

CITIZENS TELECOMMUNICATIONS COMPANY OF NEVADA
Regulations, Rates, Charges and Rules
Applying to the provision of Local Exchange Services
within the State of Nevada
for Telephone Service
for Customers within the Operating Territories of
CITIZENS TELECOMMUNICATIONS COMPANY OF NEVADA

d/b/a

FRONTIER COMMUNICATIONS OF NEVADA.

as follows:

ELKO DIVISION:
Carlin, Elko, Lamoille, Lee-Jiggs,
Montello, Ruby Valley, Wells and Wendover

Pages 1-238

TONOPAH DIVISION:
Tonopah, Goldfield, Manhattan, Silver Peak

Pages 239-514

(T)

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Issued By:
Aloa J. Stevens
Director
State Government Affairs

CITIZENS TELECOMMUNICATIONS COMPANY OF NEVADA
d/b/a Frontier Communications of Nevada
P.O. Box 340 Elk Grove, CA 95759
P.U.C.N. Tariff No. 1-B

ELKO DIVISION

91st Revised Sheet No. 2
 Cancels 90th Revised Sheet No. 2

RESERVED FOR FUTURE USE

(T)

(D)

(D)

Issued: December 21, 2016

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Issued By:
Steve Crosby
Senior Vice President
Regulatory Affairs

CITIZENS TELECOMMUNICATIONS COMPANY OF NEVADA
d/b/a Frontier Communications of Nevada
P.O. Box 340 Elk Grove, CA 95759
P.U.C.N. Tariff No. 1-B

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49th Revised Sheet No. 3
Cancels 48th Revised Sheet No. 3

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Regulatory Affairs

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RESERVED FOR FUTURE USE

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Regulatory Affairs

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Kenneth Mason
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Government & Regulatory Affairs

PRELIMINARY STATEMENT

A. TERRITORY SERVED BY THE COMPANY

Citizens Telecommunications Company of Nevada serves Elko County by means of exchanges at Carlin, Elko, Lee, Jiggs, Montello, Ruby Valley, Wells and Wendover and by means of toll lines radiating out from these exchanges. The service furnished and the territory served are set forth in the tariff schedules filed herewith.

B. SERVICES FURNISHED

1. Exchange Service

The types and classes of service furnished are described in Rule and Regulation No. 2, "Description of Service," and as may be further limited or amplified in the section of each rate schedule designated "Applicability."

2. Toll Service

Message toll telephone service is made through facilities of the Utility or through connection at Elko with the facilities of Nevada Bell.

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Director
State Government Affairs

PRELIMINARY STATEMENT
(Continued)

C. PROCEDURE TO OBTAIN SERVICE

Services as described herein will be furnished to any individual, firm or corporation in the Utility's service area when an application is made as set forth in Rule and Regulation No. 3, and credit has been established or re-established as specified in Rule and Regulation No. 6. Where a pole line or buried wire extension is required or where the service is temporary or to a speculative project or in a real estate subdivision, the charge therefore and the conditions governing the installation will be in accordance with the appropriate schedule and Rule and Regulation Nos. 13 and 15.

D. EXCHANGES SERVED

The names of the Utility's exchanges, the type of central office equipment, operation, and hours of service are as follows:

<u>Exchange</u>	<u>Equipment</u>	<u>Operation</u>	<u>Hours of Service</u>	
			<u>Weekdays</u>	<u>Sun. & Holidays</u>
Carlin	Dial	Automatic	24 hours	24 hours
Elko	Dial	Automatic	24 hours	24 hours
Lee, Jiggs	Dial	Automatic	24 hours	24 hours
Montello	Dial	Automatic	24 hours	24 hours
Ruby Valley	Dial	Automatic	24 hours	24 hours
Wells	Dial	Automatic	24 hours	24 hours
Wendover	Dial	Automatic	24 hours	24 hours

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**PRELIMINARY STATEMENT
(Continued)**

E. SYMBOLS

Whenever tariff sheets are refiled, changes will be identified by the following symbols:

- (C) To signify changed listing, rule or condition which may affect rates or changes.
- (D) To signify discontinued material, including listing, rate, rule or condition.
- (I) To signify increase.
- (L) To signify material relocated from or to another part of tariff schedules with no change in text, rate, rule or condition.
- (N) To signify new material including listing, rate, rule or condition.
- (R) To signify reduction.
- (T) To signify change in wording of text but not change in rate, rule or condition.

F. CUSTOMER PREMISES EQUIPMENT

Effective January 1, 1988, in accordance with the FCC's Third Report and Order in cc Docket No. 81-893, Customer Premises Equipment (CPE) will be the sole responsibility of the customer, except as otherwise permitted by the FCC.

G. INSIDE WIRE

Effective July 1, 1987, in accordance with F.C.C. Docket 79-105, customers will be responsible for the installation and maintenance of inside wiring and jacks. Inside wiring is the station cable including connectors, blocks, and jacks extending from the termination of the exchange access line at the company provided protector to and including all jacks located on the premises.

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CITIZENS TELECOMMUNICATIONS COMPANY OF NEVADA
d/b/a Frontier Communications of Nevada
P.O. Box 340 Elk Grove, CA 95759
P.U.C.N. Tariff No. 1-B

ELKO DIVISION
1st Revised Sheet No.11
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SERVICE AREA AND EXCHANGE AREA BOUNDARIES

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P.O. Box 340 Elk Grove, CA 95759
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ELKO DIVISION
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ELKO AND CARLIN EXCHANGE AREAS

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ELKO DIVISION
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CARLIN BASE RATE AREA

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CARLIN EXCHANGE AREA

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ELKO DIVISION
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ELKO BASE RATE AREA

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LAMOILLE BASE RATE AREA

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LEE - JIGGS EXCHANGE AND BASE RATE AREA

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LEE - JIGGS EXCHANGE AREA

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MONTELLO EXCHANGE AREA

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ELKO DIVISION
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RUBY VALLEY EXCHANGE AND BASE RATE AREA

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RUBY VALLEY EXCHANGE AREA

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SPRING CREEK SPECIAL RATE AREA

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WELLS BASE RATE AREA

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WELLS EXCHANGE AREA

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ELKO DIVISION
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WENDOVER EXCHANGE AND BASE RATE AREA

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ELKO DIVISION
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WENDOVER EXCHANGE AREA

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CARLIN EXCHANGE AREA BOUNDARY

