be provided upon customer request in accordance with other Tariffs or Catalogs of the Company.

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SWITCHED DATA SERVICE

C. Description

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

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

Customer Premises Termination - Provides for termination at the customer's premises. The termination is provided per access (DS1 or 24 channels).

Customer Premises Channelization (Cont'd)

Single Line Feature:

Data Line Security - This feature prevents a data call from being interrupted by override tones, such as a call waiting tone, or other test or busy verification tests that would interrupt the flow of data.

Citizens Digital Centrex Line Features (Includes Data Line Security)

Intercom Dialing - Intercom dialing equates to intrasystem or station-to-station dialing. This feature allows customer group stations to complete calls to other stations without the assistance of an attendant, by dialing a 2 through 7 digit number. This feature is applicable to Citizens Digital Centrex customer groups and is restricted to the serving wire center only.

Direct Dialing - This feature allows calls to be placed between Switched Data lines within a customer group and Switched Data lines outside of the customer group without the assistance of an attendant. This feature is applicable to Citizens Digital Centrex customer groups only.



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SWITCHED DATA SERVICE

C. Description (Cont'd)

Optional Features:

Data Direct Connect - This feature provides an automatic connection between a Switched Data calling line that goes off-hook and a predetermined location.

Data Closed User Group - This feature, restricted to Citizens Digital Centrex lines only, provides partitioning of Switched Data lines into groups where calls within such a group are allowed, but calls between such groups are denied.

Voice Option - This feature allows simultaneous voice and data communications over a single Switched Data line. This feature is available where technical capabilities exist. This feature is not available with Switched Data Channel Access.

Optional Features Packages: \*

Feature Package Data 1000 includes:

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

Data Call Forward (All/Busy/No Answer) - This feature allows a customer to have incoming calls to a Switched Data line automatically forwarded to a predetermined number. Data Call Forward consists of three variations as follows: all calls, busy and no answer. This feature is not available with Switched Data Channel Access.

Data Last Number Redial - This feature enables a subscriber to redial the last called number by depressing a single key rather than the entire number. This feature is not available with Switched Data Channel Access.

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

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

\* Optional Feature Packages are available for Single Line and Citizens Digital Centrex Line applications. Some features will function only with Citizens Digital Centrex Lines.

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SWITCHED DATA SERVICE

C. Description (Cont'd)

Optional Features Packages: \* (Cont'd)

Feature Package Data 2000 - This package contains the features, with the exception of Data Individual Speed Call-Short List, included in Feature Package Data 1000, and:

Data Call Back - This feature allows a Switched Data user encountering a busy station to be notified when the busy station becomes idle and to automatically establish the call. This feature is available with Citizens Digital Centrex intercom calling only. This feature is not available with Switched Data Channel Access.

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

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

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

Data Individual Speed Call-Long List - The use of the Data Individual Speed Call-Long List is limited to an individual Switched Data line. A long list consists of a maximum of thirty (30) stored numbers. This feature is not available with Switched Data Channel Access.

\* Optional Feature Packages are available for Single Line and Citizens Digital Centrex Line applications. Some features will function only with Citizens Digital Centrex Lines.

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SWITCHED DATA SERVICE

C. Description (Cont'd)

Optional Features Packages: \* (Cont'd)

In addition to the Explanation of Terms (Definitions) set forth in other Tariffs or Catalogs of the Company, the following definitions will apply:

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

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

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

Customer Group - defines a set of stations that have common features and system parameters including abbreviated dialing.

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

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

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

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

Synchronous - A method of transmitting data in which the data characters and bits are transmitted at a fixed rate with the transmitter and receiver synchronized, eliminating the need for individual start bits and stop bits.

\* Optional Feature Packages are available for Single Line and Citizens Digital Centrex Line applications. Some features will function only with Citizens Digital Centrex Lines.

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SWITCHED DATA SERVICE

D. Rates and Charges (Refer to Notes)

1. The following rates are in addition to the rates and charges for other associated services and applicable service charges shown in other Tariffs or Catalogs of the Company. The rate elements applicable for Switched Data Service are:
  - .1 Switched Data Service Access Line Monthly Rate (Low Speed, High Speed or Channel Access).
  - .2 Network Usage
  - .3 Service Connection Charge
  - .4 Optional Feature/Feature Packages
  - .5 Software Reconfiguration Charge
  - .6 Customer Premises Termination and Channelization (Optional)
  
2. Switched Data Customer line rates are determined by the total number of Low Speed and/or High Speed lines requested per customer (i.e., if a Citizens Digital Centrex customer requests 55 Low Speed lines and 25 High Speed lines, all Low Speed lines will be billed at the "50-100" rate and all High Speed lines will be billed at the "2-49" rate).

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Switched Data Customer Line *		
.1 Low Speed Access:		
Single Line	\$0.00	
Citizens Digital Centrex Line	\$0.00	
Single Line, per Line	\$37.00	\$50.00
Citizens Digital Centrex Line:		
2-49 Lines, each	\$40.00	\$50.00
50-100 Lines, each	\$37.00	\$50.00
101 and above Lines, each		

NOTES:

1. Local Loop Charge is included in the Switched Data Line Rate.
2. The Nonrecurring Charge applies in lieu of the Connection Charge as stated in other Tariffs or Catalogs of the Company.

\* Network Usage Charges are applicable to all local calls, except for Citizens Digital Centrex intercom calls, as set forth in other Tariffs or Catalogs of the Company. The maximum monthly usage charge as specified in other Tariffs or Catalogs of the Company does not apply to Switched Data Service.

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SWITCHED DATA SERVICE

D. Rates and Charges (Cont'd)

2. Switched Data Customer Line \*

.2 High Speed Access:

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Single Line, per Line	\$47.00	\$50.00
Citizens Digital Centrex Line		
2-49 Lines, each	\$50.00	\$50.00
50-100 Lines, each	\$47.00	\$50.00
101 and above Lines, each	\$44.00	\$50.00

\* Network Usage Charges are applicable to all local calls, except for Citizens Digital Centrex intercom calls, as set forth in other Tariffs or Catalogs of the Company. The maximum monthly usage charge as specified in other Tariffs or Catalogs of the Company does not apply to Switched Data Service.

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SWITCHED DATA SERVICE

D. Rates and Charges (Cont'd)

2. Switched Data Customer Line \* (Cont'd)

.3 Switched Data Channel Access:

		<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
.3.1	Switched Data Channel Access (24 Channels DS-1 Facility)	** **	** **
.3.2	Central Office Termination, per Access Arrangement	\$150.00	\$125.00
.3.3	Central Office Channelization Single Line, per Channel Activated	\$6.00	NA
	Citizens Digital Centrex, per Channel Activated	\$6.00	NA
	Multiline with DOD, per Channel	\$6.00	NA

\* Network Usage Charges are applicable to all local calls, except for Citizens Digital Centrex intercom calls, as set forth in other Tariffs or Catalogs of the Company. The maximum monthly usage charge as specified in other Tariffs or Catalogs of the Company does not apply to Switched Data Service.

\*\* Appropriate charges (Monthly Rates and Nonrecurring Charges) apply as set forth in other Tariffs or Catalogs of the Company for High Capacity DS-1 (1.544 Mbps) Facilities and mileage.

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SWITCHED DATA SERVICE

D. Rates and Charges (Cont'd)

2. Switched Data Customer Line \* (Cont'd)

.3 Switched Data Channel Access: (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
.3.4 Customer Premise Termination, per Access Arrangement	\$100.00	\$75.00
.3.5 Customer Premise Channelization, per Access Arrangement	\$25.00	\$20.00

3. Optional Features \*\*

	<u>Monthly Rate</u>
a. Data Direct Connect, each line	\$1.00
b. Data Closed User Group, each line	\$1.00
c. Voice Option	
Single Line, each	\$5.00
Citizens Digital Centrex Line, each	\$5.00

\* Network Usage Charges are applicable to all local calls, except for Citizens Digital Centrex intercom calls, as set forth in other Tariffs or Catalogs of the Company. The maximum monthly usage charge as specified in other Tariffs or Catalogs of the Company does not apply to Switched Data Service.

\*\* A Subsequent Service Order Charge is applicable for the addition of optional features and feature packages.

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SWITCHED DATA SERVICE

D. Rates and Charges (Cont'd)

		Monthly <u>Rate</u>
4.	Feature Packages *	
.1	Feature Package Data 1000 (includes Data Individual Speed Call-Short List, Data Call Forward (All/Busy/No Answer), Data Last Number Redial, Data Toll Restriction, and Data Sequential Hunt Group), each line	\$3.00
.2	Feature Package Data 2000 (includes Data Call Forward (All/Busy/No Answer), Data Last Number Redial, Data Toll Restriction, Data Sequential Hunt Group, Data Call Back, Data Saved Number Redial, Data Circular Hunting, Data Group Speed Calling, and Data Individual Speed Call-Long List), each line	\$5.00
		Rate Per <u>Occurrence</u>
5.	Software Reconfiguration Charge	\$12.75
6.	The Software Reconfiguration Charge is applicable for any software changes that are required to make changes for Optional Features (e.g., changing Speed Call Lists, Data Direct Connection Destination, etc.) or Feature Packages. The Subsequent Service Ordering Charge shown in other Tariffs or Catalogs of the Company is also applicable	

\* A Subsequent Service Order Charge is applicable for the addition of optional features and feature packages.



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MISCELLANEOUS AND SPECIAL EQUIPMENT AND SERVICE

A. HOMEBOUND STUDENT SERVICE

1. General

This service includes combined amplifier and speaker-microphone arrangements for use at school and home locations.

2. Rates

- .1 Fixed or portable stations with attached power supply and including one jack with each portable station:

	<u>Monthly Rate</u>	<u>Installation or Move Charge</u>
.1.1 Home Stations, each	\$8.72	See Section 3
.1.2 School Stations, each	\$7.27	See Section 3

- .2 Optional features for use with home or school stations:

	<u>Monthly Rate</u>	<u>Installation or Move Charge</u>
.2.1 Separately Mounted Power Supply, each	\$0.97	See Section 3
.2.2 Remote Push to Talk Switch for Home Station, each	\$0.97	See Section 3
.2.3 Portable Soundproof Booth (requires separately mounted power supply,) each	0.97	See Section 3

- .3 Where interexchange channels are provided, mileage charges apply as specified under "Full Period Interexchange Service" in the Special Contract Service part of the catalog.

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MISCELLANEOUS AND SPECIAL EQUIPMENT

A. HOMEBOUND STUDENT SERVICE

1. General

This service includes combined amplifier and speaker-microphone arrangements for use at school and home locations.

2. Rates

- .1 Fixed or portable stations with attached power supply and including one jack with each portable station:

	<u>Monthly Rate</u>	<u>Installation or Move Charge</u>
.1.1 Home Stations, each	\$8.72	See Section 3
.1.2 School Stations, each	\$7.27	See Section 3

- .2 Optional features for use with home or school stations:

	<u>Monthly Rate</u>	<u>Installation or Move Charge</u>
.2.1 Separately Mounted Power Supply, each	\$0.97	See Section 3
.2.2 Remote Push to Talk Switch for Home Station, each	\$0.97	See Section 3
.2.3 Portable Soundproof Booth (requires separately mounted power supply,) each	0.97	See Section 3

- .3 Where interexchange channels are provided, mileage charges apply as specified under "Full Period Interexchange Service" in the Special Contract Service part of the catalog.

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WIDE AREA TELEPHONE SERVICE<sup>1</sup> - Grandfathered

(C)

CUSTOM 800 SERVICE

A. General

1. Custom 800 Service is the furnishing of dial type telecommunications from stations within a Market Service Area (MSA) to a station associated with an 800 termination point within the same MSA within the State of Illinois.
2. Dial type telecommunications is a call dialed and completed from or to an 800 access line without the assistance of a Company operator, or placed with an operator where facilities are not available for dial completion, or where, for other service reasons, operator assistance in completion of the call is necessary.
3. An 800 termination is a path between the network interface at the customer's premises and the point in a Company Central Office where access to the switched network is obtained for the purpose of completing 800 calls. Custom 800 Service access will be arranged for common line termination. Custom 800 Service provides termination of calls over nondedicated business and residence lines. One 800 number may be assigned to each existing or newly provided exchange telephone number, which allows for the completion of 800 calls in addition to all other usage normally handled on this termination.

Variable call destination allows the Business Custom 800 Service customer to have 800 calls to their single 800 number terminate at different locations within the same MSA based on criteria they select. This feature allows the customer to have calls routed to a specific location based on a variety of conditions i.e., time of day, day of week, etc.

4. Custom 800 Service is not available in conjunction with Pay Coin Telephone Service, Public Coin Telephone Service, Customer Owned Coin Telephone Service or Foreign Exchange Service.
5. Custom 800 Service provides for the termination of 800 calls only.

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

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WIDE AREA TELEPHONE SERVICE<sup>1</sup> - Grandfathered

(C)

CUSTOM 800 SERVICE (Cont'd)

A. General (Cont'd)

6. Customers may retain the same Custom 800 Service telephone number when moving to another location within the State of Illinois. Custom 800 Service allows the customer to use one 800 number in multiple MSAs for IntraMSA calling. All calls originating within the designated Market Service Area will be terminated within the same MSA.
7. Custom 800 Service is the furnishing of facilities in accordance with the regulations and schedule of charges specified in this Catalog. Custom 800 Service rates set forth herein are in payment for the service furnished between the calling and called stations.
8. Custom 800 Service is furnished subject to the availability of the appropriate equipment and facilities.
9. Custom 800 Service is concurred in by other Local Exchange Carriers, any and all costs and charges to provide such service will be borne by the concurring carrier on an individual case basis.
10. The term "Service Terminating Arrangement" denotes company-provided equipment which terminates Custom 800 Service at a customer's premises. The service terminating arrangement provides a clearly delineated interface, which facilitates the design, isolation and testing of Custom 800 Service. Where a protective connecting arrangement is required, the Service Terminating Arrangement is provided as a part of the protective connecting arrangement.
11. All rates and charges quoted in this Catalog provide for the furnishing of service when suitable facilities are available or where the construction of the necessary facilities does not involve unusual costs. When the revenue to be derived from the service does not warrant the Company assuming the unusual costs of providing the necessary construction, the customer may be required to pay all or a portion of such costs and to contract for the service for a sufficient period to warrant the construction, depending upon the circumstances in each case.
12. Directory Listings for Custom 800 Service will be provided at applicable additional listing rates as shown elsewhere in this Catalog.

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

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WIDE AREA TELEPHONE SERVICE<sup>1</sup> - Grandfathered

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CUSTOM 800 SERVICE (Cont'd)

B. Limitations of Service

1. Dial type telecommunications associated with a Custom 800 Service access line are calls dialed and completed without the assistance of a Company operator, except that a Company operator will:
  - Re-establish a call which has been interrupted after the called number has been reached, or
  - Reach the called telephone number where facilities are not available for customer dial completion.
2. The Company does not undertake to transmit messages but offers the use of its facilities for communications between customers. Custom 800 Service does not include calling to or from stations not within the same MSA, person-to-person, collect, conference or other calls requiring operator handling except as provided in the preceding.
3. Connection to Other Services
  - .1 Custom 800 Service is not represented as adapted for connection to other services of the Company, facilities of Other Common Carriers (OCCs), or to customer-provided facilities. Connections of communications systems provided by the customer may be made; however, the Company will not be responsible for the through transmission of signals or for the quality of transmission on such connections. The service contemplates the provision of satisfactory transmission only between the access line and the called or calling station.
  - .2 Regulations, rates and charges for the facilities used to connect customer-provided terminal equipment or customer-provided communications systems are set forth elsewhere in this Catalog.

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

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WIDE AREA TELEPHONE SERVICE<sup>1</sup> - Grandfathered

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CUSTOM 800 SERVICE (Cont'd)

B. Limitations of Service (Cont'd)

4. Obligation of the Customer

- .1 The agents and employees of the Company shall have the right to enter the premises of a customer at any reasonable hour for the purpose of installing, inspecting or repairing the services of the Company or upon termination of the service, for the purpose of removing such services.
- .2 The Company undertakes to maintain and repair the facilities, which it furnishes to customers. The customer shall be responsible for damages to facilities of the Company caused by negligence or willful act of the customer or authorized users. The customer or authorized user may not rearrange, disconnect, remove or attempt to repair, or permit others to rearrange, disconnect, remove or attempt to repair any equipment installed by the Company except upon written consent of the Company.
- .3 The customer is responsible for providing a suitable supply of commercial power, including outlets, when and where required by the Company for the operation of any equipment on the customer's premises.
- .4 The customer is required to reimburse the Company for any loss through theft of the equipment or apparatus on the customer's premises.

5. Custom 800 Service is furnished upon the condition that the customer obtains adequate service to permit its use without creating excessive overflows and incompletions or otherwise interfering with this or any other service rendered by the Company. The Company, without incurring any liability, may terminate or refuse to furnish Custom 800 Service to any customer failing to comply with said conditions, subject only to provisions as indicated elsewhere in this Catalog for Termination of Service.

6. Use of the Service

- .1 Custom 800 Service is provided for use by the customer and may be used by others, when so authorized by the customer, providing that all such usage shall be subject to the provisions of this Catalog.

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WIDE AREA TELEPHONE SERVICE<sup>1</sup> - Grandfathered

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CUSTOM 800 SERVICE (Cont'd)

B. Limitations of Service (Cont'd)

6. Use of the Service (Cont'd)

- .2 Orders, including those installing, rearranging, or discontinuing service, will be accepted by the Company only from the customer.
- .3 The customer subscribing to Custom 800 Service is responsible for its use and for the payment of all charges in connection therewith and shall exercise such control as may be necessary to ensure that it is not improperly used.

7. Cancellation for Cause

The regulations set forth elsewhere in this Catalog for Termination of Service apply when appropriate.

C. Liability of the Telephone Company

- 1. The Telephone Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Custom 800 Service. In the event that a customer's basic service is interrupted and remains out of service for more than twelve (12) hours after being reported to or found to be out of service by the Company, appropriate adjustments shall be made to the customer's account upon request with a minimum of credit for twenty-four (24) hours. The adjustment shall be the pro rata part of the month's charge for local exchange service for the period of days service was inoperative and shall be accomplished by a credit on a subsequent bill for service. This provision shall not apply when the service interruption is caused by:

- .1 The negligence or willful act of the customer,
- .2 Customer provided facilities, or
- .3 Electric power failure where the customer furnishes such electric power.