Commencing at the Northwest corner of Section 8, T.33 N., R.51 E., M.D.B. & M.; thence East, a distance of 6 miles to the Northeast corner of Section 7, T.33 E., R.52 E.; thence North, a distance of 1 mile to the Northwest corner of Section 5, T.33 N., R.52 E.; thence East, a distance of 5 miles to the Northeast corner of Section 1, T.33 N., R.52 E.; thence South, a distance of 3 miles to the Northeast corner of Section 24, T.33 N., R.52 E.; thence East, a distance of 3 miles to the Northeast corner of Section 21, T.33 N., R.53 E.; thence South, a distance of 4 miles to the Southeast corner of Section 4, T.32 N., R.53 E.; thence East, a distance of 3 miles to the Northeast corner of Section 12, T.32 N., R.53 E.; thence South, a distance of 11 miles to the Southeast corner of Section 36, T.31 N., R.53 E.; thence West, a distance of 6 miles to the Southeast corner of Section 36, T.31 N., R.52 E.; thence South, along the East line of R.52 E., a distance of 17 miles to the Southwest corner of Section 30, T.28 N., R.53 E.; thence Southeasterly, along the Elko\Eureka County line, to the Southeast corner of Section 20, T.27 N., R.53 E.; thence West, a distance of 7 miles to the Southwest corner of Section 19, T.27 N., R.52 E.; thence North, a distance of 22 miles to the Northwest corner of Section 6, T.30 E., R.52 E.; thence West, along the South line of T.31 N., a distance of 9 miles to the Southwest corner of Section 35, T.31 N., R.50 E.; thence North, a distance of 11 miles to the Northwest corner of Section 11, T.32 N., R.50 E.; thence East, a distance of 2 miles to Northeast corner of Section 12, T.32 N., R.50 E.; thence North, a distance of 7 miles to the Northwest corner of Section 8, T.33 N., R.51 E., being the point of beginning.

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CARLIN BASE RATE AREA BOUNDARY

Beginning at the Southwest corner of Section 27, T. 33 N., R. 52 E., M.D.B. & M.; thence East a distance of 1 1/4 miles to the Southeast corner of the Southwest 1/4 of the Southwest 1/4 of Section 26, T. 33N., R. 52 E., M.D.B. & M.; thence North a distance of 1 mile to the Northeast corner of the Northwest 1/4 of the Northwest 1/4 of Section 26; Thence West a distance of 1/2 mile to the Northwest corner of the Northeast 1/4 of the Northeast 1/4 of Section 27, T. 33 N., R. 52 E., M.D.B. & M.; thence South a distance of 1/4 mile to the Southeast corner of the Northwest 1/4 of the Northeast 1/4 of Section 27; then West a distance of 1/2 mile to the Northwest corner of the Southeast 1/4 of the Northwest 1/4 of Section 27; thence South a distance of 1/4 mile to the Southeast corner of the Southwest 1/4 of the Northwest 1/4 of Section 27; thence West a distance of 1/4 mile to the West 1/4 corner of Section 27; thence South a distance of 1/2 mile to the point of beginning.

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ELKO EXCHANGE AREA BOUNDARY

Commencing at the Northwest corner of Section 23, T.33 N., R.54 E.,M.D.B.& M.; thence East, a distance of 8 miles to the Northeast corner of Section 24, T.33 E.,R.55 E.; thence South, a distance of 5 miles to the Southeast corner of Section 12, T.32 N.,R.55 E.; thence East, a distance of 10 miles to the Southeast corner of Section 10, T.32 N.,R.57 E.; thence North, a distance of 1 mile to the Northwest corner of Section 11, T.32 N.,R.57 E.; thence East, a distance of 1 mile to the Northeast corner of Section 11, T.32 N.,R.57 E.; thence North, a distance of 1/2 of a mile to the West 1/4 corner of Section 1, T.32 N.,R.57 E.; thence East, a distance of 1 mile to the East 1/4 corner of Section 1, T.32 N.,R.57 E.; thence North, a distance of 1/2 of a mile to the Southwest corner of Section 31, T.33 N.,R.58 E.; thence East, a distance of 1 mile to the Southeast corner of Section 31, T.33 N.,R.58 E.; thence North, a distance of 1/2 of a mile to the West 1/4 corner of Section 32, T.33 N.,R.58 E.; thence East, a distance of 1 mile to the East 1/4 corner of Section 32, T.33 N.,R.58 E.; thence North, a distance of 3/4 of a mile to the Northwest corner of the Southwest 1/4 of Southwest 1/4 of Section 28, T.33 N.,R.58 E.; thence East, a distance of 1/2 of a mile to the Northeast corner of the Southeast 1/4 of the Southwest 1/4 of Section 28, T.33 E.,R.58 E.; thence South, a distance of 1/4 of a mile to the South 1/4 corner of Section 28, T.33 N.,R.58 E.; thence East, a distance of 1 1/2 miles to the Southeast corner of Section 27, T.33 N.,R.58 E.; thence North, a distance of 1/2 of a mile to the East 1/4 corner of Section 27, T.33 N.,R.58 E.; thence East, a distance of 1/2 of a mile to Center 1/4 corner of Section 26, T.33 N.,R.58 E.; thence North, a distance of 1/2 of a mile to the North 1/4 corner of Section 26, T.33 N.,R.58 E.; thence East, a distance of 1/2 of a mile to the Southwest corner of Section 24, T.33 N.,R.58 E.; thence North, a distance of 1 mile to the Northwest corner of Section 24, T.33 N.,R.58 E.; thence East, a distance of 1/2 of a mile to the North 1/4 corner of Section 24, T.33 N.,R.58 E.; thence North, a distance of 2 miles to the North 1/4 corner of Section 12, T.33 N.,R.58 E.; thence East, a distance of 1 mile to the South 1/4 corner of Section 6, T.33 N.,R.59 E.; thence North, a distance of 1/2 of a mile to the Center 1/4 corner of Section 6, T.33 N.,R.59 E.; thence East, a distance of 1/2 of a mile to the East 1/4 corner of Section 6, T.33 N.,R.59 E.; thence North, a distance of 1 mile to the West 1/4 corner of Section 32, T.34 N.,R.59 E.; thence East, a distance of 2 miles to the West 1/4 corner of Section 34, T.34 N.,R.59 E.; thence North, a distance of 1/2 of a mile to the Northwest corner of Section 34, T.34 N.,R.59 E.; thence East, a distance of 1 mile to the Northeast corner of Section 34, T.34 N.,R.59 E.; thence North, a distance of 2 miles to the Southwest corner of Section 14, T.34 N.,R.59 E.; thence East, a distance of 1 mile to the Southeast corner of Section 14, T.34 N.,R.59 E.; thence North, a distance of 2 miles to the Southwest corner of Section 1, T.34 N.,R.59 E.; thence East, a distance of 1 mile to the Southeast corner of Section 1, T.34 N.,R.59 E.; thence North , a distance of 1 mile to the Northwest corner of Section 6, T.34 N.,R.60 E.; thence East, a distance of 1 mile to the Southeast corner of Section 31, T.35 N.,R.60 E.; thence North, a distance of 3 miles to the Northeast corner of Section 19, T.35 N.,R.60 E.; thence West, a distance of 7 miles to the Southwest corner of Section 18, T.35 E.,R.59 E.;

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ELKO EXCHANGE AREA BOUNDARY
(continued)

thence North, along the East line of R.58 E., a distance of 18 miles to the Northeast corner of Section 24, T.38 N.,R.58 E.; thence West, a distance of 18 miles to the Northwest corner of Section 19, T.38 N.,R.56 E.; thence South, along the West line of R.56 E., a distance of 12 miles to the Southwest corner of Section 18, T.36 N.,R.56 E.; thence West, a distance of 6 miles Southwest corner of Section 18, T.36 N.,R.55 E.; thence South, a distance of 6 miles to the Southeast corner of Section 13, T.35 N.,R.54 E.; thence West, a distance of 4 miles to the Southwest corner of Section 16, T.35 N.,R.54 E.; thence North, a distance of 3 miles to the Northwest corner of Section 4, T.35 N.,R.54 E.; thence West, a distance of 8 miles to the Southeast corner of Section 36, T.36 N.,R.52 E.; thence North, a distance of 6 miles to the Northeast corner of Section 1, T.36 N.,R.52 E.; thence West, along the North line of T.36 N., a distance of 22 miles to the Northwest corner of Section 6, T.36 N.,R.49 E.; thence South, along the West line of R.49 E., a distance of 12 miles to the Southwest corner of Section 31, T.35 N.,R.49 E. thence East, along the North line of T.34 N., a distance of 11 miles to the Southeast corner of Section 36, T.35 E.,R.50 E.; thence South, a distance of 5 miles to the Southeast corner of Section 26, T.34 N.,R.50 E.; thence East, a distance of 1 mile to the Northeast corner of Section 5, T.33 N.,R.51 E.; thence South, a distance of 1 mile to the Southeast corner of Section 5, T.33 N.,R.51 E.; thence East, a distance of 6 miles to the Southeast corner of Section 6, T.33 N.,R.52 E.; thence North, a distance of 1 mile to the Northwest corner of Section 5, T.33 N.,R.52 E.; thence East, a distance of 5 miles to the Northeast corner of Section 1, T.33 N.,R.52 E.; thence South, a distance of 3 miles to the Southwest corner of Section 18, T.33 N.,R.53 E.; thence East, a distance of 3 miles to the Northeast corner of Section 21, T.33 N.,R.53 E.; thence South, a distance of 4 miles to the Southwest corner of Section 3, T.32 N.,R.53 E.; thence East, a distance of 3 miles to the Southeast corner of Section 1, T.32 N.,R.53 E.; thence North, a distance of 1 mile to the Northwest corner of Section 6, T.32 N.,R.54 E.; thence East, a distance of 2 miles to the Southeast corner of Section 32, T.33 N.,R.54 E.; thence North, a distance of 1 mile to the Northeast corner of Section 32, T.33 N.,R.54 E.; thence East, a distance of 1 mile to the Southeast corner of Section 28, T.33 N.,R.54 E.; thence North, a distance of 1 mile to the Northwest corner of Section 27, T.33 N.,R.54 E.; thence East, a distance of 1 mile to Southeast corner of Section 22, T.33 N.,R.54 E.; thence North, a distance of 1 mile to the Northwest corner of Section 23, T.33 N.,R.54 E., being the point of beginning.

Issued: February 15, 2002

Effective: April 18, 2002

Advice No.:

Issued By:
Aloa J. Stevens
Director
State Government Affairs

ELKO BASE RATE AREA BOUNDARY

Beginning at the Northeast corner of Section 11, T. 34 N., R. 55 E., M.D.B. & M.; thence in a westerly direction to a point on the boundary common to Sections 2 and 11, T. 34 N., R. 55 E., said point being East 920 feet from the Southwest corner of said Section 2; thence in a Northwesterly direction to the Northeast corner of the S.E. 1/4 of the S.E. 1/4 of Section 3, T. 34 N., R. 55 E.; thence in a Westerly direction to the Southeast corner of the S.W. 1/4 of the N.E. 1/4 of the S.E. 1/4 of said Section 3; thence in a Northerly direction to the Northeast corner of the S.W. 1/4 of the N.E. 1/4 of the S.E. 1/4 of said Section 3; thence in a Westerly direction to the S.E. corner of the N.E. 1/4 of the N.W. 1/4 of the S.#. 1/4 of said section 3; thence in a Northerly direction to the Northeast corner of the N.W. 1/4 of the S.E. 1/4 of said Section 3; thence in a Westerly direction to the Northwest corner of the N.E. 1/4 of the N.E. 1/4 of the S.E. 1/4 of said Section 3; thence in a Northerly direction to the Northeast corner of the N.W. 1/4 of the S.E. 1/4 of said Section 3; thence in a Westerly direction to the Northwest corner of the N.E. 1/4 of the N.E. 1/4 of the S.W. 1/4 of said Section 3; thence in a Southerly direction to the Northwest corner of the S.E. 1/4 of the S.W. 1/4 of said Section 3; thence in an Easterly direction to the Northeast corner of the S.E. 1/4 of the S.E. 1/4 of the S.W. 1/4 of said Section 3; thence in a Southerly direction along the North South 1/4 section line of said Section 3 to the South 1/4 corner of said Section 3 thence in a Westerly direction to the Northeast corner of Section 9, T. 34 N., R. 55 E. thence in a Southerly direction to the Northeast corner of the Southeast 1/4 of the Northeast 1/4 of said Section 9; thence in a Westerly direction to the Northwest corner of the Southwest 1/4 of the Northwest 1/4 of said Section 9; thence in a Southerly direction to the Southwest corner of said Section 9; thence in a Westerly direction to the North 1/4 corner of Section 17, T. 34 N., R. 55 E.; thence in a Southerly direction along the North South 1/4 Section line of said Section 17 to the South 1/4 corner of Section 17; thence in an Easterly direction to the South 1/4 corner of Section 16, T. 34 N., R. 55 E.; thence in a Southerly direction along the North South 1/4 Section line of said Section 21, T.34N., R.55E. to the point of intersection of said 1/4 Section line with the Southerly right-of-way line of U.S. Highway 40; thence in a Northeasterly direction along the Southerly right-of-way line of U.S. Highway 40 to a point which is 870 feet Southwesterly from the intersection of said Southerly right-of-way line with the West right-of-way line of H Street extended; thence turning through an angel of 90 degrees to the right in a Southeasterly direction to the point of intersection with the Southerly right-of-way line of Main Street; thence in a Northeasterly direction along the Southerly right-of-way of Main Street to the point of intersection of said Southerly right-of-way with the boundary common to Sections 21 and 22, T. 34 N., R. 55 E.; thence in a Southerly direction along the boundary common to said Sections 21 and 22 to the Southwest corner of the N.W. 1/4 of the S.W. 1/4 of said Section 22; thence in an Easterly direction to the Southeast corner of the N.E. 1/4 of the S.W. 1/4 of said Section 22; thence in a Northerly direction along the North South 1/4 Section line of said Section 22 to the center of said Section 22; thence in an Easterly direction along the East West 1/4 Section line of said Section 22 to the East 1/4 corner of said Section 22; thence in a Northerly direction along the boundary common to Sections 22 and 23, T. 34 N. R. 55 E. to the Southwest corner of Section 14, T. 34 N. 55 E.; thence in an Easterly direction along the boundary common to said Sections 14 and 23 to the Southeast corner of said Section 14; thence in a Northerly direction to the Northeast corner of Section 11 which is the point of beginning.