- 2. The Telephone Company makes no guarantee and assumes no liability for resale or sharing by the customer of the Custom 800 Service and its associated facilities, including (without limitation) the failure of any person to pay the customer's or reseller's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud.

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WIDE AREA TELEPHONE SERVICE<sup>1</sup> - Grandfathered

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CUSTOM 800 SERVICE (Cont'd)

D. Application of Monthly Rates and Charges

1. Timing of Calls

- .1 Chargeable time begins when a connection is established between a station associated with the Custom 800 Service line and the calling station.
- .2 Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telecommunications network.
- .3 When Custom 800 Service is directly connected at customer's premises to a communications system, chargeable time begins when the call terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with the Custom 800 Service so that the chargeable time may begin.
- .4 All messages completed in one billing period through Custom 800 Service will be billed a minimum of 30 seconds per message.

2. The minimum service period for Custom 800 Service is one month.

3. Usage is subject to a Minimum Average Time Requirement (MATR) of 30 seconds per completed call in each rate period for each billing period. This means that if the average duration per call in any rate period during each billing cycle is less than 30 seconds, billing will be based on an average duration of 30 seconds per call.

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CUSTOM 800 SERVICE (Cont'd)

D. Application of Monthly Rates and Charges (Cont'd)

4. The monthly charges for Custom 800 Service are determined as follows:
  - .1 Determine the total number of calls for each Custom 800 Service number.
  - .2 Determine the equivalent hours rounded to the nearest tenth used by applying the MATR as described in D.4.3.
  - .3 Determine total actual hours used, rounded to the nearest tenth of one hour.
  - .4 Determine the chargeable hours, which is the greater of b. or c.
  - .5 Multiply the chargeable hours by the usage charge shown rounded to the next highest cent.
  - .6 Determine the charge for each Custom 800 Service number by multiplying the monthly rate per Custom 800 Service number shown by the quantity of Custom 800 Service numbers in service for that given month.
  - .7 Determine the total charges by adding the amounts developed in 5 and 6 preceding.
5. Optional Contract Periods

Customers may choose to subscribe on a month-by-month (no contract) basis or take advantage of lower intraLATA rates offered to customers who contract to subscribe to the service for longer periods of time. Options include: one year, two years or three years.

  - .1 Expiration of Contract - If a customer's contract period expires and the customer has not canceled or established a new contract with the Telephone Company, the customer's service will be continued under the month-by-month rates.
  - .2 Termination Liability - If a customer terminates prior to the expiration date of the contract, the customer's contract period to date usage will be re-rated at the month-by-month (no contract) rate, up to a maximum of twelve months, and the payments made to date shall be deducted from the re-rated total. The customer's termination liability would be the difference between these two figures.

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

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CUSTOM 800 SERVICE (Cont'd)

D. Application of Monthly Rates and Charges (Cont'd)

5. Optional Contract Periods (Cont'd)

- .3 Unique Ringing Feature - A distinctive ringing signal is available as an option to Custom 800 Service customers. A distinctive ringing signal will allow the customer to distinguish if the incoming call was placed by dialing the customer's 800 number or the customer's local exchange number.

A distinctive ringing signal is available only where facilities permit. This feature is not available for use on Citizens Digital Centrex, PBX trunks, or on local exchange facilities arranged for multi-line hunting.

If the customer has the Custom 800 Service configured for multiple terminations, unique ringing will be provided on only one termination. The termination, when applying Ring, must be in the Telephone Company's service area.

There is no additional monthly charge for this feature for customers who contract to subscribe to the service for one, two or three years. There is no additional nonrecurring charge if the feature is ordered on the initial installation of service for a one, two or three year contract period.

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CUSTOM 800 SERVICE (Cont'd)

E. Rates and Charges - The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's Tariffs or Catalogs.

1. Custom 800 Service

	Nonrecurring <u>Charge</u> *	Monthly <u>Rate</u>
Subscription Fee - No Contract		
Per Business 800 Number	\$10.00	\$10.00
Per Residence 800 Number	\$10.00	\$10.00
Subscription Fee - With Contracts		
1 Year, per Business/Residence	\$10.00	\$10.00
2 Years, per Business/Residence	\$10.00	\$10.00
3 Years, per Business/Residence	\$10.00	\$10.00
2. Variable Call Destination, per additional termination	\$10.00	\$2.00

\* When this service is added to an existing business or residence exchange access line, service ordering, connection, and nonrecurring charges associated with business or residence exchange access lines as shown in Section 3 of this Catalog do not apply. When this service is ordered in conjunction with the new installation of business or residence exchange access lines, the appropriate service ordering, connection, and nonrecurring charges associated with business or residence exchange lines as shown in Section 3 also apply.

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

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CUSTOM 800 SERVICE (Cont'd)

F. Usage Rates

Custom 800 Service usage is billed at the following rates per hour.

	<u>No Contract Per Hour</u>	<u>1 Year Contract Per Hour</u>	<u>2 Years Contract Per Hour</u>	<u>3 Years Contract Per Hour</u>
Custom 800 Service Usage Charge				
Up to 15 Hours	\$9.50	\$9.22	\$8.57	\$7.97
Greater than 15 Hours	\$9.00	\$8.55	\$7.95	\$7.39
Custom 800 Service Usage Charge				
Up to 15 Hours	\$9.50	\$9.22	\$8.57	\$7.97
Greater than 15 Hours	\$9.00	\$8.55	\$7.95	\$7.39

G. Unique Ringing Feature

When ordered with 1, 2 or 3 Year Contracts \$0.00

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

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CITIZENS DIGITAL CENTREX SERVICE

A. General

1. Citizens Digital Centrex Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices where operating conditions permit. It is a central office-based service arrangement, which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, intra-system communication and features. A Citizens Digital Centrex system may not be provided for standalone service only; access to the Company's exchange network must be provided.

B. Conditions

1. The Telephone Company makes no guarantee and assumes no liability for resale or sharing by the customer of the Citizens Digital Centrex Service and its associated facilities, including (without limitation) the failure of any person to pay the customer's or reseller's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud.
2. Citizens Digital Centrex Service is available where central office and operating facilities and conditions permit.
3. A minimum of 2 Citizens Digital Centrex Service lines are required.
4. A customer may select only one Citizens Digital Centrex Feature Package per customer group.
5. One bill will be rendered for each Citizens Digital Centrex Service customer group. Separate bills are rendered monthly for Special Service access lines. If a customer requests duplicate bills for a single customer group, refer to charges in this catalog. The Company will not render individual bills within a customer group.
6. The Company will furnish one alphabetical directory listing per Citizens Digital Centrex customer group without charge. Additional listings may be purchased at rates listed under the Directory Service section of the company's catalog.
7. Citizens Digital Centrex Service is offered on a contractual basis commencing on the date the service is established.
8. Citizens Digital Centrex Service Line and Feature Packages rates apply each month from the time the customer group placed in service until the Citizens Digital Centrex Service is discontinued.

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CITIZENS DIGITAL CENTREX SERVICE

B. Conditions (Cont'd)

9. If remote units are required to provide switching capabilities for intra-communication purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all customer group cabling used in association with Citizens Digital Centrex Service are provided by and remain the property of the Company.
10. Rotary dial stations may not be capable of accessing all Citizens Digital Centrex Service features.
11. Rates and charges for Centrex Service contemplate the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, contract rates and charges may be applied in addition to those shown herein.
12. All Analog Citizens Digital Centrex Service lines must be loop start.
13. If a customer chooses to combine Citizens Digital Centrex Service stations terminating at different locations into a single Citizens Digital Centrex Service customer group, all stations must be served by the same central office. A central office is defined by the assignment of separate NXX codes for a serving area.
14. A customer with multiple Citizens Digital Centrex Service customer groups may link his customer groups with inter-office lines to permit intercom dialing. Inter-office line charges will apply.
15. Where the Citizens Digital Centrex station line is located in a different central office area of the serving exchange, the Interoffice Mileage Charge and measurement as specified under Mileage Charges in ILL. CC No. 10, are applicable.
16. Where the Citizens Digital Centrex station line of the same customer group is located in a different exchange area, the Special Transport and Special Access Line Charges apply for each interexchange channel as specified in ILL. CC No. 10.
17. Private Line arrangements, Special Access Services, or foreign dial tone connected with Citizens Digital Centrex Service are subject to rates, rules, and conditions as set forth in the appropriate catalogs.
18. Certain optional feature capabilities may not be compatible with other Feature Packages or Optional Customer group features.

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CITIZENS DIGITAL CENTREX SERVICE

B. Conditions (Cont'd)

19. Space Requirements

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

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

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

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

20. Subsequent Additions, Deletions and Changes

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

Subsequent line deletions resulting in reductions equal to or exceeding 20% of the initial lines under contract will be treated as specified under Termination Liability following. If the reduction causes the total number of lines to fall within a different line group, all remaining lines will be billed at rates according to the associated line group.

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

The contract period for Citizens Digital Centrex Optional Features is based upon the initial contract period for the Citizens Digital Centrex Customer group. Subsequent additions of Optional Features will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

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CITIZENS DIGITAL CENTREX SERVICE

B. Conditions (Cont'd)

21. Termination Liability

In the event Citizens Digital Centrex Service is terminated by the customer prior to completion of the initial 12-, 36-, 60-, or 84-Month Contract period, the customer shall be liable for the termination liability (TL). The customer shall be required to pay a sum determined by the application of the following formula:

Termination Liability Charge = 25% X [number of lines X monthly rate X number of terminated per line remaining months]

In the event the customer reduces the number of Citizens Digital Centrex lines initially contracted by 20% or more, termination liability is applicable and will be calculated as stated in the above paragraph, based upon the number of lines terminated.

A Citizens Digital Centrex customer may at any time renew a contract for an equal or longer period at the current cataloged rates subject to the following conditions:

Credit will not be given for payments made during the formerly selected period.

Nonrecurring charges will not be reapplied.

The new contract period begins with the first billing date following the renewal.

Termination charges will not apply for the former contract period.

22. Digital (ISDN) Citizens Digital Centrex CLASS

Custom Local Area Signaling Service (CLASS) is a group of Citizens Digital Centrex Service features offered to customers subscribing to Citizens Digital Centrex local exchange service.

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

Operator assisted calls will override these features for emergency purposes.



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CITIZENS DIGITAL CENTREX SERVICE

B. Conditions (Cont'd)

22. Digital (ISDN) Citizens Digital Centrex CLASS (Cont'd)

Nonrecurring charges are not applicable when Custom Local Area Signaling Service features are provided at the same time as the Citizens Digital Centrex Service is initially established.

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

In order to subscribe to Digital (ISDN) Citizens Digital Centrex CLASS, the customer must also subscribe to at least Citizens Digital Centrex Feature Package 1000 for analog Citizens Digital Centrex Stations.

23. General - Citizens Digital Centrex Service

Services offered in accordance with this catalog are provided exclusively from central offices equipped with digital facilities. The availability of services and ability to provide services may vary among serving central offices. Citizens Digital Centrex services will be provided where central office capabilities and conditions permit.

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

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

Customer requested temporary disconnection of Citizens Digital Centrex services are not permitted.

A change to Citizens Digital Centrex services will cause a temporary interruption of service.

The Company will provide one alphabetical directory listing per Citizens Digital Centrex customer group (customer group) without charge. Additional directory listings will be provided in accordance with the rates and conditions in this catalog under Directory Service.

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CITIZENS DIGITAL CENTREX SERVICE

B. Conditions (Cont'd)

24. Discount Qualifications

- a. To qualify for quantity discounts, Centrex service equipped lines must primarily terminate at a single designated location of the customer of record. In those instances where a service configuration results in more than 30% the lines terminating at a remote location of the customer of record within the coverage area of the Central Office, the service must be offered pursuant to contract to account for cost considerations. Customer of record does not apply to an entity reselling this service. In resale scenarios, the lines must terminate at the primary single location of the customer with identical pricing and costing rules as applicable to end user customers of record.
- b. This applies for systems over 25 lines (our first volume based rate discount) in a single business group, and allows us to ensure that we are recovering costs to provision large systems with lines terminating at more than one location. Volume discounts will be determined based on the total number of lines in each business group.

C. Features

1. Analog Citizens Digital Centrex Service offers Feature Packages 1000, 2000 or Citizens Digital Centrex CLASS Package, and Optional Line and Customer group Features at the rates and charges set forth following. Feature capabilities may vary depending on the host central office equipment.
2. Analog Citizens Digital Centrex Service Basic Operating Features: Direct Inward Dialing/Direct Outward Dialing (DID/DOD), Automatic Identification of Outward Dial (AIOD), Distinctive Ringing, Touch Call, Station-to-Station Calling.
3. Citizens Digital Centrex Feature Package 1000\* - Call Hold, Consultation Hold, Call Alternation, Speed Call 6 or 8 (Individual), Call Transfer, Call Forward (All, Busy, No Answer - Fixed/Variable), Call Waiting Originating, Call Waiting Terminating/Cancel, Dial Call Waiting, Three-Way Calling, Last Number Redial, Toll Restriction, Hunting (Pilot Number, Directory Number and Secretarial), Call Pick-Up (Extended, Direct, and Group), and Station Restriction.

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CITIZENS DIGITAL CENTREX SERVICE

C. Features (Cont'd)

4. Citizens Digital Centrex Feature Package 2000 \* - Feature Package 1000 plus the following features: Call Park (Multiple), Automatic Callback (Camp-On), Data Line Security, Saved Number Redial, Circular Hunting, Multiple Classes of Service, Speed Call 30 (Customer group), and Uniform Call Distribution.
5. Citizens Digital Centrex CLASS Feature Package - Automatic Busy Redial, Automatic Call Return, Call Block, Special Call Acceptance, Special Call Forwarding, and Special Call Waiting.
6. Citizens Digital Centrex Optional Customer group Features: Automatic Route Selection (ARS), Facilities Restriction Level (part of ARS), Time of Day Routing (part of ARS), Expensive Route Warning (part of ARS), WATS Access, 800 Service Access, Tie Facility Access, T1 Access, Limited Automatic Call Distribution, Preferential Hunting, Stop Hunt, Pilot Number of Hunt Groups, Priority Queuing, Additional Numbers, Proprietary Set Interface, Authorization Codes (per group of 10), Speed Call 30 (Additional Customer group), Terminal Make Busy, Paging/Public Address Access, Dictation Access, Code Calling Access, Music-On-Hold, Recorded Announcement (Custom), Conference Calling (6-8-12-16-18-24 Port), Station Message Detail Recording, Attendant Identification-Multiple Directory Numbers, Attendant Data Link Console Interface, Attendant Pre-determined Night Answer, Attendant Universal Night Answer, Attendant Mixed Night Answer, and Attendant Flexible Night Answer.
7. Analog Attendant Feature Package - Access to Paging, Autodial, Automatic Recall, Busy Verification, Call Hold, Call Park, Call Selection, Camp On, Code Calling Line Termination, Conference, Console Activation of Call Forward, Console Test, Control of Trunk Group Access, Control of Virtual Facility Groups, Delayed Operation, Display of Queued Calls by ICI Key, Flexible Console Alerting, Interposition Calls, Locked-Loop Operation, Lockout, Multiple Listed Directory Numbers, Position Busy, Priority Console Alerting, Recorded Announcement, Secrecy, Serial Call, Speed Call, Transfer, Two-Way Split, Wildcard Key.

\* Feature Packages 1000 and 2000 are utilized with ISDN refer to ILL. C.C. 7 for Basic ISDN.

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CITIZENS DIGITAL CENTREX SERVICE

C. Features (Cont'd)

8. Feature Matrices

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

\* Not available on 5ESS.

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CITIZENS DIGITAL CENTREX SERVICE

C. Features (Cont'd)

8. Feature Matrices (Cont'd)

Optional Features	<u>Analog</u>
<u>Feature Name</u>	
Additional Numbers	X
Attendant Data Link Console Interface	X
Attendant Flexible Night Answer	X
Attendant ID Multiple Directory Nos. X	
Attendant Mixed Night Answer	X
Attendant Pre-determined Night Answer	X
Attendant Universal Night Answer	X
Authorization Codes	X
Automatic Route Selection	X
Call Tracing Service	X
Calling Number Identification Delivery	X
Code Call Access	X
Conference Calling X	
Dictation Access and Control	X
Limited Automatic Call Distribution	X
Music On Hold	X
Paging/Public Address Access	X
Pilot Number of Hunt Groups	X
Preferential Hunt	X
Priority Queuing	X
Proprietary Set Interface	X
Recorded Announcement	X
Speed Call 30	X
Station Message Detail Recording	X
Stop Hunt	X
Terminal Make Busy	X
Tie Line Facility Access	X
T-1 Access	X
VIP Alert	X
WATS/800 Access	X

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CITIZENS DIGITAL CENTREX SERVICE

C. Features (Cont'd)

9. Citizens Digital Centrex Basic Operating Features

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

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

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

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

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

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

Feature Package 1000

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

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

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

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

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

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CITIZENS DIGITAL CENTREX SERVICE

C. Features (Cont'd)

9. Citizens Digital Centrex Basic Operating Features (Cont'd)

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

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

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

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

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

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

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

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

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

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

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

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CITIZENS DIGITAL CENTREX SERVICE

C. Features (Cont'd)

9. Citizens Digital Centrex Basic Operating Features (Cont'd)

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

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

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

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

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

Feature Package 2000 (features below are provided in addition to Feature Package 1000)

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

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

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

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



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CITIZENS DIGITAL CENTREX SERVICE

C. Features (Cont'd)

9. Citizens Digital Centrex Basic Operating Features (Cont'd)

Feature Package 2000 (features below are provided in addition to Feature Package 1000)  
(Cont'd)

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

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

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

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

Citizens Digital Centrex CLASS

Automatic Busy Redial allows the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

Automatic Call Return allows a customer to automatically return the last incoming call by feature activation, whether or not it was answered. If the line is busy, the call is queued for up to 30 minutes or until both numbers are idle. The customer is given an indication that the network will attempt to set up the call when the called line is idle. When the called line is free, the customer's line rings, then the other number rings. This feature will not return calls if the calling party has utilized Cancel Calling Number Identification Delivery service.

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CITIZENS DIGITAL CENTREX SERVICE

C. Features (Cont'd)

9. Citizens Digital Centrex Basic Operating Features (Cont'd)

Citizens Digital Centrex CLASS (Cont'd)

Call Block allows a customer to block calls from certain numbers (maximum of 12) known to the customer. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls. Subject to technical availability, this service may also provide anonymous call rejection so that calls delivered without Calling Number Identification Delivery will be blocked.

Special Call Acceptance allows a customer to select up to 12 customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.