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Aloa J. Stevens
Director
State Government Affairs

LEE - JIGGS EXCHANGE AREA BOUNDARY

Commencing at the Northeast corner of Section 22, T.33 N., R.54 E.,M.D.B.& M.; thence South, a distance of 1 mile to the Southeast corner of Section 22, T.33 N.,R.54 E.; thence West, a distance of 1 mile to the Northeast corner of Section 28, T.33 N.,R.54 E.; thence South, a distance of 1 mile to the Southeast corner of Section 28, T.33 N.,R.54 E.; thence West, a distance of 1 mile to the Northeast corner of Section 32, T.33 N.,R.54 E.; thence South, a distance of 1 mile to the Southeast corner of Section 32, T.33 N.,R.54 E.; thence West, a distance of 2 miles to the Northeast corner of Section 1, T.32 N.,R.53 E.; thence South, along the West line of R.54 E., a distance of 30 miles to the Southwest corner of Section 31, T.28 N.,R.54 E.; thence East, a distance of 17 1/2 miles to the South 1/4 corner of Section 36, T.28 N.,R.56 E.; thence North, a distance of 1 mile to the North 1/4 corner of Section 36, T.28 N.,R.56 E.; thence West, a distance of 1/2 of a mile to the Southwest corner of Section 25, T.28 N.,R.56 E.; thence North, a distance of 1/2 of a mile to the West 1/4 corner of Section 25, T.28 N.,R.56 E.; thence East, a distance of 1/2 of a mile to the Center 1/4 corner Section 25, T.28 E.,R.56 E.; thence North, a distance of 1/2 of a mile to the North 1/4 corner of Section 25, T.28 N.,R.56 E.; thence East, a distance of 1/2 of a mile to the Southeast corner of Section 24, T.28 N.,R.56 E.; thence North, a distance of 2 miles to the Northeast corner of Section 13, T.28 N.,R.56 E.; thence West, a distance of 1/2 of a mile to North 1/4 corner of Section 13, T.28 N.,R.56 E.; thence North, a distance of 2 miles to the North 1/4 corner of Section 1, T.28 N.,R.56 E.; thence East, a distance of 1/2 of a mile to the Northeast corner of Section 1, T.28 N.,R.56 E.; thence North, along the West line of R.56 E., a distance of 6 miles to the Northeast corner of Section 1, T.29 N.,R.56 E.; thence East, a distance of 2 miles to the Southeast corner of Section 32, T.30 N.,R.57 E.; thence North, a distance of 6 miles to the Northwest corner of Section 4, T.30 N.,R.57 E.; thence East, a distance of 1 mile to the Northeast corner of Section 4, T.30 N.,R.57 E.; thence North, a distance of 1 1/2 miles to the West 1/4 corner of Section 27, T.31 N.,R.57 E.; thence East, a distance of 1 mile to the East 1/4 corner of Section 27, T.31 N.,R.57 E.; thence North, a distance of 4 1/2 miles to the Northeast corner of Section 3, T.31 N.,R.57 E.; thence West, a distance of 1 mile to the Northwest corner of Section 3, T.31 N.,R.57 E.; thence North, a distance of 1 mile to the Northeast corner of Section 33, T.32 N.,R.57 E.; thence West, a distance of 1 mile to the Northwest corner of Section 33, T.32 N.,R.57 E.; thence North, a distance of 2 miles to the Northwest corner of Section 21, T.32 N.,R.57 E.; thence East, a distance of 1 mile to the Northeast corner of Section 21, T.32 N.,R.57 E.; thence North, a distance of 1 mile to the Northeast corner of Section 16, T.32 N.,R.57 E.; thence West, a distance of 9 miles to the Southwest corner of Section 7, T.32 N.,R.56 E.; thence North, a distance of 5 miles to the Northeast corner of Section 24, T.33 N.,R.55 E.; thence West, a distance of 8 miles to the Northwest corner of Section 23, T.33 N.,R.54 E., being the point of beginning.

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Aloa J. Stevens
Director
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MONTELLO EXCHANGE AREA BOUNDARY

Beginning at the Southeast Corner of Section 1, T. 38 N., R. 69 E., M.D.B. & M., Elko County, Nevada; thence West a distance of 4 miles to the Southwest corner of Section 4, T. 38 N., R. 69 E.; thence North a distance of 1 mile to the Northwest corner of said Section 4; thence West along the boundary common to T. 38 N. and T. 39 N. a distance of 3 miles to the Southwest corner of Section 36, T. 39 N., R. 68 E.; thence North a distance of 2 miles to the Northwest corner of Section 25, T. 39 N., R. 68 E.; thence East a distance of 1 mile to the Northeast corner of said Section 25; thence North along the boundary common to R. 68 E. and R. 69 E. a distance of 10 miles to the Northwest corner of Section 6, T. 40 N., R. 69 E.; thence East along the boundary common to T. 40 N. and T. 41 N. a distance of 3 miles to the Northeast corner of Section 4, T. 40 N., R. 69 E.; thence South a distance of 3 miles to the Northwest corner of Section 22, T. 40 N., R. 69 E.; thence 3 miles East to the Northeast corner of Section 24, T. 40N. R. 69 E.; thence South a distance of 6 miles to the Southeast corner of Section 13, T. 39 N., R. 69 E.; thence West a distance of 3 miles to the Southwest corner of Section 15, T. 39 N., R. 69 E.; thence South a distance of 2 miles to the Southeast corner of Section 28, T. 39 N., R. 69 E.; thence East a distance of 3 miles to the Northeast corner of Section 36, T. 39 N., R. 69 E.; M.D.B. & M.; thence South along the boundary common to R. 69 E. and R. 70 E. a distance of 2 miles to the point of beginning.

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RUBY VALLEY EXCHANGE AREA BOUNDARY

Commencing at the Southwest corner of Section 15, T. 25 N., R. 57 E., M.D.B. & M.; thence North a distance of 7 miles to the Northwest corner of Section 15, T. 26 E., R. 57 E.; thence East a distance of 1 mile to the Southwest corner of Section 11, T.26 N.,R.57 E., thence North a distance of 1 mile to the Northwest corner of Section 11; T.26 N. R.57 E.; thence East a distance of 1 mile to the Northwest corner of Section 12; T.25 N., R.57 E.; thence North a distance of 6 miles to the Northwest corner of Section 12, T. 27 N., R. 57 E.; thence East a distance of 1 mile to the Northwest corner of Section 12; T.27 N., R.57 E.; thence North a distance of 5 miles to the Northwest corner of Section 18, T. 28 N., R. 58 E.; thence East a distance of 1 mile to the Northeast corner of Section 18; T.28 N., R.58 E.; thence North a distance of 4 miles to the Northwest corner of Section 29, T. 29 N., R. 58 E.; thence East a distance of 1 mile to the Northeast corner of Section 29; T.29 N., R.58 E.; thence North a distance of 2 miles to the Northwest corner of Section 16; T.29 N., R.58 E.; thence East a distance of 1 mile to the Southwest corner of Section 35; T.30 N., R.58 E.; thence North a distance of 2 miles to the Northeast corner of Section 26; T.30 E., R.58 E.; thence East a distance of 1 mile to the Northeast corner of Section 26, T.30 N., R. 58 E.; thence North a distance of 2 miles to the Northwest corner of Section 13; T.30 N., R.58 E.; thence East a distance of 1 mile to the Northeast corner of Section 13; T.30 N, R.59 E.; thence North a distance of 2 miles to the Northwest corner of Section 7, T.30 N., R.59 E.; thence East a distance of 1 mile to the Northeast corner of Section 7; T.30 N., R.59 E.; thence North a distance of 1 mile to the Northwest corner of Section 7; T.30 N., R.59 E.; thence East a distance of 1 mile to the Northeast corner of Section 7, T.30 N., R.59 E.; thence North a distance of 3 miles to the Northwest corner of Section 29, T. 31 N., R. 59 E.; thence East, a distance of 1 mile to the Northeast corner of Section 29; T.31 N., R.59 E.; thence North a distance of 1 mile to the Northwest corner of Section 21; T.31 N., R.59 E., thence East a distance of 1 mile to the Northeast corner of Section 21; T.31 N., R.59 E.; thence North a distance of 3 miles to the Northwest corner of Section 3; T.31 N., R.59 E., thence East a distance of 1 mile to the Southwest corner of Section 35, T. 32N., R. 59 E.; thence North a distance of 6 miles to the Northwest corner of Section 2; T. 32N., R. 59 E. thence East a distance of 1 mile to the Southwest corner of Section 36, T. 33 N., R. 59 E.; thence North a distance of 2 miles to the Northwest corner of Section 25; T. 33 N., R. 59 E. thence East a distance of 2 miles to the Southwest corner of Section 20, T. 33 N., R. 60 E.; thence North a distance of 2 miles to the Northwest corner of Section 17; T. 33 N., R. 60 E. thence East a distance of 1 mile to the Northwest corner of Section 17; T. 33 N., R. 60 E. thence North a distance of 8 miles to the Northwest corner of Section 4, T. 34 N., R. 60 E.; thence East a distance of 4 miles to the Northeast corner of Section 1; T. 34 N., R. 60 E. thence South a distance of 3 miles to the Southeast corner of Section 13; T. 34 N., R. 60 E. thence East a distance of 3 miles to the Northeast corner of Section 21, T. 34 N., R. 61 E.; thence South a distance of 12 miles to the Southeast corner of Section 16, T. 32 N.; thence West, a distance of 3 miles to the Southwest corner of Section 18, T.32 N.,R.61 E.; thence South, along the East line of R.60 E., a distance of 3 miles to the Southeast corner of Section 36, T.32 N.,R.60 E.; thence West, along the South line of T.32 N., a distance of 6 miles to the Southeast corner of Section 31, T.32 N.,R.60 E.; thence South, along the East line of T.59 N., a distance of 12 miles to the Southwest corner of Section 31, T.30 N.,R.60 E.; thence West, along the a South line of T.30 N., a distance of 6 miles to the Southwest corner of Section 31, T.30 N.,R.59 E.; thence South, along the East line of R.58 E., a distance of 12 miles to the Southeast corner of Section 36, T.28 E.,R.58 E.; thence West, along the South line of T.28 N., a distance of 4 mile to the Southwest corner of Section 33, T.28 N.,R.58 E.; thence South, a distance of 9 miles to the Southeast corner of Section 17, T.26 N.,R.58 E.; thence West, along the Elko\White Pine County Line, a distance of 2 miles to Northeast corner of Section 24, T.26 N.,R.57 E.; thence South, a distance of 6 miles to the Southeast corner of Section 13, T.25 N.,R.57 E.; thence West, a distance of 3 miles to the Southwest corner of Section 15, T.25 N.,R.57 E., being the point of beginning.