Special Call Forwarding is an arrangement which permits a customer to prespecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Special Call Forwarding is activated, only calls from the prespecified numbers will be forwarded.

Special Call Waiting allows a customer to choose up to 12 numbers, which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy. Customers may not subscribe to Call Waiting and Special Call Waiting on the same line.

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CITIZENS DIGITAL CENTREX SERVICE

C. Features (Cont'd)

10. Citizens Digital Centrex Optional Customer group Features

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

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

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

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

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

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

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

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

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

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CITIZENS DIGITAL CENTREX SERVICE

C. Features (Cont'd)

10. Citizens Digital Centrex Optional Customer group Features (Cont'd)

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

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

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

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

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

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

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

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

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

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

FX Access - Connects to foreign exchange line facilities.

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

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CITIZENS DIGITAL CENTREX SERVICE

C. Features (Cont'd)

10. Citizens Digital Centrex Optional Customer group Features (Cont'd)

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

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

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

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

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

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

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

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

Station Message Detail Recording (SMDR) - Magnetic Tape Only - Provides a record of calls originated by Citizens Digital Centrex Service station lines or incoming tie-line groups. SMDR information is provided on magnetic tapes, which are sent to the customer's site.

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

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

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CITIZENS DIGITAL CENTREX SERVICE

C. Features (Cont'd)

10. Citizens Digital Centrex Optional Customer group Features (Cont'd)

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

T1 Access - Allows a Citizens Digital Centrex customer to access a dedicated digital facility.

VIP Alert - Allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a distinctive call waiting tone.

WATS Access - Allows a Citizens Digital Centrex customer to access WATS for bulk toll calling.

800-Service Access - Allows 800 Service Access to terminate in the Citizens Digital Centrex Service Customer group.

Analog Attendant Package Features

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

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

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

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

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

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CITIZENS DIGITAL CENTREX SERVICE

C. Features (Cont'd)

10. Citizens Digital Centrex Optional Customer group Features (Cont'd)

Analog Attendant Package Features (Cont'd)

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

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

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

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

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

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

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

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

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

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

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

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CITIZENS DIGITAL CENTREX SERVICE

C. Features (Cont'd)

10. Citizens Digital Centrex Optional Customer group Features (Cont'd)

Analog Attendant Package Features (Cont'd)

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

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

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

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

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

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

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

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

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



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CITIZENS DIGITAL CENTREX SERVICE

C. Features (Cont'd)

10. Citizens Digital Centrex Optional Customer group Features (Cont'd)

Analog Attendant Package Features (Cont'd)

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

Serial Call - This feature allows an attendant to extend a call to more than one station.

Speed Call - This feature allows the attendant to dial frequently called numbers with an abbreviated number of digits. A console can have one Speed Calling Short list, one Long List, and can be a user of a Long list.

Transfer - This feature allows a call that is transferred by a station to an attendant to be queued on a first-in, first-out basis.

Two-Way Split - This feature allows the attendant to talk privately to either the calling party or the called party.

Wildcard Key - This feature allows any special feature normally available through the use of a feature key to be invoked through the Wildcard Key, with the exception of ICI.

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

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

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CITIZENS DIGITAL CENTREX SERVICE

C. Features (Cont'd)

10. Citizens Digital Centrex Optional Customer group Features (Cont'd)

Attendant Console Terminal Management

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

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

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

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

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

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CITIZENS DIGITAL CENTREX SERVICE

C. Features (Cont'd)

10. Citizens Digital Centrex Optional Customer group Features (Cont'd)

Attendant Console Terminal Management (Cont'd)

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

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

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

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

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

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

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CITIZENS DIGITAL CENTREX SERVICE

C. Features (Cont'd)

10. Citizens Digital Centrex Optional Customer group Features (Cont'd)

Attendant Console Terminal Management (Cont'd)

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

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

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

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

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

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

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

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

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CITIZENS DIGITAL CENTREX SERVICE

D. Rates

1. Service Line

Rates are determined by the total customer group size. Total customer group size will be a combination of Analog and Digital Service lines. For example, if a customer requests 28 Analog/Digital lines, all 28 lines will be billed at the 26-50 lines group, per Analog/Digital line rate. Arrangements exceeding 200 lines will be offered on an individual case basis. The following rates apply during the contract period and until the service is discontinued:

Pricing Example:

Customer requests 50 stations split evenly between Analog and Citizens Digital Centrex, 12-month contract.

25 Analog stations = 25 Analog lines

25 Digital stations =  $25/2 = 12.5 = 13$  Digital lines [Each Citizens Digital Centrex supports 2 stations]

Total customer group (Analog + Digital) = 38 lines (50 stations)

Price using "26-50 lines" line range since total customer group is 38 lines.

12-Month Contract, 26-50 lines, Analog =  $(\$13.75/\text{line}) (25 \text{ lines}) = \$531.25$

12-Month Contract, 26-50 lines, Digital =  $(\$25.05/\text{line}) (13 \text{ lines}) = \$409.10$

Other rate elements will apply as required.

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CITIZENS DIGITAL CENTREX SERVICE

D. Rates (Cont'd)

	<u>Monthly Rate *</u>	<u>Nonrecurring Charge</u>	
		<u>Initial Line Charge</u>	<u>Subsequent Connection Charge</u>
2. Citizens Digital Centrex Service Line			
<u>Month-to-Month Contract</u>			
2 - 25 lines, per line	\$17.90	\$16.00	\$16.00
26 -50 lines, per line	\$13.85	\$16.00	\$16.00
<u>12-Month Contract</u>			
2 - 25 lines, per line	\$17.80	\$8.00	\$16.00
<u>36-Month Contract</u>			
2 - 25 lines, per line	\$17.70	None	\$16.00
26 - 50 lines, per line	\$13.65	None	\$16.00
51 - 100 lines, per line	\$13.25	None	\$16.00
<u>60-Month Contract</u>			
51 - 100 lines, per line	\$13.15	None	\$16.00
101 - 200 lines, per line	\$12.95	None	\$16.00
201 - 400 lines, per line	\$12.75	None	\$16.00
<u>84-Month Contract</u>			
51 - 100 lines, per line	\$13.05	None	\$16.00
101 - 200 lines, per line	\$12.85	None	\$16.00
201 - 400 lines, per line	\$12.65	None	\$16.00

\* Network Access Registers (NARS) Rates apply in addition to the above rates in flat rated exchanges.

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CITIZENS DIGITAL CENTREX SERVICE

D. Rates (Cont'd)

3. Extended Area Service (EAS) Additive

Apply on a per Network Access Register basis. The rate additives are found under Network Access Service in Il CC No. 3 tariff.

4. Network Access Register

The Network Access Register (NAR) is a software-defined path in the central office for each Citizens Digital Centrex customer group which provides access to the public network from the Citizens Digital Centrex service lines in that customer group.

The following network access rate is applicable in all exchanges.

Per Network Access, per month \$16.53

The Subscriber Line Charge (SLC) found in Citizens Communications Tariff FCC No.1 is billed on a per line basis.

5. Feature Packages

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
.1 Analog Citizens Digital Centrex Service Feature Packages, per analog service line		
1) 1000 Package	\$1.50	
2) 2000 Package	\$2.00	
3) Citizens Digital Centrex CLASS 3-25 Stations	\$5.00	
4) Analog Attendant Feature Package	\$75.00	\$100.00

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CITIZENS DIGITAL CENTREX SERVICE

D. Rates (Cont'd)

6. Optional Features

Citizens Digital Centrex

	<u>Monthly Rate</u> *	<u>Nonrecurring Charge</u> *
Additional Numbers	\$2.00	--
Attendant Data Link Console Interface, per Console (1)	\$125.00	\$200.00
Attendant Flexible Night Answer, per Console (2)	\$1.00	\$39.50
Attendant Identification Multiple Directory Numbers, per Console (2)	\$1.00	\$1.45
Attendant Mixed Night Answer, per group (2) (3)	\$1.00	\$36.50
Attendant Pre-determined Night Answer, per Console (2)	\$1.00	\$39.50
Attendant Universal Night Answer, per Console (2)	\$1.00	\$5.25
Authorization Codes, per 10 codes	\$0.30	\$3.00
Automatic Line, per line	\$1.00	--
Automatic Route Selection, per line	\$1.00	\$175.00

\* Both the Nonrecurring Charge and Monthly Rate apply per customer group (per Customer).

(1) Rates and charges apply on to the first console within a customer group.

(2) Requires data-link console. Rate and charges apply per console.

(3) Requires PNA and UNA.



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CITIZENS DIGITAL CENTREX SERVICE

D. Rates (Cont'd)

6. Optional Features (Cont'd)

Citizens Digital Centrex (Cont'd)

	<u>Monthly Rate</u> *	<u>Nonrecurring Charge</u> *
Caller Number ID (4)		
3-25 lines	\$6.00	--
26-49 lines	\$4.50	--
50 + lines	\$2.00	--
Code Call Access, per customer group	\$25.00	\$25.00
Conference Calling (6 or 8 port), per port	\$40.00	\$100.00
Dictation Access and Control, per trunk	\$40.00	\$25.00
Foreign Exchange (FX) Access, per trunk	\$20.00	\$50.00
Limited Automatic Call Distribution (ACD), per group	\$0.30	--
Music-on-Hold, per customer group (1)	\$25.00	\$4.00
Paging/Public Address Access, per trunk (2)	\$40.00	\$25.00
Pilot Number of Hunting Groups, per console	\$0.05	--
Preferential Hunting, per channel (3)	\$0.05	--

\* Both the Nonrecurring Charge and Monthly Rate apply per customer group (per Customer).

(1) Rates and charges apply on to the first console within a customer group.

(2) Requires data-link console. Rate and charges apply per console.

(3) Requires PNA and UNA.

(4) A maximum charge of \$200.00 applies per customer. There is no charge for Cancel Calling Number Delivery.

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CITIZENS DIGITAL CENTREX SERVICE

D. Rates (Cont'd)

6. Optional Features (Cont'd)

Citizens Digital Centrex (Cont'd)

	<u>Monthly Rate</u> *	<u>Nonrecurring Charge</u> *
Priority Queuing, per group (1)	\$2.00	--
Proprietary Set Interface, per set	\$5.00	--
Recorded Announcement, per customer group	\$40.00	\$145.00
Speed Call 30, per customer group	\$0.30	--
Station Message Detail Recording (Magnetic tape), per customer group	\$45.00	--
Stop Hunt, per line	\$1.00	--
Terminal Make Busy, per hunt group	\$1.00	--
Tie Line Access, per circuit	\$20.00	\$50.00
T-1 Access, per circuit	\$100.00	\$100.00
VIP Alert	\$4.00	--
WATS Access, per circuit	\$3.00	--
800 Service Access, per circuit	\$3.00	--
Call Trace, per line		\$6.00
--		

\* Both the Nonrecurring Charge and Monthly Rate apply per customer group (per Customer).

(1) A maximum charge of \$200.00 applies per customer. There is no charge for Cancel Calling Number Delivery.

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CITIZENS DIGITAL CENTREX SERVICE

D. Rates (Cont'd)

7. Data Base Changes

	Nonrecurring <u>Charge</u> *
Major Software Additions, per customer group	\$100.00
Add Customized Dialing Plan	
Add Customer Requested Data Base Profile	
Routine Software Change **	\$50.00
Change Trunk Group	
Change Customer Recording	
Change ARS Translations	
Change Translations Tables	
Change Digital Customer Group Configuration	

\* Database Additions or Changes not listed in this catalog will be charged a rate of \$50.00 per hour or fraction thereof.

\*\* Applies to changes to existing services.

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CITIZENS DIGITAL CENTREX SERVICE

D. Rates (Cont'd)

7. Data Base Changes

	Nonrecurring Charge *
Minor Software Change **	\$25.00
Change Subgroup	
Hunt Groups	
ACD Hunt Group (1)	
Simulated Facility Group (NAR) (2)	
Queuing Groups (3)	
Night Answer (UNA/PNA) (4)	
Paging/Public Address/Code Calling (5)	
Conference Calling - 6, 8, 12, 16, 18, 24 Ports	
Remote Access Directory Number (6)	
Authorization Code Validation (7)	
Music on Hold Access	
Dictation Link Access	
Standard Recording	
Extended Pick Up Code	
Executive Busy Override	
Add Line Features (8)	

\* Database Additions or Changes not listed in this catalog will be charged a rate of \$50.00 per hour or fraction thereof.

\*\* Applies to changes to existing services.

- (1) Additional minor change charge for recording, queuing, station changes.
- (2) If an existing customer adds additional NARs, this charge will apply.
- (3) Additional minor change charge for each trunk group.
- (4) Additional minor change charge for each PNA number, zone, and area.
- (5) Additional minor change charge for each area.
- (6) Additional minor change charge for each authorization code.
- (7) Additional minor change charge for every two (2) codes.
- (8) Additional minor change charge to add toll control.

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RESERVED FOR FUTURE USE

(T)

(D)

(D)

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MESSAGE TOLL TELEPHONE SERVICE

A. GENERAL

1. Message Toll Telephone Service is the furnishing of facilities in accordance with the regulations and system of charges specified in this Section.
2. The rates and regulations set forth in this Section apply to IntraMSA Message Toll Telephone Service offered to Citizens Communications subscribers. Message Telephone Service is furnished between two or more points within a given Market Service Area (MSA) where the respective rate centers of such points are also located within the MSA within the State of Illinois.
3. This service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:
  - .1 The use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for service.
  - .2 The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, message toll telephone service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service.
  - .3 The use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another.
  - .4 The use of profane or obscene language.
  - .5 The use of the service in such manner as to interfere unreasonably with the use of the service by one or more other customers.
4. Resale and Sharing of IntraMSA Message Toll Telephone Service is permitted under Resale of Service conditions set forth in this Catalog.

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MESSAGE TOLL TELEPHONE SERVICE

TWO-POINT SERVICE

A. Calls Between Wire Telephones

1. General

Two-Point Message Toll Telephone Service between local exchange carriers' wire telephones within a given MSA within the State of Illinois is furnished as set forth in 2. through 3. following.

2. Airline Distance

- .1 Rates for service between points in Illinois are based on the airline distance between rate centers.
- .2 In general, each point is designated as an exchange rate center except that certain small towns or communities are assigned adjacent rate centers with which they are closely associated for communication purposes by community of interest.
- .3 Airline mileages between rate centers are determined as provided in 4.2 following.
- .4 Rates applicable for the distance obtained in c. above are provided in 2.3 following.

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MESSAGE TOLL TELEPHONE SERVICE

TWO-POINT SERVICE (Cont'd)

A. Calls Between Wire Telephones (Cont'd)

3. Classes of Service

- .1 Station-to-Station service is that service where the person originating the call dials the telephone number desired or gives to the Company operator the telephone number of the desired telephone, Miscellaneous Common Carrier (MCC) connecting circuit, branch exchange system, or branch exchange station which is reached directly rather than through a branch exchange attendant, or gives only the name and address under which the number of the desired telephone, MCC connecting circuit or branch exchange system is listed, and does not specify a particular person to be reached, nor a particular mobile station to be reached through an MCC attendant, nor a particular station, department or office to be reached through a branch exchange attendant.

Two classes of Station-to-Station service is offered as follows:

- .1.1 Dial Station-to-Station is that Station-to-Station service where the person originating the call from other than a public or semipublic coin telephone dials the telephone number desired and the call is completed without the assistance of a Company operator or placed with an operator where facilities are not available for dial completion or where, for other service reasons, operator assistance in completion of the call is necessary.
- .1.2 Operator Assisted Station-to-Station is that Station-to-Station service originating at a public or pay coin telephone and paid for by coin deposit in such originating telephone or that Station-to-Station other than Dial Paid Station-to-Station service.



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MESSAGE TOLL TELEPHONE SERVICE

TWO-POINT SERVICE (Cont'd)

A. Calls Between Wire Telephones (Cont'd)

3. Classes of Service (Cont'd)

.2 Operator Assisted Person-to-Person service is that person-to-person service where the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile station to be reached through an MCC attendant, or a particular station, department or office to be reached through a branch exchange attendant.

.2.1 When, after the telephone, MCC mobile radio system, or branch exchange system called has been reached, and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other person or mobile unit to be reached through an MCC attendant, or to any other station, department or office to be reached through a branch exchange attendant, the classification of the call remains person-to-person.

.2.2 When the person originating the call wishes arrangements made in advance with a particular party or station for the establishment of a connection at a specified time (appointment call) the call is classified as person-to-person.

4. Initial Period, Additional Minutes and Discounts

Message Service rates are quoted in terms of initial periods and additional minutes.

.1 Initial period rates given are for connections of one minute or any fraction thereof.

.2 All additional minute rates given are for each additional minute or any fraction thereof that the connection continues beyond the initial period.

3. Discounts for Evening and Night and Weekend reduced rate periods given in 2.3 following are expressed as a percent reduction of the charge calculated at the rates given in 2.3 following. They are applied to that portion of the messages occurring within the rate discount periods shown. The discount is applied to the sum of the initial period and additional minute charges for the call. The discount is computed separately for charges in each rate period and the results are then totaled. When the application of the discount results in a fractional charge, the amount will be rounded down to the lower cent. Discounts are not applicable to Operator-Assisted Call charges.

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MESSAGE TOLL TELEPHONE SERVICE

TWO-POINT SERVICE (Cont'd)

A. Calls Between Wire Telephones (Cont'd)

5. Timing of Messages

- .1 The time when the connection is established, as provided in b. through e. following, determined in accordance with the time system (standard or daylight saving) observed at the location of the rate center of the calling station, determines the charges for the call. This rule applies whether the call is sent paid or collect. The charge for the initial period is the initial period rate applicable for the rate period in which the connection is established. The charges for each additional minute of usage is the additional minute rate for the rate period in which the beginning of each additional minute occurs.
- .2 On station-to-station calls, chargeable time begins when the connection is established between the calling station and the called station, MCC mobile radio system or branch exchange system.
3. On person-to-person calls, chargeable time begins when the connection is established between the calling person and the particular person or station specified or an agreed alternate.
4. Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telecommunications network or a company operator.
5. Chargeable time does not include time lost because of faults or defects in the service.
6. Adjustments, when appropriate, are applied by reducing the overall chargeable time for the message by adjusting the time at which the message was terminated.