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Advice No.:

Issued By:
Aloa J. Stevens
Director
State Government Affairs

WELLS EXCHANGE AREA BOUNDARY

Commencing at the Southeast corner of Section 18, T.35N., R.60E., M.D.B. & M.; Thence West, a distance of 7 miles to the Southwest corner of Section 18, T.35N.,R.59E.; Thence North, along the West line of R.59E., a distance of 27 miles to the Northwest corner of Section 6, T.39N.,R.59E.; Thence East, along the North line of T.39N., a distance of 24 miles to the Northeast corner of Section 1, T.39N.,R.62E.; Thence South, along the East line of R.62E, a distance of 7 miles to the Northwest corner of Section 7, T.38N.,R.63E.; Thence East, a distance of 2 miles to the Northeast corner of Section 8, T.38N.,R.63E.; Thence South, a distance of 2 miles to the Southeast corner of Section 17, T.38N.,R.63E.; Thence West, a distance of 2 miles to the Southwest corner of Section 18, T.38N.,R.63E., Thence South, a distance of 29 miles to the Southeast corner of Section 12, T.33N.,R.62E.; Thence West, a distance of 7 miles to the Southwest corner of Section 12, T.33N.,R.61E.; Thence North, a distance of 1/2 of a mile to the East 1/4 corner of Section 11, T.33N.,R.61E.; Thence West, a distance of 1 mile to the West 1/4 corner of Section 11, T.33N.,R.61E., Thence North, a distance of 2 1/2 miles to the Northwest corner of Section 35, T.34N.,R.61E.; Thence East, a distance of 1/2 of a mile to the North 1/4 corner of Section 35, T.34N.,R.61E.; Thence North, a distance of 1/2 of a mile to the Center 1/4 corner of Section 26, T.34N.,R.61E.; Thence East, a distance of 1/2 mile to the East 1/4 corner of Section 26, T. 34 N.,R.61 E.; Thence North, a distance of 3 1/2 miles to the Northeast corner of Section 11, T.34N.,R.61E.; Thence West, a distance of 1/2 of a mile to the North 1/4 corner of Section 11, T.34N.,R.61 E.; Thence North, a distance of 1 mile to the North 1/4 corner of Section 2, T.34N, R.61E.; Thence West, a distance of 1/2 of a mile to Southwest corner of Section 35, T.35N, R.61E.; Thence North, a distance of 1 mile to the Northwest corner of Section 35, T.35N, R.61E.; Thence West, a distance of 1/2 of a mile to the South 1/4 corner of Section 27, T.35N, R.61E.; Thence North, a distance of 4 miles to the North 1/4 corner of Section 10, T.35N.,R.61E.; Thence East, a distance of 1/2 of a mile to the Southeast corner of Section 3, T.35N.,R.61 E.; Thence North, a distance of 4 miles to the Southwest corner of Section 14, T.36N.,R.61E.; Thence East, a distance of 1/4 of a mile to the Southwest corner of the East 1/2 of the Southwest 1/4 of Section 14, T.36N, R.61E.; Thence North, a distance of 1/2 of a mile to the Northwest corner of the East 1/2 of the Southwest 1/4 of Section 14, T.36N.,R.61E.; Thence East, a distance of 3/4 of a mile to the East 1/4 corner of Section 14, T.36N, R.61E.; Thence North, a distance of 2 miles to the East 1/4 corner of Section 2, T.36N., R.61E.; Thence West, a distance of 1/2 of a mile to the Center 1/4 corner of Section 2, T.36N.,R.61E.; Thence North, a distance of 1 1/2 miles to the South 1/4 corner of Section 26, T.37N., R.61E.; Thence West, a distance of 1/2 of a mile to the Southwest corner of Section 26, T.37N.,R61E.; Thence North, a distance of 1 mile to the Northwest corner of Section 26, T.37N., R.61E.; Thence West, a distance of 1/2 of a mile to South 1/4 corner of Section 22, T.37N.,R.61E.; Thence North, a distance of 1/2 of a mile to the Center 1/4 corner of Section 22, T.37N., R.61E.; Thence West, a distance of 1/2 of a mile to the West 1/4 corner of Section 22, T.37N., R.61E.; Thence North, a distance of 1/2 of a mile to the Northwest corner of Section 22, T.37N., R.61E.; Thence West, a distance of 1 1/2 miles to the North 1/4 corner of Section 20, T37N,R61E.; Thence South, a distance of 1 mile to the South 1/4 corner of Section 20, T.37N.,R.61E.; Thence West, a distance of 1 1/2 miles to the Northeast corner of Section 25, T.37N.,R60E.; Thence South, a distance of 1/2 of a mile to the East 1/4 corner of Section 25, T.37N.,R60E.; Thence West, a distance of 1 mile to the West 1/4 corner of Section 25, T.37N.,R60E.; Thence South, a distance of 3 miles to the West 1/4 corner of Section 12,T36N.,R.60E; Thence East, a distance of 1/2 of a mile to the Center 1/4 corner of Section 12, T.36N., R.60E.; Thence South, a distance of 1/2 of a mile to the South 1/4 corner of Section 12, T.36N.,R.60E.; Thence West, a distance of 1/2 of a mile to the Northeast corner of Section 14, T.36N.,R.60E.; Thence South, a distance of 1/2 of a mile to the East 1/4 corner of Section 14, T.36N.,R.60E.; Thence West, a distance of 1 mile to West 1/4 corner of Section 14, T.36N.,R.60E.; Thence South, a distance of 2 1/2 miles to the Southeast corner of Section 27, T.36N.,R60E.; Thence West, a distance of 2 miles to the Northeast corner of Section 32, T.36N.,R60E.; Thence South, a distance of 1 mile to the Southeast corner of Section 32, T.36N.,R.60E.; Thence West, a distance of 1 mile to the Southeast corner of Section 31, T.36N.,R.60E.; Thence South, a distance of 3 miles to the Southeast corner of Section 18, T.35N., R.60E., Being the point of beginning.