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MESSAGE TOLL TELEPHONE SERVICE

TWO-POINT SERVICE (Cont'd)

A. Calls Between Wire Telephones (Cont'd)

6. Billing or Collection of Charges

- .1 Charges for all classes of calls are generally billed to or collected from the calling station. On request, charges on calls may be:
  - .1.1 Billed to or collected from the called station (i.e., charges may be reversed) if the charges are accepted at the called station. In the case of a public or pay coin telephone, charges on calls may not be billed to or collected from the called station. Charges must be billed to a calling card or third telephone number, or the call may be reoriginated from the called station.
  - .1.2 Billed to a calling card account.
  - .1.3 Billed to a third telephone number (i.e., billed to a telephone number other than the calling or called number).
- .2 The charge for a call collected from a coin telephone is figured to the nearest 5¢.
- .3 Charges for a message originated at a coin telephone shall be paid by cash deposit in the coin telephone unless arrangements for billing have been made.
- .4 Message Toll Telephone Service charges for station-to-station messages will be billed to the called telephone in the case where the called customer subscribes to a reversed charge service provided by a local exchange carrier.
- .5 Where the caller requests a Company operator to verify that a called line is in use a charge applies for each request. Where facilities will permit, the operator will determine if there is conversation on a line where a busy signal has been received. In addition, if the called number is found to be clear and the calling party requests the operator to complete the call, appropriate operator assisted call charges apply. Call verification charges do not apply when call verification is for designated emergency numbers, or where the operator does not determine that there is conversation on the called line.
- .6 The Company may issue a special bill for Message Toll Telephone Service at any time.

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MESSAGE TOLL TELEPHONE SERVICE

TWO-POINT SERVICE (Cont'd)

A. Calls Between Wire Telephones (Cont'd)

7. Rates Applicable on Certain Holidays

On Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Labor Day and Thanksgiving Day the holiday rate applicable is the evening rate, unless a lower rate would normally apply.

8. Rate and Charge Applications

.1 Rates Applicable for Hearing or Speech-Impaired Persons

1. Persons certified in writing by a licensed physician, audiologist, speech pathologist, or appropriate Federal or State agency or its designee as having a hearing or speech impairment which precludes oral communications and who have and use a telecommunications device for visual communications, will receive a Day, Evening and Night and Weekend adjustment on Directly Dialed Station-to-Station calls which do not require the intervention of an operator.

The adjustment is applied to the Day rates shown in 2.3 following and in accordance with the following:

- .1.1 Messages placed during the Day rate period will be charged at a 25% reduction from the Day rate.
- .1.2 Messages placed during the Evening and the Night and Weekend rate period will be charged at a 40% reduction from the Day rate.
2. The written certification of the speech or hearing impairment must be presented to the Company's Business Office/Payment Agency, which serves the residence of the certified person.

The Company's Business Office/Payment Agency upon request, will provide a certification form for use by the applicant.

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MESSAGE TOLL TELEPHONE SERVICE

TWO-POINT SERVICE (Cont'd)

A. Calls Between Wire Telephones (Cont'd)

8. Rate and Charge Applications (Cont'd)

.1 Rates Applicable for Hearing or Speech-Impaired Persons

3. The adjustment is provided for use by the speech or hearing impaired customer. It is only applicable to Message Toll Telephone Service charges for calls originated from and billed to the telephone exchange service of the residence of the certified hearing or speech impaired person. The adjustment is applicable to only one telephone exchange service for a person or at a residence.

.2 Connections of Other Common Carrier-Provided Communications Systems

When Message Toll Telephone Service (Section 15 of this catalog) is provided for resale, a discount of 5% (five percent) will apply. This discount applies only to two-point message services (Section 20, of this catalog) and does not include associated services. Pick-A-Point Service are available for resale at cataloged rates and must be applied on a per customer (end user) basis. The resale provisions will be available upon completion of Company and reseller arrangements.

.3 Limitations

- .1 The Company reserves the right to limit the duration of connections when necessary because of a shortage of facilities caused by emergency conditions.
- .2 Service is furnished subject to the condition it will not be used for unlawful purposes.

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MESSAGE TOLL TELEPHONE SERVICE

TWO-POINT SERVICE (Cont'd)

A. Calls Between Wire Telephones (Cont'd)

8. Rate and Charge Applications (Cont'd)

.4 Liability

- .1 The Company's failure to provide Message Toll Telephone Service under this Catalog shall be excused by labor difficulties, governmental order, civil commotions, acts of God and other circumstances beyond the Company's control.
- .2 The Company's liability, if any, for its willful misconduct is not limited by this Catalog. With respect to any other claim or suit, by a customer or by any others, for damages associated with any aspect of the provision of service (including the failure to reach a called station), the Company's liability, if any, shall not exceed an amount equal to the initial minute charge applicable for such call to the called station. This liability shall be in addition to any billing adjustment. However, any such mistakes, omissions, interruptions, delays, errors, or defects in transmission of service which are caused or contributed to by the negligence or willful act of the customer or authorized user, or which arise from the use of customer-provided facilities or equipment shall not result in the imposition of any liability whatsoever upon the Company.
- .3 The customer indemnifies 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, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

9. Rate Components

1. Initial Period Charge
2. Additional Minute Charge
3. Discount (if applicable)

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MESSAGE TOLL TELEPHONE SERVICE

TWO-POINT SERVICE (Cont'd)

B. Classes of Service and Rates

1. Dial Station-to-Station - ALL MARKET SERVICE AREAS

.1 Initial Period and Additional Minute Rates

<u>Band</u>	<u>Day</u>	<u>Distance</u>		<u>Initial Minute Rates</u>	
		<u>Evening</u>		<u>Night</u>	
1 - 10	\$ .080	\$ .060		\$ .050	
11 - 16	\$ .100	\$ .075		\$ .060	
17 - 40	\$ .207	\$ .155		\$ .124	
41 - and over	\$ .300	\$ .225		\$ .180	

<u>Band</u>	<u>Day</u>	<u>Distance</u>		<u>Additional Minute Rates</u>	
		<u>Evening</u>		<u>Night</u>	
1 - 10	\$ .038	\$ .029		\$ .023	
11 - 16	\$ .050	\$ .038		\$ .030	
17 - 40	\$ .087	\$ .065		\$ .052	
41 - and over	\$ .162	\$ .122		\$ .097	

Rate Discounts and Application Periods @

	MON	TUES	WED	THURS FRI	SAT	SUN
* 8:00 A.M. to 5:00 P.M.	DAY RATE PERIOD FULL RATE				NIGHT RATE	
* 5:00 P.M. to 11:00 P.M.	EVENING RATE PERIOD				EVE RATE	
* 11:00 P.M. to 8:00 A.M.	NIGHT RATE PERIOD					

Discounts apply to the charge for the initial minute occurring within the discount rate period and to all additional minutes occurring within each discount rate period. Discounts do not apply to operator assisted call charges.

\* To but not including.

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MESSAGE TOLL TELEPHONE SERVICE

TWO-POINT SERVICE (Cont'd)

B. Classes of Service and Rates (Cont'd)

2. Operator Assisted Station-to-Station - ALL MARKET SERVICE AREAS

.1 Initial Period and Additional Minute Rates (Cont'd)

<u>Band</u>	<u>Day</u>	<u>Distance</u>		<u>Initial Minute Rates</u>	
		<u>Evening</u>		<u>Night</u>	
1 - 10	\$ .080	\$ .060		\$ .050	
11 - 16	\$ .100	\$ .075		\$ .060	
17 - 40	\$ .207	\$ .155		\$ .124	
41 - and over	\$ .300	\$ .225		\$ .180	

<u>Band</u>	<u>Day</u>	<u>Distance</u>		<u>Additional Minute Rates</u>	
		<u>Evening</u>		<u>Night</u>	
1 - 10	\$ .038	\$ .029		\$ .023	
11 - 16	\$ .050	\$ .038		\$ .030	
17 - 40	\$ .087	\$ .065		\$ .052	
41 - and over	\$ .177	\$ .133		\$ .110	

Rate Discounts and Application Periods @

	MON	TUES	WED	THURS FRI	SAT	SUN
* 8:00 A.M. to 5:00 P.M.	DAY RATE PERIOD FULL RATE				NIGHT RATE EVE RATE	
* 5:00 P.M. to 11:00 P.M.	EVENING RATE PERIOD					
* 11:00 P.M. to 8:00 A.M.	NIGHT RATE PERIOD					

Discounts apply to the charge for the initial minute occurring within the discount rate period and to all additional minutes occurring within each discount rate period. Discounts do not apply to operator assisted call charges shown in 2.1.8 preceding.

\* To but not including.



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MESSAGE TOLL TELEPHONE SERVICE

TWO-POINT SERVICE (Cont'd)

C. Mileage Measurements

1. For the purpose of determining airline mileages a Vertical (V) and Horizontal (H) coordinate system is used. The V-H system consists of a series of coordinates, which represent a theoretical grid of vertical and horizontal lines covering the State of Illinois. The spacing between these lines is about 1,670 feet and an intersection of any two grid lines represents the center of an area approximately one tenth of a square mile designated by two coordinates.

A vertical (V) and a horizontal (H) coordinate is computed for each rate center in Illinois from its latitude and longitude location by use of appropriate map-projection equations. These coordinates (shown in .3 following) permit calculation of the distance between any two rate centers as explained below.

2. Determination of Airline Mileages

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

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

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

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

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

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MESSAGE TOLL TELEPHONE SERVICE

TWO-POINT SERVICE (Cont'd)

C. Mileage Measurements (Cont'd)

2. Determination of Airline Mileages (Cont'd)

.5 The number of successive divisions by three in steps c. and d. determines the value of "N". Multiply the final sum of the two squares obtained in step d. by the multiplier specified in the following table for this value of "N" preceding.

<u>N</u>	<u>Multiplier</u>	<u>Minimum Rate Mileage</u>
1	0.9	-
2	8.1	41
3	72.9	121
4	656.1	361

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

7. Example: - The message rate distance is required between Lyndon and Fulton.

	<u>V</u>	<u>H</u>
.1.1 Lyndon	6189	3741
Fulton	6175	3790
.1.2 Difference	14	49
.1.3 Dividing each difference by three and rounding to nearer integer = 4 and 16		
.1.4 Squaring integers and adding.	4 X 4 = 16	
Sum of squared integers	16 x 16 = <u>169</u>	185

Sum of squared integers is greater than 1,777, so divide integers in step 3 preceding by three and repeat step 4.

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MESSAGE TOLL TELEPHONE SERVICE

TWO-POINT SERVICE (Cont'd)

C. Mileage Measurements (Cont'd)

2. Determination of Airline Mileages (Cont'd)

7. Example: - The message rate distance is required between Lyndon and Fulton.  
(Cont'd)

.1.5 Dividing integers in step 3 preceding by three and rounding = 15 and 4

.1.6 Squaring integers and adding.  $15 \times 15 = 225$   
 $4 \times 4 = \underline{16}$   
241

This sum of squared integers is less than 1,778 and was obtained after two successive divisions by three; therefore, "N" = 2 (From table shown in step e. above).

.1.7 Multiply final sum of squared integers by factor 8.1  
(Corresponding to "N" = 2)  $241$   
 $\underline{\times 8.1}$   
1952.1

.1.8 Square root of 1952.1 = 44 and a fraction, which is rounded up to 45 miles (fractional miles being considered full miles). The 45 miles is larger than the minimum of 41 rate miles applicable when "N" = 2 so the message rate mileage is 45 miles

3. V and H Coordinates and Market Service Area (MSA) of Exchange Rate Centers:

<u>Mileage Service Area</u>	<u>MSA No.</u>	<u>V</u>	<u>H</u>
Fulton	4	6175	3790
Lyndon	4	6189	3741
Morrison	4	6174	3351

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PROMOTIONS

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

(N)  
|  
(N)

OneVoice Nationwide Promotion

Beginning July 1, 2016 and extending until August 31, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of \$39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the tariff will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after 8/31/16 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

Frontier Commercial Voice Unlimited

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between 5/22/17 and 12/19/17 with a term commitment of 1,2 or 3 years will have all standard non-recurring charges waived for the initial set up and be given a \$5.00 credit per month per line for the length of the contract. New is defined as not having Frontier service in the past ninety days.

Frontier Digital Phone Unlimited

Effective 7/22/2018 thru 10/22/2018 new Frontier Digital Phone Unlimited customers with qualifying Broadband services will have standard non-recurring charges waived for the initial set up and be given a \$12.00 credit per month for two years.

Frontier Digital Phone Unlimited

Beginning May 19, 2019 through November 19, 2019, for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up.

Frontier OneVoice

Between August 22, 2021 and November 19, 2021, New fiber-based Frontier OneVoice customers who purchase a qualifying broadband service will be given a \$29.99 discount for the first local OneVoice line. Customers must agree to a two-year term that provides a two (2) year Price Protection Plan. Installation charges for this service will be waived. Promotion offered where technically feasible.

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BUNDLED SERVICES

FRONTIER CHOICES TIER BUNDLES – Grandfathered as of June 28, 2019

(C)

.1 General

.1.1 Frontier Choices Tier Bundles offer residential customers a combination of local services and features. The bundles include either one or two residential network access lines, a combination of calling features plus ten free local directory assistance calls.

.1.2 Frontier Choices – Enhanced Line

Customers subscribing to this plan may select any or all of the following services/ features:

One Residential Network Access Line

Anonymous Call Rejection

Basic Call Forward

Call Forward Busy

Call Forward Busy/No Answer

Call Forward No Answer

Call Waiting/Cancel Call Waiting

Caller ID with Number <sup>1</sup>

Caller ID with Name and Number <sup>1</sup>

Distinctive Ring

Selective Call Acceptance

Selective Call Forward

Speed Call 8 <sup>2,3</sup>

Speed Call 30 <sup>2</sup>

3 Way Calling

Toll Restriction

Priority Call

\*69 Call Return

\*66 Busy Number Redial

Call Block

Allowance for 10 free local directory assistance calls

<sup>1</sup> May select only one Caller ID feature.

<sup>2</sup> May select only one Speed Call feature.

<sup>3</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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First Revised Sheet 2

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BUNDLED SERVICES

FRONTIER CHOICES TIER BUNDLES – Grandfathered as of June 28, 2019 (Cont'd)

(C)

.1 General (Cont'd)

.1.3 Frontier Choices – Enhanced Line with Second Line

Customers subscribing to this plan may select any or all of the following services/features:

Two Residential Network Access Lines  
Federal non-primary End User Common Line (“EUCL”) charge  
Anonymous Call Rejection  
Basic Call Forward  
Call Forward Busy  
Call Forward Busy/No Answer  
Call Forward No Answer  
Call Waiting/Cancel Call Waiting  
Caller ID with Number <sup>1</sup>  
Caller ID with Name and Number <sup>1</sup>  
Distinctive Ring  
Selective Call Acceptance  
Selective Call Forward  
Speed Call 8 <sup>2,3</sup>  
Speed Call 30 <sup>2</sup>  
3 Way Calling  
Toll Restriction  
Priority Call  
\*69 Call Return  
\*66 Busy Number Redial  
Call Block  
Allowance for 10 free local directory assistance calls

<sup>1</sup> May select only one Caller ID feature.

<sup>2</sup> May select only one Speed Call feature.

<sup>3</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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BUNDLED SERVICES

FRONTIER CHOICES TIER BUNDLES – Grandfathered as of June 28, 2019 (Cont'd)

(C)

.2 Regulations

- .1 A Tier Bundle is available only to customers who are served from a central office in which all services in the Tier Bundle are offered and can be provided by the Company to the customer.
- .2 Each Tier Bundle package includes an allowance of ten free Local Directory Assistance calls per month. This allowance applies only to calls to the Local Directory Assistance Service described in Section 3 and does not include directory assistance calls to other carriers. The allowance is per package, not per line for multiple line packages. Unused free calls from one month may not be carried over to subsequent months.
- .3 With the exception of the Interstate End User Common Line Charge associated with the additional line within the Enhanced Line with Second Line package and unless otherwise stated in this section, all Interstate End User Common Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the rates for the Tier Bundles.

.3 Rates and Charges

- .1 Unless otherwise stated in this section, Service Charges as specified in Section 3 apply to the installation of the Tier Bundles.
- .2 The customer may subsequently add or delete services or features, as listed for the Tier Bundle, at no additional charge. Service Charges do not apply to such changes.
- .3 The otherwise applicable Service Ordering Charge does not apply when the customer switches to another Tier Bundle.
- .4 When a customer orders a Frontier Choices Tier Bundle concurrently with the installation or move of Residence Exchange Telephone Service, the customer will receive a one-time credit of \$10.00.
- .5 The Company will waive the service ordering charges and give a \$10 credit for customers ordering Frontier Choices Tier Bundles during an introductory period that ends on September 15, 2003.
- .6 Monthly rates shown below do not include any charges associated with Extended Area Service calls.

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BUNDLED SERVICES

FRONTIER CHOICES TIER BUNDLES – Grandfathered as of June 28, 2019 (Cont'd)

.3 Rates and Charges (Cont'd)

.7 One-Year Term Rate Plan

- a. Customers may subscribe to a Frontier Choices -- Enhanced Line under a one-year term contract, with a \$5 discount from the normal monthly charge.
- b. Early termination liability charges shall apply if the customer cancels the Frontier Choices -- Enhanced Line before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled. The early termination liability charges shall be calculated as follows: For each cancelled Frontier Choices -- Enhanced Line, a rate differential shall be determined, equal to the difference between the Frontier Choices -- Enhanced Line rate under the contract and the Frontier Choices -- Enhanced Line rate under month-to-month subscription. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) for which the customer subscribed to the Frontier Choices -- Enhanced Line under contract before cancellation. The result shall be the early termination liability charge for the cancelled Frontier Choices -- Enhanced Line.
- c. The monthly rate with a one-year commitment will continue to apply to the Tier I bundle after the end of the one-year period and until the customer or the company notifies the other that the one-year term will not be renewed in which case the normal monthly rate will apply on a month-to-month basis. The Company will notify the customer of this provision before renewal of the one-year term.

Monthly Rate

Frontier Choices Tier Bundles

Frontier Choices - Enhanced Line	\$37.00	(I)
Frontier Choices – Enhanced Line with Second Line	\$74.00	(I)



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BUNDLED SERVICES

FRONTIERWORKS SMALL BUSINESS SOLUTIONS<sup>1</sup>

.1 General

FrontierWorks Small Business Solutions are package offerings available to business customers and include, as described below, either one or two business access lines, Call Forward Busy, Call Forward No Answer, and certain designated non-regulated and federally tariffed or price-listed services. Listing of the non-regulated services and federally tariffed or price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority.

.1 Bundle 1

.1.1 One Business Access Line, including Call Forward Busy and Call Forward No Answer [*See Endnote 1.*]

.1.2

(D)  
(D)

.1.3 Frontier dial-up Internet Service  
(Non-regulated)

.1.4 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

.2 Bundle 2

.2.1 One Business Access Line, including Call Forward Busy and Call Forward No Answer [*See Endnote 1.*]

.2.2

(D)  
(D)

.2.3 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)

.2.4 Frontier DSL Max Internet Service (Non-regulated)

.2.5 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

<sup>1</sup> This service is limited to existing customers at their existing locations.

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BUNDLED SERVICES

FRONTIERWORKS SMALL BUSINESS SOLUTIONS<sup>1</sup> (Cont'd)

- .1 General (Cont'd)
  - .3 Bundle 3
    - .3.1 Two Business Access Lines, including Call Forward Busy and Call Forward No Answer [See Endnote 1.]
    - .3.2 (D)  
(D)
    - .3.3 Frontier dial-up Internet Service (Non-regulated)
    - .3.4 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
  - .4 Bundle 4
    - .4.1 Two Business Access Lines, including Call Forward Busy and Call Forward No Answer [See Endnote 1.]
    - .4.2 (D)  
(D)
    - .4.3 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
    - .4.4 Frontier DSL Max Internet Service (Non-regulated)
    - .4.5 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

<sup>1</sup> This service is limited to existing customers at their existing locations.

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BUNDLED SERVICES

FRONTIERWORKS SMALL BUSINESS SOLUTIONS<sup>1</sup> (Cont'd)

.1 General (Cont'd)

.5 Bundle 5

.5.1 Two Business Access Lines, including Call Forward Busy and Call Forward No Answer [See Endnote 1.]

.5.2

(D)

(D)

.5.3 512 Kbps / 256 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)

.5.4 Frontier 512 Kbps Business DSL Internet Service (Non-regulated)

.5.5 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

.6 Bundle 6

.6.1 Two Business Access Lines, including Call Forward Busy and Call Forward No Answer [See Endnote 1.]

.6.2

(D)

(D)

.6.3 1 Mbps / 512 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)

.6.4 Frontier 1 Mbps Business DSL Internet Service (Non-regulated)

.6.5 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

<sup>1</sup> This service is limited to existing customers at their existing locations.

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BUNDLED SERVICES

FRONTIERWORKS SMALL BUSINESS SOLUTIONS<sup>1</sup> (Cont'd)

.1 General (Cont'd)

.7 Bundle 7

.7.1 One Business Access Line, including Call Forward Busy and Call Forward No Answer [*See Endnote 1.*]

.7.2

(D)  
(D)

.7.3 Frontier new BDSL which features ADSL speeds of 1 Mbps / 128 Kbps, 2 Mbps / 256 Kbps, or 3 Mbps / 384 Kbps (speeds vary by market where available) (Federally Tariffed)

.7.4 Frontier BDSL Internet Service (Non-regulated)

.7.5 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

.8 Bundle 8

.8.1 Two Business Access Lines, including Call Forward Busy and Call Forward No Answer [*See Endnote 1.*]

.8.2

(D)  
(D)

.8.3 Frontier new BDSL which features ADSL speeds of 1 Mbps / 128 Kbps, 2 Mbps / 256 Kbps, or 3 Mbps / 384 Kbps (speeds vary by market where available) (Federally Tariffed)

.8.4 Frontier BDSL Internet Service (Non-regulated)

.8.5 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

<sup>1</sup> This service is limited to existing customers at their existing locations.

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BUNDLED SERVICES

FRONTIERWORKS SMALL BUSINESS SOLUTIONS<sup>1</sup> (Cont'd)

.1 General (Cont'd)

.9 Optional Services

The following services may be added to any of the bundles above:

.9.1 FrontierWorks Select5

Choice of five of the following:

Caller ID Name and Number  
Basic Call Forward [See Endnote 2]  
Call Waiting  
Speed Call 8<sup>2</sup> or Speed Call 30  
3 Way Calling  
\*66 Busy Number Redial  
Call Return  
Hunting [See Endnote 3]

(C)

.9.2 FrontierWorks Select5 #2

Choice of five of the following:

Caller ID Name and Number  
Basic Call Forward [See Endnote 2]  
Call Waiting  
Speed Call 8 or Speed Call 30  
3 Way Calling  
\*66 Busy Number Redial  
\*69 Call Return  
Hunting [See Endnote 3]

.9.3 Citizens Conference on Demand (Non-regulated)

.9.4 Citizens Webexchange (Non-regulated)

.9.5 FrontierPages free one-inch Yellow Pages advertisement (Non-regulated)

<sup>1</sup> This service is limited to existing customers at their existing locations.

<sup>2</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

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BUNDLED SERVICES

FRONTIERWORKS SMALL BUSINESS SOLUTIONS<sup>1</sup> (Cont'd)

.2 Regulations

- .1 A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- .2 The bundles are offered only under one-year, two-year, and three-year term contracts.
  - .2.1 If the cataloged rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
  - .2.2 The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
  - .2.3 To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.

<sup>1</sup> This service is limited to existing customers at their existing locations.

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BUNDLED SERVICES

FRONTIERWORKS SMALL BUSINESS SOLUTIONS<sup>1</sup> (Cont'd)

.2 Regulations (Cont'd)

.2 The bundles are offered only under one-year, two-year, and three-year term contracts. (Cont'd)

.2.4 Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.

a. The early termination liability charges shall be calculated as follows: For each cancelled bundle, with adjustments pursuant to paragraph b. below, a rate differential shall be determined, equal to the difference between the Rate Group 1 term rate for the contract term and the Rate Group 1 term rate for the longest available contract term for which the customer's subscription, upon cancellation, would have otherwise qualified. For example, if the customer cancels in the second year of a three-year contract, the rate differential would be the difference between the Rate Group 1 rate for a three-year term and the Rate Group 1 rate for a two-year term. If the cancellation occurs before the end of the minimum contract period, the rate differential shall be the difference between the Rate Group 1 term rate for the contract term and the month-to-month rates applicable to customers in Rate Group 1 for the component services of the bundle. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) for which the customer subscribed to the bundle before cancellation. The result shall be the early termination liability charge for the cancelled bundle.

b. The calculations described in paragraph a. above shall exclude Asymmetrical Digital Subscriber Line (ADSL) service component rates of bundles when federally tariffed termination charges apply to the ADSL service.

c. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation. *[See Endnote 4.]*

<sup>1</sup> This service is limited to existing customers at their existing locations.

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BUNDLED SERVICES

FRONTIERWORKS SMALL BUSINESS SOLUTIONS<sup>1</sup> (Cont'd)

.2 Regulations (Cont'd)

.2 (Cont'd)

.2.4 (Cont'd)

d. In addition to the early termination liability charges described above, termination charges may apply to the ADSL service components of bundles in accordance with federally tariffed termination charges for ADSL service.

.3 The FrontierWorks Select5 optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.

.4 The FrontierWorks Select5 package is available only in association with a FrontierWorks Small Business Solutions bundle.

.5 The bundle rate will appear as a single line item on the customer's bill.

.6 All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

.7 In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorks LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected at least as their InterLATA Primary Interexchange Carrier.

<sup>1</sup> This service is limited to existing customers at their existing locations.



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BUNDLED SERVICES

FRONTIERWORKS SMALL BUSINESS SOLUTIONS<sup>1</sup> (Cont'd)

.3 Rates and Charges

- .1 Unless otherwise stated elsewhere in this section, Service Charges as specified in Catalog Section 3 apply to the installation of individual components of the bundles.
- .2 Service Charges apply if the customer switches from a bundle to an unbundled service.
- .3 Service Charges do not apply if the customer switches to another FrontierWorks Small Business Solutions bundle of greater value.
- .4 The customer may add or delete the services or features of the FrontierWorks Select5 package without incurring a Service Charge.
- .5 Monthly Rates

.5.1 Bundle Rate

	-----Term-----		
	<u>One Year</u>	<u>Two Years</u>	<u>Three Years</u>
Bundle 1	\$54.00	\$50.00	\$48.00
Bundle 2	\$80.00	\$74.00	\$70.00
Bundle 3	\$84.00	\$80.00	\$76.00
Bundle 4	\$110.00	\$104.00	\$98.00
Bundle 5	\$136.00	\$124.00	\$116.00
Bundle 6	\$208.00	\$188.00	\$170.00
Bundle 7	\$120.75	\$113.94	\$107.14
Bundle 8	\$151.50	\$142.88	\$134.28

Monthly Rate

- .5.2 FrontierWorks Select5 \$ 9.95
- .5.3 FrontierWorks Select5 #2 \$12.95

(T)

<sup>1</sup> This service is limited to existing customers at their existing locations.

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BUNDLED SERVICES

FRONTIERWORKS SMALL BUSINESS SOLUTIONS<sup>1</sup> (Cont'd)

Endnotes

1. *The business access line does not include Key lines or PBX trunks or other business lines that are separately cataloged with different rates from the regular Business One-Party access line.*
2. *In the FrontierWorks Select5 package, "Basic Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy and Call Forward No Answer. "Call Forward Variable" is the name for "Call Forward" in some markets. They are functionally the same.*
3. *In the FrontierWorks Select5 package, "Hunting" can be either Regular Hunt, which ends with the last number in the hunt group, or Circular Hunt, which searches all lines in a multiline hunt group, regardless of point of entry into the hunt group. The offered version will depend on its availability in the existing catalog. Call Forward Busy cannot be used with Hunting.*
4. *The provision that termination charges do not apply to cancellations of bundles within 90 days of activation may not apply in all markets.*

<sup>1</sup> This service is limited to existing customers at their existing locations.

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BUNDLED SERVICES

FRONTIERWORKS BUSINESS CONNECTIONS <sup>1</sup>

.1 General

FrontierWorks<sup>sm</sup> Business Connections are package offerings available to business customers and include, as described below, one or two business or Centrex access lines, Call Forwarding, Message Waiting Indication, Caller ID with Name and certain designated non-regulated and federally tariffed or price-listed services. Listing of the non-regulated services and federally tariffed or price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority.

.1 Bundle 1

.1.1 One Business Access Line, including Call Forwarding, and Caller ID- Name and Number

.1.2

(D)

(D)

.1.3 Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services and 8 email boxes (Non- regulated)

.1.4 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

.1.5 White Page Bold Ad (Non-regulated)

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BUNDLED SERVICES

FRONTIERWORKS BUSINESS CONNECTIONS<sup>1</sup> (Cont'd)

- .1 General (Cont'd)
  - .2 Bundle 2
    - .2.1 One Business Access Line, including Call Forwarding and Caller ID –Name and Number
    - .2.2 (D)  
(D)
    - .2.3 Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 email boxes. (Non-regulated)
    - .2.4 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
    - .2.5 White Page Bold Ad (Non-regulated)
  - .3 Bundle 3
    - .3.1 Two Business Access Lines, including Call Forwarding and Caller ID –Name and Number
    - .3.2 (D)  
(D)
    - .3.3 Frontier High Speed Internet Service, A bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services and 8 email boxes (Non-regulated)
    - .3.4 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

<sup>1</sup> This service is limited to existing customers at their existing locations.

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BUNDLED SERVICES

FRONTIERWORKS BUSINESS CONNECTIONS<sup>1</sup> (Cont'd)

- .1 General (Cont'd)
  - .3 Bundle 3
    - .3.5 White Page Bold Ad (Non-regulated)
    - .3.6 Two-Line Business Set (Non-regulated)
    - .3.7 Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)
  - .4 Bundle 4
    - .4.1 Two Business Access Lines, including Call Forwarding and Caller ID –Name and Number
    - .4.2 (D)
    - .4.3 Frontier High Speed Internet Service 10 email boxes (Non-regulated)
    - .4.4 Business Digital Subscriber line (BDSL), A bundle of Federally tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 email boxes. (Non-regulated)
    - .4.5 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
    - .4.6 White Page Bold Ad (Non-regulated)
    - .4.7 Two-Line Business Set (Non-regulated)
    - .4.8 Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

<sup>1</sup> This service is limited to existing customers at their existing locations.

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BUNDLED SERVICES

FRONTIERWORKS BUSINESS CONNECTIONS<sup>1</sup> (Cont'd)

.1 General (Cont'd)

.5 Bundle 5

.5.1 Two Business Access Lines, including Call Forwarding and Caller ID –Name and Number

.5.2

(D)  
(D)

.5.3 Frontier High Speed Internet Service 10 email boxes (Non-regulated)

.5.4 Business Digital Subscriber line (BDSL), A bundle of Federally tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 email boxes plus a Wireless Router. (Non-regulated)

.5.5 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

.5.6 White Page Bold Ad (Non-regulated)

.5.7 Two-Line Business Set (Non-regulated)

.5.8 Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

<sup>1</sup> This service is limited to existing customers at their existing locations.

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BUNDLED SERVICES

FRONTIERWORKS BUSINESS CONNECTIONS<sup>1</sup> (Cont'd)

.1 General (Cont'd)

.6 Bundle 6

.6.1 Two Centrex lines, including the following features:

Call Forward Busy/No Answer  
Caller ID Name and Number  
3 Way Calling  
Abbreviated Dialing (Where Available)

.6.2

(D)  
(D)

.6.3 Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services and 10 email boxes (Non-regulated)

.6.4 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

.6.5 White Page Bold Ad (Non-regulated)

.6.6 Two-Line Business Set (Non-regulated)

.6.7 Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

<sup>1</sup> This service is limited to existing customers at their existing locations.

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BUNDLED SERVICES

FRONTIERWORKS BUSINESS CONNECTIONS<sup>1</sup> (Cont'd)

.1 General (Cont'd)

.7 Bundle 7

.7.1 Two Centrex lines, including the following features:

Call Forward Busy/No Answer  
Caller ID Name and Number  
3 Way Calling  
Abbreviated Dialing (Where Available)

.7.2

(D)  
(D)

.7.3 Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 email boxes. (non-regulated)

.7.4 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed [were State Tariffed])

.7.5 White Page Bold Ad (Non-regulated)

.7.6 Two-Line Business Set (Non-regulated)

.7.7 Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

<sup>1</sup> This service is limited to existing customers at their existing locations.



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BUNDLED SERVICES

FRONTIERWORKS BUSINESS CONNECTIONS<sup>1</sup> (Cont'd)

.1 General (Cont'd)

.8 Optional Services

.8.1 The following services may be added to Bundles 1-5 of the bundles above:

a. FrontierWorks Optional Business Feature Package.

Choice of five of the following:

Call Waiting/Cancel Call Waiting

Speed Call 8<sup>2</sup> or Speed Call 30

3 Way Calling

\*66 Busy Number Redial

\*69 Call Return

Selective Call Forward

(C)

.8.2 The following features may be added to Bundles 6 and 7. (Centrex Bundle):

a. Optional Centrex Features

Choice of any or all of the following:

Call Waiting/ Cancel Call Waiting

Speed Call 8<sup>2</sup> or Speed Call 30

\*66 Busy Number Redial

\*69 Call Return

Selective Call Forward

<sup>1</sup> This service is limited to existing customers at their existing locations.

<sup>2</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

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BUNDLED SERVICES

FRONTIERWORKS BUSINESS CONNECTIONS<sup>1</sup> (Cont'd)

.2 Regulations

- .1 A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- .2 The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract.
  - .2.1 If the cataloged rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
  - .2.2 The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
  - .2.3 To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.

<sup>1</sup> This service is limited to existing customers at their existing locations.

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BUNDLED SERVICES

FRONTIERWORKS BUSINESS CONNECTIONS<sup>1</sup> (Cont'd)

.2 Regulations (Cont'd)

- .2.4 Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.
- a. The early termination liability charges shall be calculated as follows: A Maximum Termination Liability will be no greater than \$250 for a one-year term, \$500 for a two-year term, and \$750 for a three-year term and will be specified in the contract. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:
- The ratio of the number of months remaining in the contract period to the total number of months in the contract period, multiplied by the Maximum Termination Liability.
- b. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.
- .2.5 Customer contract will automatically renew at the contract rate for one year if no cancellation notification is received.
- .2.6 The Frontier Works Optional Business Feature Package associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
- .2.7 The Frontier Works Optional Business Feature Package is available only in association with a FrontierWorks Business Connections bundle.
- .2.8 The bundle rate will appear as a single line item on the customer's bill.

<sup>1</sup> This service is limited to existing customers at their existing locations.

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BUNDLED SERVICES

FRONTIERWORKS BUSINESS CONNECTIONS<sup>1</sup> (Cont'd)

- .2 Regulations (Cont'd)
- .2.9 The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and in addition to the bundle rate.
  - .2.10 All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
  - .2.11 In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorks<sup>sm</sup> LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier.
  - .2.12 The business access line does not include Key lines or PBX trunks or other business lines that are separately cataloged with different rates from the regular Business One-Party access line.
  - .2.13 FrontierWorks Business Connections cannot be used in association with a key system or a PBX service.
  - .2.14 In the Frontier Works Optional Business Feature Package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy and Call Forward No Answer
  - .2.15 FrontierWorks is a service mark of Citizens Communications Company.

<sup>1</sup> This service is limited to existing customers at their existing locations.

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BUNDLED SERVICES

FRONTIERWORKS BUSINESS CONNECTIONS<sup>1</sup> (Cont'd)

.3 Rates and Charges

- .1 Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.
- .2 Service Charges apply if the customer switches from a bundle to an unbundled service.
- .3 Service Charges do not apply if the customer switches to another FrontierWorks bundle of greater value.
- .4 The customer may add or delete the services or features of the Frontier Works Optional Business Feature Package without incurring a Service Charge.

.5 Monthly Rates

.5.1 Bundles

	-----Term-----		
	<u>One Year</u>	<u>Two Years</u>	<u>Three Years</u>
Bundle 1	\$89.99	\$84.99	\$79.99
Bundle 2	\$134.99	\$126.99	\$118.99
Bundle 3	\$129.99	\$119.99	\$114.99
Bundle 4	\$174.99	\$163.99	\$153.99
Bundle 5	\$189.99	\$179.99	\$169.99
Bundle 6	\$139.99	\$129.99	\$119.99
Bundle 7	\$161.99	\$151.99	\$142.99

<sup>1</sup> This service is limited to existing customers at their existing locations.

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BUNDLED SERVICES

FRONTIERWORKS BUSINESS CONNECTIONS<sup>1</sup> (Cont'd)

.3 Rates and Charges (Cont'd)

.5 Monthly Rates (Cont'd)

.5.2 Optional Services

1. Bundles 1-5

a. FrontierWorks Optional Business Feature Package \$9.99 per line

(D)

|

(D)

2. Bundles 6 & 7

a. Optional Centrex Features \$1.99 per feature

(D)

|

(D)

<sup>1</sup> This service is limited to existing customers at their existing locations.