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Issued: November 12, 2002

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Issued By:
Aloa J. Stevens
Director
State Government Affairs

WELLS BASE RATE AREA BOUNDARY

Beginning at the Southeast corner of the Northwest 1/4 of the Northwest 1/4 of Section 10, T. 37N., R. 62 E., M.D.B. & M.; thence in a Southerly direction to the Southwest corner of the Southeast 1/4 of the Northwest 1/4 of said Section 10; thence in an Easterly direction to the Northeast corner of the Northwest 1/4 of the Southeast 1/4 of said Section 10; thence in a Southerly direction to the Southeast corner of the Southwest 1/4 of the Southeast 1/4 of said Section 10; thence in a Westerly direction to the South 1/4 corner of Section 9, T. 37 N., R. 62 E., M.D.B. & M.; thence in a Northerly direction to the center of said Section 9 thence in a Westerly direction to the Southwest corner of the Southeast 1/4 of the Northwest 1/4 of said Section 9; thence in a Northerly direction to the Northwest corner of the Northeast 1/4 of the Northwest 1/4 of said Section 9; thence in an Easterly direction along the line common to Section 4 and Section 9, T. 37 N., R. 62 E., M.D.B. & M. a distance of 900 feet to a point; thence North a distance of 240 feet to a point; thence East to a point on the Northwest right-of-way line of Humboldt Avenue, City of Wells, Nevada; thence in a Northeasterly direction along the said Northwest right-of-way line of Humboldt Avenue to its point of intersection with the Northeasterly right-of-way line of 5th Avenue extended; thence in a Northwesterly direction along the said Northeasterly right-of-way line of 5th Avenue extended a distance of 570 feet to a point; thence in a Northeasterly direction along a line parallel to the said Northwesterly right-of-way line of Humboldt Avenue to its point of intersection with the Southwest boundary of the Southern Pacific Railroad right-of-way; thence in a Southeasterly direction along the said Southwest boundary of the Southern Pacific Railroad right-of-way to its point of intersection with the Northwest right-of-way line of Wells Avenue; thence in a Northeasterly direction along the said Northwest right-of-way line of Wells Avenue to its point of intersection with the Northeasterly right-of-way line of 9th Street; thence in a Southeasterly direction along the said Northeasterly right-of-way line of 9th Street to its point of intersection with the Northwest right-of-way line of Starr Avenue; thence in a Northeasterly direction along the said Northwest right-of-way line of Starr Avenue to its point of intersection with the Northeasterly right-of-way line of 10th Street; thence in a Southeasterly direction along the said Northeasterly right-of-way line of 10th Street to its point of intersection with the Southeasterly right-of-way line of Shoshone Avenue; thence in a Southwesterly direction along the said Southeasterly right-of-way line of Shoshone Avenue to its point of intersection with the Northeasterly right-of-way line of 6th Street; thence in a Southeasterly direction along the said Northeasterly right-of-way line of 6th Street to its point of intersection with the South boundary of the Northwest 1/4 of the Northwest 1/4 of Section 10, T. 37 N., R. 62 E., M.D.B. & M.; thence in an Easterly direction along the South boundary of the Northwest 1/4 of the Northwest 1/4 of said Section 10 to the Southeast corner of the Northwest 1/4 of the Northwest 1/4 of the said Section 10 which is the point of beginning.

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Aloa J. Stevens
Director
State Government Affairs

WENDOVER EXCHANGE AREA BOUNDARY

Beginning at the northwest corner of Section 7, T. 33 N., R.70 E. M.D.B. & M. Elko County, Nevada; Thence east along the north line of Sections 7, 8, 9, and 10 T. 33 N., R. 70 E. M.D.B. & M. to a point on the Nevada, Utah state line; Thence south 3 miles along said state line to a point on the south line of Section 22, T. 33 N., R. 70 E. M.D.B. & M.; Thence west along the south line of Sections 22, 21, 20, and 19 T.33N., R.70E. M.D.B. & M. to the Southwest corner of said Section 19; Thence north along the west line of Sections 19, 18, 7 and T. 33 N., R. 70 E. M.D.B. & M. to the Northwest corner of said Section 7 the point of beginning.

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State Government Affairs

WENDOVER BASE RATE AREA BOUNDARY

Beginning at the northeast corner of Section 15, T-33N, R-70E, M.D.B. & M and the Nevada-Utah border; thence in a southerly direction to a point of 3,530' along the eastern boundary of Section 15, T-33N, R-70E, M.D.B. & M.; thence in a westerly direction to the point of contact with the western boundary of Section 15 and a point 3,530' south of the northwest corner of Section 15, T-33N, R-70E, M.D.B. & M.; thence in a northerly direction to the S.E. corner of the N.E. 1/4 of Section 16, T-33N, R-70E, M.D.B. & M.; a distance of 892'; thence in a westerly direction, along the 1/2 section boundary of Section 16 and 17 to the point of contact with the S.W. corner of the N.E. 1/4 of Section 17, T-33N, R-70E, M.D.B. & M.; a distance of 2, 641'; thence in an easterly direction along the northern boundary through Sections 17, 16 and is to the N.E. corner of Section 15, T-33N, R-70E, M.D.B. & M., which is the point of beginning.

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Director
State Government Affairs

Schedule No. A-1

LOCAL SERVICE RATES AND CHARGES

I. APPLICATION OF RATES AND CHARGES

- A. Local exchange access service rates and charges as specified in this Schedule are for basic local exchange access service and facilities only. The rates for other ancillary services not specifically shown in this Schedule are presented in other Schedules of this tariff.
- B. Unless otherwise specified, the Rates and Charges quoted in this Schedule are for periods of one month, payable in advance, and provide unlimited flat rate calling within the exchange area.
- C. Where Extended Area Service (EAS) is provided, the monthly local exchange service rate includes all EAS charges and provides unlimited calling within the home exchange and all other exchanges as specified in the Extended Area Service calling scope. EAS is offered from the following exchanges:

IMPLEMENTATION DATES

1)	Elko Exchange:	EAS to Lee Jiggs	1/31/94
2)	Elko Exchange:	EAS to Carlin	1/31/94
3)	Lee Jiggs Exchange:	EAS to Elko	1/31/94
4)	Lee Jiggs Exchange:	EAS to Carlin	1/31/94
5)	Carlin Exchange:	EAS to Elko	1/31/94
6)	Carlin Exchange:	EAS to Lee Jiggs	1/31/94

II. TERRITORY

Within the exchange areas of all exchanges as said areas are defined on the maps filed as part of the tariff schedules.