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BUNDLED SERVICES

FRONTIER SMALL BUSINESS ADVANTAGE

.1 General

Frontier Small Business Advantage is a package offering available to Business customers on Business lines. This package includes Two Business lines, Call Forwarding –Busy Line/No Answer (Variable), Caller ID - Number, 3 Way Calling, and certain designated non-regulated and price listed services

.1 Bundle 1

Two Business Lines  
Call Forward Busy/No Answer  
Caller ID - Number  
3 Way Calling  
Abbreviated Dialing (where available)  
Hunting (where available)

Three hundred (300) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (D)

.2 Bundle 2

Two Business Lines  
Call Forward Busy/No Answer  
Caller ID - Number  
3 Way Calling  
Abbreviated Dialing (where available)  
Hunting (where available)

Six hundred (600) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle (D)

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BUNDLED SERVICES

FRONTIER SMALL BUSINESS ADVANTAGE (Cont'd)

.1 General (Cont'd)

.3 Bundle 3

Two Business Lines  
Call Forward Busy/No Answer  
Caller ID - Number  
3 Way Calling  
Abbreviated Dialing (where available)  
Hunting (where available)

(D)

Nine hundred (900) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle.

.4 Bundle 4

Additional Feature. The following feature may be added to the bundle and will be billed on a per feature basis.

\*66 Busy Number Redial  
\*69 Call Return  
Speed Call 30  
Distinctive Ring  
Call Waiting/Cancel Call Waiting



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BUNDLED SERVICES

FRONTIER SMALL BUSINESS ADVANTAGE (Cont'd)

.2 Regulations

- .1 A bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer. Some services may not be available in all exchanges.
- .2 The bundles are offered only on a two-year term contract.
  - a. If the cataloged rates change during the term of the contract, the contract rates will remain in effect until the termination of the customer's contract.
  - b. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
  - c. To cancel the contract before the end of the contract term, the customer or Company must provide at least 60 days advance written notice to the other party. The date on which the contract will be cancelled shall be 60 days after the date on which the notice is received, unless the notice specifies a later date of cancellation.
  - d. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.

The early termination liability charges shall be calculated as follows: A maximum termination liability will be no greater than \$500 for a two year term and will be specified in the customer's contract or at the time of sale. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:

The ratio of the number of months remaining in the liability period multiplied by the Maximum Termination Liability.

The early termination liability charges described in the paragraph above does not apply within 30 days of activation.

Customer contract will automatically renew at the current rate for the two years if no cancellation notification is received.

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BUNDLED SERVICES

FRONTIER SMALL BUSINESS ADVANTAGE (Cont'd)

.2 Regulations (Cont'd)

.2 The bundles are offered only on a two-year term contract. (Cont'd)

- e. The bundle rate will appear as a single line item on the customer's bill.
- f. The bundle rate includes Touch Calling Telephone Service. EAS is billed separately and not included in the bundle price.
- g. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- h. The bundle shall not be used in association with a Residential Line, PBX Service or ISDN service.

.3 Rates and Charges

- a. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.
- b. Service Charges apply if the customer switches from a bundle to an unbundled service.
- c. The customer may add or delete the Frontier Small Business Advantage optional features without incurring a Service Charge.

d. Monthly Rates

Two Year Term

Bundle 1	\$64.99
Bundle 2	\$74.99
Bundle 3	\$84.99

Additional Features	\$1.99 per feature
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BUNDLED SERVICES

FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of June 28, 2019

(C)

.1 General

1. The Frontier Digital Phone 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, including certain non-regulated and federally price listed services. Listing of the non-regulated and federally price listed services is provided only for the purpose of clarity and does not imply that these services are subject to state authority.

Call Forward Busy/No Answer  
Caller ID - Number  
Call Waiting/Cancel Call Waiting

Frontier Communications of America's, - Frontier Digital Phone Service Calling Plan  
(Federally Price listed)

2. Digital Phone Enhanced Feature Pack  
The following services are included in the feature package and may be added to the bundle.  
\*66 Busy Number Redial  
\*69 Call Return  
3 Way Calling  
Speed Call 8<sup>1</sup> or 30  
Basic Call Forward

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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BUNDLED SERVICES

FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of June 28, 2019 (Cont'd)

.2 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 catalog.
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 catalog rules.
4. Except as otherwise described, non-recurring installation charges applicable to installation of individual service components contained in the bundled offerings apply. Customers may add or delete any features offered in the bundle without a service order charge.
5. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. Other surcharges, and taxes will apply.
6. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

.3 Rates and Charges

	<u>Monthly Rate</u>	
Frontier Digital Phone Service	\$51.99	(I)
Digital Phone Enhanced Feature Pack	\$6.49	

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BUNDLED SERVICES

FRONTIER BUSINESS UNLIMITED SERVICE

1. General

Frontier Business Unlimited Service is a bundled offering available to Business customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Extended Area Service (where available), and Custom Calling Features.

Features and Services

Single Party Flat Rate Access Line  
Call Forward Busy/No Answer  
Caller ID with Name and Number  
Two features from the feature package listed below

Frontier Business All in Feature Package

*69 Call Return	Basic Call Forward
*66 Busy Number Redial	Call Waiting/Cancel Call Waiting
Call Waiting/Caller ID	Distinctive Ring
Speed Call 8 <sup>1</sup> or 30	Priority Call
Anonymous Call Rejection	3 Way Calling
Call Forward No Answer	Call Forward Busy

(C)

2. Regulations

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in this catalog.
3. Usage charges for extended area service (where available) do not apply. Therefore, call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

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BUNDLED SERVICES

FRONTIER BUSINESS UNLIMITED SERVICE (Cont'd)

2. Regulations (Cont'd)

4. Frontier Business Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of basic local service.
5. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
6. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual cataloged monthly rates.
7. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, Remote Call Forward Service and Foreign Exchange Services.

3. Rates and Charges

1. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this section, Service Charges as defined elsewhere in the catalog apply to the installation of individual components of the bundle.
3. Frontier Business Unlimited Service is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Business Unlimited Service, All Exchanges	\$35.00
Frontier Business All in Feature Package	\$4.99

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BUNDLED SERVICES

FRONTIER DIGITAL PHONE 100<sup>1</sup> – Grandfathered as of June 28, 2019

(C)

1. General

Frontier Digital Phone 100 is a package offering available to residential customers and includes one flat-rate residential one-party service access line, Extended Area Service and Speed Call 8.

2. 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 this catalog.
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 catalog rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundles are offered on a month to month basis.
6. The bundle will appear as a single line item on the bill.
7. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

<sup>1</sup> This service was previously called Frontier Digital Phone Essentials.

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BUNDLED SERVICES

FRONTIER DIGITAL PHONE 100<sup>1</sup> – Grandfathered as of June 28, 2019 (Cont'd)

2. Regulations (Cont'd)

8. The following features are available to subscribers of this bundle:

- Call Forward Busy
- Basic Call Forward
- Call Waiting/Cancel Call Waiting
- Caller ID
- Caller ID with Name
- Call Waiting ID
- \*69 Call Return
- \*66 Busy Number Redial
- 3 Way Calling
- Speed Calling 30
- Anonymous Call Rejection
- Call Trace Service

3. Rates and Charges

Frontier Digital Phone 100 and associated features are provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone 100	\$25.99	
One Feature	\$5.99	(I)
Two Features	\$7.99	
Three Features	\$9.99	
All Listed Features	\$12.99	

<sup>1</sup> This service was previously called Frontier Digital Phone Essentials.



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BUNDLED SERVICES

FRONTIER UNLIMITED STATE Grandfathered as of June 28, 2019

(C)

1. General

Frontier Unlimited State is a package offering available to residential customers and includes one flat-rate residential one-party service access line, Extended Area Service and Call Waiting Cancel Call Waiting.

2. 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 this catalog.
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 catalog rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundles are offered on a month to month basis.
6. The bundle will appear as a single line item on the bill.
7. If a customer moves while subscribed to the bundle, a \$50 credit will be applied to the customer's account when the customer establishes service in a Frontier territory and renews the bundle on their account.
8. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

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**BUNDLED SERVICES**

**FRONTIER UNLIMITED STATE** - Grandfathered as of June 28, 2019 (Cont'd)

2. Regulations (Cont'd)

9. The following features are available to subscribers of this bundle:

- Call Forward Busy
- Basic Call Forward
- Call Waiting/Cancel Call Waiting
- Caller ID
- Caller ID with Name
- Call Waiting ID
- \*69 Call Return
- \*66 Busy Number Redial
- 3 Way Calling
- Speed Call 30
- Anonymous Call Rejection
- Call Trace Service

3. Rates and Charges

Frontier Unlimited State and associated features are provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Unlimited State	\$20.99	(I)
One Feature	\$5.99	
Two Features	\$7.99	
Three Features	\$9.99	
All Listed Features	\$12.99	

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BUNDLED SERVICES

FRONTIER BUSINESS ESSENTIALS

1. General

Frontier Business Essentials is a package offering available to Business Customers. The package includes one Basic Business Line, a combination of enhanced calling features and certain designated non-regulated services.

Features and Services

Flat Rate Business Line

Call Forward Busy/No Answer

Three Features from the Frontier Business All in Feature Package listed below

Enhanced Feature Pack <sup>1</sup>

The following services are included in the feature package and may be added to the bundle.

\*66 Busy Number Redial

\*69 Call Return

3 Way Calling

Speed Call 8 <sup>1</sup> or 30

Basic Call Forward

Frontier Business All in Feature Package

\*69 Call Return

\*66 Busy Number Redial

Call Waiting/Caller ID

Speed Call 8 <sup>1</sup> or 30

Anonymous Call Rejection

Call Forward No Answer

Caller ID Name and Number

Basic Call Forward

Call Waiting/Cancel Call Waiting

Distinctive Ring

Priority Call

3 Way Calling

Call Forward Busy

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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BUNDLED SERVICES

FRONTIER BUSINESS ESSENTIALS

2. Regulations

1. The Frontier Business Essentials is available where technically feasible.
2. The bundles are offered on a month-to-month basis.
3. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.
4. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
5. The bundle cannot be used in association with a Residential Line, PBX Service, or ISDN service.
6. Customers may select any three of the features in the Frontier Business All in Feature Package for no extra charge.
7. Customers purchasing the Frontier Business All in Feature Package may select any or all of the Features listed in that package.

3. Rates and Charges

Frontier Business Essentials is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Business Essentials	\$39.99
Enhanced Feature Pack <sup>1</sup>	\$3.99
Frontier Business All in Feature Package	\$4.99

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE PLUS SERVICE** - Grandfathered as of June 28, 2019

(C)

1. General

The Frontier Digital Phone Plus Service is a package offering available to residential customers and includes two 1-Party residential access lines, a combination of local features and non-regulated services. Customers may select any or all of the following features for a monthly charge.

Features and Services

Two Residential Access Lines	Call Waiting/Cancel Call Waiting
Unlimited Local Service	Call Forward Busy/No Answer
Caller ID – Name	Extended Area Service (where applicable)

2. Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

*66 Busy Number Redial	3 Way Calling
*69 Call Return	Speed Call 8 <sup>1</sup> or 30

3. 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 catalog.
3. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.
4. Federal Subscriber Line Charge will be billed separately from the Bundle offering. Other surcharges and taxes will apply.
5. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing catalog rules.
6. Customers may add or delete any features offered in the package without a service order charge.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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BUNDLED SERVICES

FRONTIER DIGITAL PHONE PLUS SERVICE - Grandfathered as of June 28, 2019 (Cont'd)

3. Regulations (Cont'd)

7. The bundle is offered on a one, two, or three, year term basis.
  - a. If the cataloged 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. The custom calling features included in the Frontier Digital Phone Plus bundle will be activated on only one of the access lines designated by the customer.
10. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

4. Rates and Charges

1. Frontier Digital Phone Plus Service is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Digital Phone Plus Service	\$51.99
Enhanced Feature Pack	\$6.49

(I)

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BUNDLED SERVICES

FRONTIER BUSINESS METRO BUNDLE

.1 General

1. Frontier Business Metro Bundle is a package offering available to Business Customer with 10 business access lines or less. The package includes one Flat Rate Business Line, a combination of enhanced calling features and certain designated non-regulated services.

One Flat Rate Business Line  
Unlimited Local Measured Service  
Basic Call Forward  
Caller ID - Number  
Call Waiting/Cancel Call Waiting

2. Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

*66 Busy Number Redial	3 Way Calling
*69 Call Return	Speed Call 8 <sup>1</sup> or 30
Basic Call Forward	

(C)

.2 Regulations

1. The Frontier Business Metro Bundle is available where technically feasible.
2. The Bundles are offered on a month to month basis.
3. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
4. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex or ISDN Service.
5. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

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BUNDLED SERVICES

FRONTIER BUSINESS METRO BUNDLE (Cont'd)

3. Rates and Charges

1. Unless otherwise states elsewhere in this section, Service Charges apply to the installation of Individual components of the bundles.
2. Service Charges apply if the customer switches from a bundle to an unbundled service.
3. The customer may add or delete the services or features of the bundle without incurring a Service Charge.

Monthly Rate

Frontier Business Metro	\$39.99
Enhanced Feature Pack	\$3.99



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BUNDLED SERVICES

STAY CONNECTED SEASONAL OFFERING<sup>1</sup> – Grandfathered as of May 12, 2020

(C)

.1 General

Stay Connected Seasonal Offering allows residential customers to suspend their Digital Phone Bundled service while they are away, for a minimum of one month or up to nine months in a rolling year for a reduced rate.

.2 Regulations

1. The customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then re-activation fees will not apply
2. A \$25.00 re-activation fee will apply if the customer does not provide a reconnect date at the time the order is placed to add the service.
3. During the time of suspension, the line will be available for 911 calls only.
4. The time that the customer is on the “Stay Connected” Seasonal Service will count toward the fulfillment of any contract associated with the suspended bundle.
5. Customer will be removed from the Stay Connected discount after the nine-month period if no date is given.
6. This service does not change any other terms and conditions of the bundle being suspended.
7. The monthly rate includes the Federal End User Common Line Charge.
8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

.3 Rates and Charges

	<u>Monthly Rate</u>
Stay Connected Seasonal Service	\$9.99

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 12, 2020.

(N)

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BUNDLED SERVICES

FRONTIER DIGITAL PHONE ESSENTIALS

.1 General

The Frontier Digital Phone Essentials is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic 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	Caller ID with Name
Call Waiting/Cancel Call Waiting	Touch Calling

Feature Package

3 Way Calling	Basic Call Forward
*66 Busy Number Redial	Speed Call 8 <sup>1</sup> or 30
*69 Call Return	Distinctive Ring
Anonymous Call Rejection	Call Waiting/Cancel Call Waiting
Call Forward Busy	Priority Call
Selective Call Forward	Selective Call Rejection
Selective Call Acceptance	

(C)

.2 Regulations

- .2.1 The Frontier Digital Phone Essentials is available where technically feasible.
- .2.2 The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.
- .2.3 When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually cataloged rates.
- .2.4 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 catalog rules.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

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BUNDLED SERVICES

FRONTIER DIGITAL PHONE ESSENTIALS (Cont'd)

.2 Regulations (Cont'd)

- .2.5 The bundle rate includes Extended Area Service (EAS), where applicable. The call detail for EAS calls will not be displayed on the bill. Usage charges for EAS calling will not apply.
- .2.6 Federal Subscriber Line Charge will be billed separately from the Bundle offering. All other surcharges and taxes will apply.
- .2.7 The bundle will appear as a single line item on the bill.
- .2.8 The bundles are offered on a month to month basis.
- .2.9 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.

.3 Rates and Charges

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials	\$21.99
Feature Package	\$6.49
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

(I)

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 12, 2020.

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BUNDLED SERVICES

FRONTIER DIGITAL PHONE UNLIMITED

.1 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

Flat Rate Residential Access Line	Call Waiting/Cancel Call Waiting
Extended Area Service (where applicable)	Speed Call 8 <sup>1</sup>
*66 Busy Number Redial	*69 Call Return
Caller ID with Name	

Feature Package

Basic Call Forward	3 Way Calling
Distinctive Ring	Speed Call 30
Priority Call	Anonymous Call Rejection
Call Forward Busy	Call Forward No Answer
Selective Call Rejection	Selective Call Forward
Selective Call Acceptance	

.2 Regulations

- .2.1 The Frontier Digital Phone Unlimited Service is available where technically feasible.
- .2.2 The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.
- .2.3 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 catalog rules.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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BUNDLED SERVICES

FRONTIER DIGITAL PHONE UNLIMITED (Cont'd)

- .2 Regulations (Cont'd)
  - .2.4 Customers may add or delete any features offered in the bundle without a service order charge.
  - .2.5 No discounts will be given to subscribers that do not use all the features or have some features turned off.
  - .2.6 Federal Subscriber Line Charge will be billed separately from the Bundle offering. All other surcharges and taxes will apply.
  - .2.7 The bundle will appear as a single line item on the bill.
  - .2.8 The bundles are offered on a month to month basis.
  - .2.9 Nonrecurring Service Order Charges do not apply.
  - .2.10 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.

.3 Rates and Charges

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited	\$31.99
Feature Package	\$6.49
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

(I)

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 12, 2020.

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BUNDLED SERVICES

FRONTIER DIGITAL PHONE UNLIMITED PLUS

.1 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

*66 Busy Number Redial	Call Waiting ID	
Caller ID - Name and Number	Speed Call 8 <sup>1</sup>	(C)
Call Waiting/Cancel Call Waiting	*69 Call Return	

Feature Package

Call Waiting/Cancel Call Waiting	3 Way Calling
Basic Call Forward	Speed Call 30
Distinctive Ring	Anonymous Call Rejection
Priority Call	Call Forward Variable or Fixed
Call Forward Busy	Selective Call Forward
Selective Call Rejection	Selective Call Acceptance

.2 Regulations

- .2.1 The Frontier Digital Phone Unlimited Plus Service is available where technically feasible.
- .2.2 The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.
- .2.3 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 catalog rules.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

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BUNDLED SERVICES

FRONTIER DIGITAL PHONE UNLIMITED PLUS (Cont'd)

- .2 Regulations (Cont'd)
- .2.4 Customers may add or delete any features offered in the bundle without a service order charge.
  - .2.5 The bundles are offered on a month to month basis.
  - .2.6 Federal Subscriber Line Charge will be billed separately from the Bundle offering. All other surcharges and taxes will apply.
  - .2.7 The bundle will appear as a single line item on the bill.
  - .2.8 No discounts will be given to subscribers that do not use all the features or have some features turned off.
  - .2.9 Nonrecurring Service Order Charges do not apply.
  - .2.10 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.

.3 Rates and Charges

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus	\$31.99
Feature Package	\$6.49
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

(I)

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 12, 2020.

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BUNDLED SERVICES

FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II<sup>1</sup>

.1 General

The Frontier Business Nationwide Unlimited Service II is a package offering available to business customers who subscribe to a maximum of twelve one party business access lines per customer location. Frontier Business Nationwide Unlimited Service II features and services are listed below.

One Business Access Line  
Caller ID – Name and Number  
Call Forward Busy/No Answer  
Extended Area Service (where applicable)

Six features from the Frontier Business All in Feature Package listed below.

Frontier Business All in Feature Pack

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Waiting/Caller ID
Speed Call 8 or 30	Caller ID Blocking
Distinctive Ring	*66 Busy Number Redial
Basic Call Forward	Selective Call Acceptance
Anonymous Call Rejection	Call Forward Busy
Call Forward No Answer	Selective Call Forward

.2 Regulations

- .2.1 The Frontier Business Nationwide Unlimited Service II is available where technically feasible.
- .2.2 The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.
- .2.3 Call Detail for Extended Area Service (where applicable) will not be displayed on the Customer's monthly telephone bill

<sup>1</sup> Effective 12/20/17, this service is limited to existing customers.

(N)



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BUNDLED SERVICES

FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II<sup>1</sup> (Cont'd)

.2 Regulations (Cont'd)

- .2.4 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 catalog rules.
- .2.5 Customers may add or delete any features offered within the bundle without incurring a service charge.
- .2.6 The bundle rate will appear as a single line item on the customer's bill.
- .2.7 The bundles are offered on a month to month basis.
- .2.8 The bundle cannot be used in association with a residential Line, PBX service, Remote Call Forward service, ISDN service, Toll Free service, or Foreign Exchange services.
- .2.9 Up to eleven additional bundles can be purchase at the rate specified under Rates and Charges.
- .2.10 Customers may select any six features in the Frontier Business All in Feature Package for no extra charge.
- .2.11 Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

.3 Rates and Charges

Federal Subscriber Line Charge will be billed separately from the bundles offering. All other surcharges and taxes will apply.

	<u>Monthly Rate</u>
First Frontier Business Nationwide Unlimited Service II Line	\$52.99
Additional Frontier Business Nationwide Unlimited Service II Lines	\$46.99
Frontier Business All in Feature Package, per line	\$4.99

<sup>1</sup> Effective 12/20/17, this service is limited to existing customers.

(N)

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BUNDLED SERVICES

FRONTIER BUSINESS LOCAL UNLIMITED II<sup>1</sup>

.1 General

The Frontier Business Local Unlimited II is a package offering available to business customers, including the features and services listed below.

One Business Access Line  
Extended Area Service (where applicable)  
Two features from the Frontier Business All in Feature Package listed below.

Frontier Business All in Feature Pack

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Waiting/Caller ID
Speed Call 8 or 30	Caller ID Blocking
Distinctive Ring	*66 Busy Number Redial
Basic Call Forward	Selective Call Acceptance
Anonymous Call Rejection	Call Forward Busy
Call Forward No Answer	Caller ID Name and Number
Selective Call Forward	

.2 Regulations

- .2.1 The Frontier Business Local Unlimited II is available where technically feasible.
- .2.2 The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.
- .2.3 Call Detail for Extended Area Service (where applicable) will not be displayed on the Customer's monthly telephone bill.

<sup>1</sup> Effective 12/20/17, this service is limited to existing customers.

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BUNDLED SERVICES

FRONTIER BUSINESS LOCAL UNLIMITED II<sup>1</sup> (Cont'd)

.2 Regulations (Cont'd)

- .2.4 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 catalog rules.
- .2.5 Customers may add or delete any features offered within the bundle without incurring a service charge.
- .2.6 All Applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- .2.7 The bundles are offered on a month to month basis.
- .2.8 The bundle cannot be used in association with a Residential line, PBX service or ISDN service.
- .2.9 Customers may select any two features in the Frontier Business All in Feature Package for no extra charge.
- .2.10 Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

.3 Rates and Charges

	<u>Monthly Rate</u>
Frontier Business Local Unlimited II Line	\$35.99
Frontier Business All in Feature Package, per line	\$4.99

<sup>1</sup> Effective 12/20/17, this service is limited to existing customers.

(N)

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BUNDLED SERVICES

ISDN PRIMARY RATE INTERFACE BUSINESS BUNDLE

.1 General

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service is an optional business package that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-Channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

.2 Regulations

.2.1 ISDN PRI Bundle Service is available where technically feasible.

.2.2 The bundles are offered for 2-, 3- and 5-year term commitments. A termination fee of 50% of the Monthly Recurring Charges will incur for the remainder of the term commitment period.

.2.3 A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Subsequent Activity Charge for the change and will pay the current rates in effect for the term commitment chosen.

.2.4 When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).

.2.5 ISDN-PRI customers who are served from a foreign node may request to have their service provided from their local central office when facilities become available at that office. The Initial Service Ordering Charge and nonrecurring charges for T-1s and ports will be applicable, and termination charges will not apply on that transfer provided that the quantity of T-1s and ports are preserved. Customers who choose to continue service from a foreign node will be subject to the monthly rate for interoffice facilities. In addition, a number change generally will be required on any transfer from a foreign node to a local central office.

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BUNDLED SERVICES

ISDN PRIMARY RATE INTERFACE BUSINESS BUNDLE (Cont'd)

- .2 Regulations (Cont'd)
  - .2.6 Ports will be provided at the T-1 level only.
  - .2.7 Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.
  - .2.8 The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundle Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.
  - .2.9 The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundle Service port (i.e., DID, DOD). All rates and regulations for these services will apply.
  - .2.10 Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in Rates and Charges following.

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BUNDLED SERVICES

ISDN PRIMARY RATE INTERFACE BUSINESS BUNDLE (Cont'd)

.3 Rates and Charges

	<u>Monthly Rate</u>
<u>2-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$575.00
ISDN-PRI Bundle with 20 DID Numbers	590.00
ISDN-PRI Bundle with 50 DID Numbers	595.00
ISDN-PRI Bundle with 100 DID Numbers	600.00
<u>3-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$475.00
ISDN-PRI Bundle with 20 DID Numbers	490.00
ISDN-PRI Bundle with 50 DID Numbers	495.00
ISDN-PRI Bundle with 100 DID Numbers	500.00
<u>5-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$425.00
ISDN-PRI Bundle with 20 DID Numbers	440.00
ISDN-PRI Bundle with 50 DID Numbers	445.00
ISDN-PRI Bundle with 100 DID Numbers	450.00

<sup>1</sup> Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.

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BUNDLED SERVICES

FRONTIER SIMPLY UNLIMITED SERVICE<sup>2</sup>

.1 General

Frontier Simply Unlimited Service is a package offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle also includes the Subscriber Line Charge and the Access Recovery Surcharge that is found in the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

One Flat Rate Business Access Line  
Extended Area Calling (where applicable)  
Call Forwarding Busy/No Answer  
Caller ID - Name and Number  
Touch Calling  
Eight Features from the Feature Package listed below

Frontier Business All in Feature Package

Call Waiting/Cancel Call Waiting	3 Way Calling
Multiline Hunt Service	Speed Call 8 <sup>1</sup> or 30
Distinctive Ring	Anonymous Call Rejection
Priority Call	Call Transfer
Selective Call Acceptance	Caller ID Blocking
*69 Call Return	* 66 Busy Number Redial
Basic Call Forward	Call Forward Busy
Call Waiting ID	Selective Call Forward
Call Block	Call Forward No Answer

.2 Regulations

- .2.1 The Frontier Simply Unlimited Service is available where technically feasible.
- .2.2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the catalog.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

<sup>2</sup> Effective 12/20/17, this service is limited to existing customers.

(N)

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BUNDLED SERVICES

FRONTIER SIMPLY UNLIMITED SERVICE<sup>1</sup> (Cont'd)

- .2 Regulations (Cont'd)
  - .2.3 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
  - .2.4 Frontier Simply Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the package may result in disconnection of your basic local service.
  - .2.5 Customers may add or delete any features offered in the package without a service order charge.
  - .2.6 The bundle will appear as a single line item on the customer's bill.
  - .2.7 The package cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
  - .2.8 The bundles are offered on a month-to-month basis.
  - .2.9 Bundles four through twelve are given an additional discount.
- .3 Rates and Charges
  - .3.1 The Interstate Subscriber Line charge and the Access Recovery charge are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the package rate.
  - .3.2 Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the package.

	<u>Monthly Rate</u>
Frontier Simply Unlimited Service (Lines 1 to 3)	\$48.99
Each Additional Package (Lines 4 to 12)	\$33.99
Frontier Business All in Feature Package	\$4.99

<sup>1</sup> Effective 12/20/17, this service is limited to existing customers.

(N)



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BUNDLED SERVICES

FRONTIER ONEVOICE

.1 General

Frontier OneVoice is a bundled offering available to Business customers that subscribe to Single Party Business Line. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

Single Party Flat Rate Access Line  
Call Forward Busy/No Answer  
Unlimited Extended Area Service  
Call Waiting/Cancel Call Waiting  
Caller ID  
Anonymous Call Rejection  
Basic Call Forward  
Multi-line Hunting  
3-Way Calling

Premium Feature Package

\*69 Call Return  
Call Transfer  
Distinctive Ring  
\*66 Busy Number Redial  
Priority Call  
Selective Call Forward  
Selective Call Acceptance  
Selective Call Rejection  
Speed Call 30

.2 Regulations

- .2.1 The bundle is available only where facilities and operating systems are available and technically feasible.
- .2.2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.

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BUNDLED SERVICES

FRONTIER ONEVOICE (Cont'd)

.2 Regulations (Cont'd)

- .2.3 Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- .2.4 Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- .2.5 Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- .2.6 The bundle rate will appear as a single line item on the customer's bill.
- .2.7 The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- .2.8 The bundle cannot be used in association with a Residential Line, Remote Call Forward Service, ISDN Service, Centrex, and Foreign Exchange Services.
- .2.9 The bundle is offered on a month-to-month, or one year term basis. (C)

.3 Rates and Charges

- .3.1 Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- .3.2 New customers will incur a nonrecurring charge up to \$95.00, per account. This charge supersedes the Initial Order and Connection charges.

Monthly Rate

Frontier OneVoice	\$57.99	(I)
Term Price with a 1 year commitment	\$42.99	(C)(I)
Premium Feature Package	\$9.99	

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BUNDLED SERVICES

FRONTIER COMMERCIAL VOICE UNLIMITED<sup>1</sup>

.1 General

Frontier Commercial Voice Unlimited is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, and Unlimited Extended Area Service. The bundle also included the Subscriber Line charge and the Access Recovery Charge that is tariffed in the appropriate FCC tariff.

Basic Bundle

Single Party Flat Rate Access Line (Touch Calling) where applicable	Call Waiting/Cancel Call Waiting
Basic Call Forward	Caller ID
Call Forward Busy	(Call Waiting ID) where applicable
Call Forward No Answer	3 Way Calling
	Hunting

.2 Regulations

- .2.1 The bundle is available only where facilities and operating systems are available and technically feasible.
- .2.2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- .2.3 Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- .2.4 Frontier Commercial Voice Unlimited includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- .2.5 Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

<sup>1</sup> Effective 12/20/17, this service is limited to existing customers.

(N)

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BUNDLED SERVICES

FRONTIER COMMERCIAL VOICE ULIMITED \* (Cont'd)

- .2 Regulations (Cont'd)
  - .2.6 The bundle rate will appear as a single line item on the customer's bill.
  - .2.7 The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
  - .2.8 The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
  - .2.9 At the end of the one year term, customers will be moved to the month to month pricing.
  - .2.10 Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
  - .2.11 Term plans will auto renew unless notification is received from the customer sixty days in advance.
- .3 Rates and Charges
  - .3.1 Interstate End User Subscriber Line charge and Access Recovery Charges are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
  - .3.2 Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>	Actual Rates
Basic Bundle		
Month to Month	\$33.00	
One Year Term	\$28.00	
Two Year Term	\$28.00	

<sup>1</sup> Effective 12/20/17, this service is limited to existing customers.

(N)

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BUNDLED SERVICES

FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)

(N)

.1 General

The Frontier Digital Phone Unlimited (Challenger) Service is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Local Exchange Network Access Line	Caller ID with Name
Unlimited Extended Area Service	Call Waiting/Cancel Call Waiting

Feature Package

*66 Busy Number Redial	Speed Call 30
*69 Call Return	Distinctive Ring
Anonymous Call Rejection	3 Way Calling
Basic Call Forward	Call Forward Busy/No Answer
Selective Call Forward	Priority Call
Distinctive Ring	

.2 Regulations

- .2.1 The bundle is available only where facilities and operating systems are available and technically feasible.
- .2.2 The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
- .2.3 When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.
- .2.4 Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
- .2.5 Customers may add or delete any features offered in the bundle without a service order charge.

(N)

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BUNDLED SERVICES

FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) (Cont'd)

.2 Regulations (Cont'd)

- .2.6 No discounts will be given to subscribers that do not use all the features or have some features turned off.
- .2.7 Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- .2.8 The bundle is offered on a month-to-month basis.
- .2.9 The bundle will appear as a single line item on the bill.
- .2.10 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- .2.11 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- .2.12 Unlimited Extended Area Service is only available in designated exchange areas as defined in the Tariff.

.3 Rates and Charges

- .3.1 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.
- .3.2 Nonrecurring Service Order Charges do not apply.
- .3.3 Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited (Challenger)	\$21.99
Feature Package	\$6.49

(I)

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BUNDLED SERVICES

FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)

(N)

.1 General

The Frontier Digital Phone Unlimited Plus (Challenger) Service is a bundle offering available to residential customers and includes two flat-rate residential one-party service access lines and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Caller ID with Name  
Call Waiting/Cancel Call Waiting

Feature Package

Call Waiting/Cancel Call Waiting	Speed Call 30
*66 Busy Number Redial	Distinctive Ring
*69 Call Return	3 Way Calling
Anonymous Call Rejection	Call Forward Busy/No Answer
Basic Call Forward	Priority Call
Selective Call Forward	

.2 Regulations

- .2.1 The Frontier Digital Phone Unlimited Plus (Challenger) Service is available where technically feasible.
- .2.2 The features and services, except those listed as non-regulated or federally tariffed, are provided subject to the descriptions and regulations as specified elsewhere in the Tariff.
- .2.3 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.
- .2.4 Customers may add or delete any features offered in the bundle without a service order charge.
- .2.5 No discounts will be given to subscribers that do not use all the features or have some features turned off.

(N)

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BUNDLED SERVICES

FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) (Cont'd)

- .2 Regulations (Cont'd)
- .2.6 The bundle is offered on a month-to-month basis.
  - .2.7 The bundle will appear as a single line item on the bill.
  - .2.8 Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
  - .2.9 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
  - .2.10 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
  - .2.11 Unlimited Extended Area Service is only available in designated exchange areas as defined in the Tariff.
- .3. Rates and Charges
- .3.1 Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
  - .3.2 Nonrecurring Service Order Charges do not apply.
  - .3.3 Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99	
Feature Package	\$6.49	(I)



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BUNDLED SERVICES

FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE

(N)

.1 General

The Frontier Residential Unlimited Voice Service is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications of America, Inc. The description and pricing for this component are located in the Frontier Communications of America Domestic Price List.

Basic Bundle

Local Exchange Network Access Line	Call Waiting ID
Caller ID with Name	Anonymous Call Rejection
Unlimited Extended Area Service	Basic Voicemail
Call Waiting/Cancel Call Waiting	Touch Calling

.2 Regulations

- .2.1 The bundle is available only where facilities and operating systems are available and technically feasible.
- .2.2 The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
- .2.3 When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.
- .2.4 Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
- .2.5 Customers may add or delete any features offered in the bundle without a service order charge.
- .2.6 No discounts will be given to subscribers that do not use all the features or have some features turned off.

(N)

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BUNDLED SERVICES

FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE (Cont'd)

(N)

.2 Regulations (Cont'd)

- .2.7 The bundle is offered on a month-to-month basis.
- .2.8 The bundle will appear as a single line item on the bill.
- .2.9 The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
- .2.10 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- .2.11 A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.

.3 Rates and Charges

- .3.1 All other surcharges and taxes apply and will be billed in addition to the bundle.
- .3.2 An Activation charge of \$35.00 will replace the Initial Service Order and Central Office Connection Charge.
- .3.3 Frontier Residential Unlimited Voice Service is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Residential Unlimited Voice Service	\$20.00

(N)

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BUNDLED SERVICES

FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE

(N)

.1 General

The Frontier Unlimited Voice and Feature Bundle is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications of America, Inc. The description and pricing for this component are located in the Frontier Communications of America, Inc. Domestic Price List.

Basic Bundle

Local Exchange Network Access Line	3 Way Calling
Caller ID with Name	Basic Call Forward
Unlimited Extended Area Service	Distinctive Ring
Call Waiting/Cancel Call Waiting	Priority Call
Call Waiting ID	*66 Busy Number Redial
Anonymous Call Block/Rejection	*69 Call Return
Basic Voicemail	Selective Call Acceptance
Touch Calling	Selective Call Rejection
Speed Call 30	Selective Call Forward
Wire Care (Non-regulated)	Directory Listing

.2 Regulations

- .2.1 The bundle is available only where facilities and operating systems are available and technically feasible.
- .2.2 The features are provided subject to their individual service regulations as specified in the applicable sections of the Catalog.
- .2.3 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 Catalog rules.
- .2.4 Customers may add or delete any features offered in the bundle without a service order charge.
- .2.5 No discounts will be given to subscribers that do not use all the features or have some features turned off.

(N)

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BUNDLED SERVICES

FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE (Cont'd)

(N)

- .2 Regulations (Cont'd)
- .2.6 The bundle is offered on a month-to-month basis.
  - .2.7 The bundle will appear as a single line item on the bill.
  - .2.8 The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
  - .2.9 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
  - .2.10 A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America, Inc. Domestic Price List.
  - .2.11 Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non-Listing, Non-Published and Foreign Listing.
  - .2.12 Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.
- .3 Rates and Charges
- .3.1 All other surcharges and taxes apply and will be billed in addition to the bundle.
  - .3.2 An Activation charge of \$35.00 will replace the Initial Service Order and Central Office Connection Charge.
  - .3.3 Frontier Unlimited Voice and Feature Bundle is provided at the following rates:

Monthly Rate

Frontier Unlimited Voice and Feature Bundle	\$50.00
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(N)

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CITIZENS BUNDLED SERVICES

EXTRA PACKAGE

A. General

The Extra Package includes a residential access line and flat-rate calling within the home exchange.

B. Regulations

Federal Subscriber Line Charge will be billed separately. Extended Area Service calling surcharge will apply. Other surcharges and taxes will apply.

C. Rates and Charges

Monthly Rate

Extra Package

\$10.35

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CITIZENS BUNDLED SERVICES

PLUS PACKAGE

A. General

The Plus Package consists of one residential access line with local calling and the customer's choice of two of the following features:

Call Waiting  
Call Forwarding  
Three-Way Calling  
Caller ID  
Call Trace  
Automatic Call Return  
Automatic Busy Redial

B. Regulations

1. The features and services are provided subject to the descriptions and regulations as specified elsewhere in the catalog.
2. 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 catalog rules.
3. Except as otherwise described, non-recurring installation charges applicable to installation of individual service components contained in the bundled offerings apply.
4. Federal Subscriber Line Charge will be billed separately. Extended Area Service calling surcharge will apply. Other surcharges and taxes will apply.

C. Rates and Charges

Monthly Rate

Plus Package

\$17.03

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OPTIONAL CALLING PLANS

CITIZENS EASY SAVINGS PLAN FOR BUSINESS

A. General

1. Citizens Easy Savings Plan for Business is an optional 1+, 0+ and 0- Intrastate IntraLATA Long Distance Message Telecommunications Service offered to business customers in Citizens South exchanges.

B. Regulations

1. This Plan provides Discounts on Citizens Telecommunications Service (as provided in Citizens North catalog) Intrastate IntraLATA calls to exchanges within the customer's LATA. The Discounts apply when the customer meets and/or exceeds the required toll usage dollar amount.

There is no monthly rate or nonrecurring charge associated with the Citizens Easy Savings Plan for Business. The Plan is applicable to all Rate Periods messages below:

Customer Dialed Direct Station-to-Station  
Customer Dialed Calling Card Station-to-Station  
Operator Assisted Calling Card Station-to-Station  
Operator Assisted Station-to-Station  
Person-to-Person

2. The minimum service period for Citizens Easy Savings Plan for Business is one month.

A customer may only subscribe to one Citizens Discount Calling Plan per main billed account at any given time.

A customer may subscribe to one Citizens Discount Calling Plan per main billed account at any given time.

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OPTIONAL CALLING PLANS

CITIZENS EASY SAVINGS PLAN FOR BUSINESS (Cont'd)

C. Application of Discount

- .1 Citizens Easy Savings Plan for Business Discount percentage applies to the message toll portion of the call and to the Operator Assisted Services Charges, if applicable.
- .2 Discounts shown in Citizens Easy Savings Plan For Business will include monthly usage (including Service Charges and Surcharges) for customer dialed direct station to station, customer dialed calling card station-to-station, operator assisted station-to-station, operator assisted calling card station-to-station and person-to-person calls that are carried and billed by the company. In calculating the usage volume discount, the discount will be applied against the customer's intrastate IntraLATA charges. If the intraLATA offering is part of a joint toll offering, the threshold for the application of the discount will be determined by total gross monthly toll usage associated with the joint offer. In that case, the discount amount will be apportioned by the jurisdiction, by the appropriate company, proportioned to the accumulated usage charges.
- .3 The application of usage rates, rates and rate periods are as specified in Citizens North catalog Sub-minute rating will be utilized for the timing and rating of Citizens Easy Savings Plan for Business messages. Sub-minute rating consists of an initial minimum period of 18 seconds rated at 3/10 of the initial minute rate and additional periods of 6 second increments thereafter rated at 1/10 of the additional minute rate.

Each call will be billed as follows:

<u>Distance Band</u>	<u>Initial Peak</u>	<u>18 Second Rates Off-Peak</u>
1 – 10	\$.0120	\$.0075
11 – 16	\$.0150	\$.0090
17 – 40	\$.0309	\$.0177
41 – and over	\$.0309	\$.0177

<u>Distance Band</u>	<u>Initial Peak</u>	<u>6 Second Rates Off-Peak</u>
1 – 10	\$.0400	\$.0025
11 – 16	\$.0500	\$.0300
17 – 40	\$.0103	\$.0059
41 – and over	\$.0103	\$.0059



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OPTIONAL CALLING PLANS

CITIZENS EASY SAVINGS PLAN FOR BUSINESS (Cont'd)

D. Volume Discounts

Business customers who subscribe to Citizens Easy Savings Plan for Business will receive the following discounts on all toll usage billed for the month when their monthly usage exceeds:

<u>Monthly Usage Volume</u>	<u>Month-to-Month Discount</u>
\$0 – 24.99	0%
\$25.00 – 99.99	10%
\$100.00 – 199.99	15%
\$200.00 and Over	20%

E. Term Periods

A customer may select a term period for Citizens Easy Savings Plan for Business. The term periods allow a customer to take advantage of higher discount percentages on the toll usage volume for a specific term period. The customer must specify the term period at the time the plan is ordered. During a term period, the customer may elect to convert to a new term period of the same or different length. Conversion to a new term period will be allowed without penalty if the new term period is greater than the remainder of the original term period.

In the event the Citizens Easy Savings Plan for Business is terminated by the business customer prior to completion of the term period, the customer shall be liable for the Early Termination Charge as follows:

<u>Term Period</u>	<u>Early Termination Charge</u>
One Year	\$100.00
Two Year	\$200.00
Three Year	\$300.00

F. Rates

<u>Monthly Usage Volume</u>	<u>One Year Discount</u>	<u>Two Year Discount</u>	<u>Three Year Discount</u>
\$0 – 24.99	10%	15%	20%
\$25.00 – 99.00	15%	20%	25%
\$100.00 – 199.99	20%	25%	30%
\$200.00 and Over	25%	30%	35%

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OPTIONAL CALLING PLANS

CITIZENS ONE EASY PRICE PLAN FOR RESIDENCE

A. General

1. Citizens One Easy Price Plan for customers is an optional 1+ Intrastate IntraLata Long Distance Message Telecommunications Service. This Plan offers flat rate pricing, available 24 hours a day, seven days a week to residence customers in Citizens South exchanges.

Customer Dialed Direct Station-to-Station

2. Calls will be billed in 60 second increments.
3. The minimum service period for Citizens One Easy Price Plan for Business and Residence is one month.
4. A customer may only subscribe to one optional calling plan per main billed account at any given time.

B. Rates

Residential customers who subscribe to the Citizens One Easy Price Plan will be billed the following rates on all Intrastate IntraLata calls qualifying for this Plan.

Each Minute of Use

Month-to Month                      \$.05

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OPTIONAL CALLING PLANS

CITIZENS EASY SAVINGS FLAT RATE PLAN FOR BUSINESS

A. General

1. Citizens Easy Savings Flat Rate Plan for Business customers is an optional 1+ Intrastate IntraLata Long Distance Message Telecommunications Service. This Plan offers flat rate pricing, available 24 hours a day, seven days a week to business customers in Citizens South exchanges.

B. Regulations

1. This Plan provides discounts on Citizens Long Distance Message Telecommunications Service (Two Point Service as set forth elsewhere in this Catalog Section) Intrastate IntraLata calls to exchanges within the customer's Lata. There is no monthly rate or nonrecurring charge associated with the Plan. The Citizens Easy Savings Flat Rate Plan for Business is applicable to all rate application period messages including:

Customer Dialed Direct Station-to-Station

2. The minimum service period for Citizens Easy Savings Flat Rate Plan for Business is one month.
3. A customer may only subscribe to one optional calling plan per main billed account at any given time.

C. Rates

Business customers who subscribe to the Citizens Easy Savings Flat Rate Plan for Business will be billed the following rates on all Intrastate IntraLata calls qualifying for this Plan.

Sub-minute will be utilized for the timing and rating of Citizens Easy Savings Plan for Business messages. Sub-minute rating consists of a minimum initial period of 18 seconds rated a 3/10 of the initial minute rate and additional periods of 6 second increments thereafter rated at 1/10 of the additional minute rate. Each call will be billed as follows:

	<u>Initial 18 Seconds</u>	<u>Six (6) Seconds or fraction</u>
Month-to-Month	\$.015	\$.005

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GRANDFATHERED SERVICES

FRONTIER DIGITAL PHONE BRONZE \*

A. General

Frontier Digital Phone Bronze 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, including certain non-regulated and federally price listed services. Listing of the non-regulated and federally price listed services is provided only for the purpose of clarity and does not imply that these services are subject to state authority.

Features and Services

- Residence One-Party Service
- Caller ID – Name and Number
- Call Waiting/Cancel Call Waiting
- Call Waiting/Caller ID
- Frontier Communications of America's, - Frontier Digital Phone Bronze Calling Plan (Federally Price listed)

Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

- Busy Redial
- Call Return
- Three-Way Calling
- Speed Call 8 or 30
- Call Forwarding

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 this catalog.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually cataloged rates.

\* This Bundle was previously called Frontier Digital Phone Essentials.

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GRANDFATHERED SERVICES

FRONTIER DIGITAL PHONE BRONZE \* (Cont'd)

B. Regulations (Cont'd)

8. 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 catalog rules.
9. Customers may add or delete any features offered in the package without a service order charge.
10. No discounts will be given to subscribers that do not use all the features or have some features turned off.
11. The bundles are offered on a month to month basis.
12. The bundle will appear as a single line item on the bill.
13. Extended Area Service calling rates do not apply.
10. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

C. Rates and Charges

1. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Frontier Digital Phone Bronze is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Digital Phone Bronze	\$24.99
Digital Phone Enhanced Feature Pack	\$3.99

\* This Bundle was previously called Frontier Digital Phone Essentials.

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GRANDFATHERED SERVICES

FRONTIER DIGITAL BASIC BUNDLE

A. General

Frontier Digital Basic Bundle 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 Forwarding Busy Line/No Answer (Variable)
- Caller ID - Number
- Call Waiting/Cancel Call Waiting

Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

- Busy Redial
- Call Return
- Three-Way Calling
- Speed Call 8 or 30
- Call Forwarding

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GRANDFATHERED SERVICES

FRONTIER DIGITAL BASIC BUNDLE (Cont'd)

**B. Regulations**

1. The Frontier Digital Basic Bundle is available where technically feasible.
11. The features are provided subject to their individual service regulations as specified in this catalog.
12. 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 catalog rules.
13. Customers may add or delete any features offered in the package without a service order charge.
14. No discounts will be given to subscribers that do not use all the features or have some features turned off.
15. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

**C. Rates and Charges**

1. Frontier Digital Basic Bundle is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Digital Basic Bundle	\$29.99
Digital Phone Enhanced Feature Pack	\$3.99

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GRANDFATHERED SERVICES

PICK-A-POINT (X)

A. Exchange Selection

CUSTOMER EXCHANGE

EXCHANGES THAT MAY BE SELECTED

Fulton\*

Albany, Amboy, Ashton, Brookville  
Chadwick/Milledgeville, Coleta, Cordova, Creston,  
Dekalb, Dixon, Erie, Franklin Grove, Genoa-Kingston,  
Grand Detour, Hampton, Hanover, Harmon, Hillsdale,  
Hinckley, Hooppole, Kirkland, Lanark, Leaf River,  
Lyndon, Malta, Maple Park, Massbach, Monroe Center,  
Morrison, Mt. Carroll, Mt. Morris, Nelson, Oregon, Polo,  
Port Byron, Prophetstown, Rochelle, Savanna, Shabbona,  
Shannon, Sterling, Steward, Sublette, Sycamore, Tampico,  
Thomas, Thomson, Thompson.

Lyndon\*

Albany, Amboy, Annawan, Ashton, Atkinson, Brookville,  
Chadwick/Milledgeville, Coleta, Cordova, Creston, Dekalb,  
Dixon, Earlville, Erie, Franklin Grove, Fulton, Geneseo,  
Genoa-Kingston, Grand Detour, Green River, Hampton,  
Harmon, Hillsdale, Hinckley, Hooppole, Kirkland, Lanark,  
Leaf River, Malta, Manlius, Maple Park, Mineral, Monroe  
Center, Morrison, Mt. Carroll, Mt. Morris, Nelson, Ohio,  
Oregon, Polo, Port Byron, Prophetstown, Rochelle, Savanna,  
Shabbona, Shannon, Sheffield, Sterling, Steward, Sublette,  
Sycamore, Tampico, Thomas, Thomson, Thompson,  
Walnut, Waterman

Morrison\*

Albany, Amboy, Ashton, Atkinson, Brookville,  
Chadwick/Milledgeville, Coleta, Cordova, Creston,  
Dekalb, Dixon, Earlville, Erie, Franklin Grove, Fulton,  
Geneseo, Genoa-Kingston, Grand Detour, Hampton,  
Harmon, Hillsdale, Hinckley, Hooppole, Kirkland, Lanark,  
Leaf River, Lyndon, Malta, Maple Park, Monroe Center,  
Mt. Carroll, Mt. Morris, Nelson, Oregon, Polo, Port Byron,  
Prophetstown, Rochelle, Savanna, Shabbona, Shannon,  
Sterling, Steward, Sublette, Sycamore, Tampico, Thomas,  
Thompson, Walnut, Waterman.

\* Limited to eight IntraMSA exchanges.

(X) This service will no longer be provided to new customers. Existing customers may continue the service at the same location.



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GRANDFATHERED SERVICES

FRONTIER DIGITAL STATE UNLIMITED WITH ESSENTIALS 1

.1 General

Frontier Digital State Unlimited with Essentials 1 is a package offering available to residential customers. The package includes one Flat Rate Residential Line, Extended Area Service (where applicable), and a combination of enhanced calling.

Call Forwarding  
Caller ID - Number  
Call Waiting/Cancel Call Waiting  
Three-Way Calling  
Automatic Busy Redial  
Automatic Call Return  
Call Waiting/Caller ID  
Speed Calling 8

Additional Features

The following features may be added to the bundle.

Speed Calling 30  
Call Forward Plus  
Anonymous Call Block

.2 Regulations

- .2.1 The Frontier Digital State Unlimited with Essentials 1 is available where technically feasible.
- .2.2 The bundles are offered on a month to month basis.
- .2.3 The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.
- .2.4 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 catalog rules.

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GRANDFATHERED SERVICES

FRONTIER DIGITAL STATE UNLIMITED WITH ESSENTIALS 1 (Cont'd)

.2 Regulations (Cont'd)

- .2.5 The bundle rate includes Extended Area Service (EAS), where applicable. The call detail for EAS calls will not be displayed on the bill. Usage charges for EAS calling will not apply.
- .2.6 Federal Subscriber Line Charge will be billed separately from the Bundle offering. All other surcharges and taxes will apply.
- .2.7 The bundle will appear as a single line item on the bill.

.3 Rates and Charges

	<u>Monthly Rate</u>
Frontier Digital State Unlimited with Essentials 1	\$33.99
Additional Features	
One Feature	\$5.99
Two Features	\$7.99
Three Features	\$9.99

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GRANDFATHERED SERVICES

FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED WITH ESSENTIALS 1 - 2010

.1 General

Frontier Digital Phone Nationwide Unlimited with Essentials 1 is a package offering available to residential customers. The package includes one Flat Rate Residential Line, Extended Area Service (where applicable), and a combination of enhanced calling features.

Call Forward Busy/No Answer (Variable)  
Caller ID - Number  
Call Waiting/Cancel Call Waiting  
Three-Way Calling  
Automatic Busy Redial  
Automatic Call Return  
Speed Calling 8  
10 Free DA Calls

Enhanced Feature Pack

The following feature pack may be added to the bundle.

Speed Calling 30  
Call Forwarding Busy/No Answer (Fixed)  
Call Forwarding Busy Line (Fixed)  
Selective Call Acceptance  
Selective Call Rejection

.2 Regulations

- .2.1 The Frontier Digital Phone Nationwide Unlimited with Essentials 1 is available where technically feasible.
- .2.2 The bundles are offered on a month to month basis.
- .2.3 The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.
- .2.4 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 catalog rules.

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GRANDFATHERED SERVICES

FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED WITH ESSENTIALS 1- 2010 (Cont'd)

.2 Regulations (Cont'd)

- .2.5 The bundle rate includes Extended Area Service (EAS), where applicable. The call detail for EAS calls will not be displayed on the bill. Usage charges for EAS calling will not apply.
- .2.6 Federal Subscriber Line Charge will be billed separately from the Bundle offering. All other surcharges and taxes will apply.
- .2.7 The bundle will appear as a single line item on the bill.

.3 Rates and Charges

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide Unlimited with Essentials 1	\$39.99	
Enhanced Feature Pack	\$3.99	(I)

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GRANDFATHERED SERVICES

FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED PLUS WITH ESSENTIALS 1 -2010

.1 General

Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 is a package offering available to residential customers. The package includes two Flat Rate Residential Lines, Extended Area Service (where applicable), and a combination of enhanced calling features. Features will be added to the first line.

Call Forward Busy/No Answer (Variable)  
Caller ID - Number  
Call Waiting/Cancel Call Waiting  
Three-Way Calling  
Automatic Busy Redial  
Automatic Call Return  
Speed Calling 8  
10 Free DA Calls

Enhanced Feature Pack

The following feature pack may be added to the bundle.

Speed Calling 30  
Call Forwarding Busy/No Answer (Fixed)  
Call Forwarding Busy Line (Fixed)  
Selective Call Acceptance  
Selective Call Rejection

.2 Regulations

- .2.1 The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 is available where technically feasible.
- .2.2 The bundles are offered on a month to month basis.
- .2.3 The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.

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GRANDFATHERED SERVICES

FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED PLUS WITH ESSENTIALS 1-2010

(Cont'd)

.2 Regulations (Cont'd)

- .2.4 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 catalog rules.
- .2.5 The bundle rate includes Extended Area Service (EAS), where applicable. The call detail for EAS calls will not be displayed on the bill. Usage charges for EAS calling will not apply.
- .2.6 Federal Subscriber Line Charge will be billed separately from the Bundle offering. All other surcharges and taxes will apply.
- .2.7 The bundle will appear as a single line item on the bill.

.3 Rates and Charges

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1	\$39.99	
Enhanced Feature Pack	\$3.99	(I)