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Schedule No. A-1

LOCAL SERVICE RATES AND CHARGES
(Continued)

III. **ACCESS LINE RATES**

	<u>Business</u>		<u>Residence</u>	
	<u>Monthly Rate</u>	<u>Billing Code</u>	<u>Monthly Rate</u>	<u>Billing Code</u>
PBX Trunks	\$48.90	BTK	\$ --	--
Key Lines	35.00	KBL	15.30	KRL
One-Party	23.90	B1	10.65	R1
Two-Party*	21.35	B2	9.55	R2
Four-Party*	--	--	8.40	R4
Suburban*	19.00	BMU	8.40	RMU
Farmer Line #	5.95	SB4	2.90	SR4
Centrex Line	##	##	--	--

Federal and State Lifeline Credits for a Residence One-Party Line:

	<u>Broadband #####</u>	<u>Voice Only #####</u>
A. Residence Single-Party Line	\$10.65	\$10.65
1. End User Common Line Charge (EUCL)	6.50	6.50
2. Federal Lifeline Credit ###	9.25	5.25
3. Federal Subscriber Line Charge Waiver #####	0.00	1.25
4. State Lifeline Support Credit ###	3.50	3.50
5. Lifeline Charge before Taxes	\$4.40	\$7.15

- * See Special Condition Nos. 3, 4, 5 and 6.
- ** See Enhanced Lifeline Service for Tribal Lands. (Schedule No. A-26).
- *** Dollar amount is equal to the current Federal Subscriber Line Charge assessed by the Utility.
- # Farmer Line Service is limited to existing lines. (Schedule No. A-4)
- ## Centrex Line service and rates are shown under Schedule No. A-2, Digital Centrex Service.
- ### See Special Conditions 7, 8 and 9.
- #### Broadband: Service that includes qualifying broadband service; Voice Only: Voice with no qualifying broadband service as defined by 47C.F.R. Sec 54.403(a)(2). Only subscribers in FCC designated census blocks are eligible for Voice only Lifeline after 12/1/21. (C)
- ##### The Federal Subscriber Line Charge Waiver is waived by the Company and is not a federally funded discount. (C)

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Allison Ellis
Senior Vice President
Regulatory Affairs

Schedule No. A-1

LOCAL SERVICE RATES AND CHARGES
(Continued)

IV. SPECIAL CONDITIONS

1. PBX, Key Line, One-Party, Two-Party and Four-Party line services under this schedule will be provided inside and outside the base rate area at the above rates.
2. Rates listed above include local exchange calling between all stations within an exchange without additional charge. Calls between exchanges shall be at rates set forth in Schedule No. B-1, unless otherwise stated in the tariff - See Schedule No. A-1.I.C.
3. As facilities become available, all Two-Party Service, Four-Party Service, and Suburban Service customers will be upgraded to One-Party Service by specific geographic location, i.e., subdivision, street, development, etc. Customers subject to upgrade will be notified thirty (30) days prior to upgrade.
4. All new customers will be limited to One-Party Service unless, due to facility limitations, only Multi-Party Service is available. Once on Multi-Party Service, the customer may be subject to upgrade as outlined in Special Condition 3. above.
5. Suburban service, as limited by Special Condition 3. above, is furnished outside the base rate areas and is limited to a maximum of ten customers per line.
6. In conjunction with the upgrade of service mentioned in special conditions above, customers will be notified of a 90 day waiver period, commencing with the date of the notice, during which customers will incur no service charges for the upgrade or the addition of Custom Calling Services. (T)

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Steve Crosby
Senior Vice President
Regulatory Affairs

Schedule No. A-1

LOCAL SERVICE RATES AND CHARGES
(Continued)

IV. **SPECIAL CONDITIONS** (Continued)

7. To qualify for Lifeline Service an applicant must submit documentation, which proves that the applicant receives benefits from one or more of the following Public Programs of Assistance: (T)

- a. Medicaid
- b. Supplemental Nutrition Assistance Program
- c. Supplemental Security Income (SSI)
- d. Federal Public Housing Assistance (Section 8)
- e. Veterans Pension
- f. Veterans Survivors Pension; or

(C)
(C)
(D)

If the applicant's household income is at or below 135% of the Federal Poverty Guidelines criteria, the applicant must sign a document under penalty of perjury certifying their household income is at or below 135% of the Federal Poverty Guidelines and provide supporting documentation at the time of enrollment. The supporting documentation can include one of the following: (R)

- a. Prior year's federal or tribal tax return;
- b. Current income statements from an employer or paycheck stub;
- c. Social Security statement of benefits;
- d. Veterans Administration state of benefits;
- e. Retirement / pension statement of benefits;
- f. Unemployment/Workers Compensation statement of benefits;
- g. Federal or tribal notice letter of participation in Bureau of Indian Affairs General Assistance;
- h. Divorce Decree or Child Support Document.

(D)
(R)
(R)

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Senior Vice President
Regulatory Affairs

Schedule No. A-1

LOCAL SERVICE RATES AND CHARGES
(Continued)

IV. **SPECIAL CONDITIONS** (Continued)

7. (Continued)

In order to verify a customer's continued eligibility, the Utility shall contact those customers on an at least annual basis to determine whether or not the customers are still eligible to receive Lifeline or Tribal Link Up services. All customers that do not provide documentation pursuant to Special Condition 7 demonstrating their continued eligibility within 60 days will have their telephone service converted back to the full rate. (C)
(C)

(D)
(D)

8. A customer who is eligible for the Lifeline or Tribal Link Up programs, but has unpaid toll charges, shall be enrolled if the customer agrees to toll blocking and to set up a payment arrangement for the unpaid toll balance. To reestablish toll service the customer must pay any outstanding toll bill in full.

Toll Restriction is offered at no charge to qualifying low-income customers.

Lifeline will not be furnished on a Foreign Exchange basis.

9. Lifeline Telephone Service will be subject to the following restrictions:

(D)
(D)

Service will only be provided to the applicant's principal residence.

Applicants will only be allowed to subscribe to a single residential access line.

Toll restriction functionality is offered at no charge to those Lifeline Telephone Service customers who request it. (C)

Universal Service Fund (USF) Recovery Charge listed in the Utility's FCC Tariff will not be billed to Lifeline customers.

For additional conditions for application of this service see:

Deposits in Rule and Regulation No. 7.

Discontinuance and Restoration of Service in Rule and Regulation No. 11.

Consumer Bill of Rights in Rule and Regulation No. 24 (Sections 21 and 29).

See Schedule A-14 for Tribal Link Up.

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Schedule No. A-2

DIGITAL CENTREX SERVICE

I. APPLICABILITY

Applicable to business customers, at the option of the customer, requiring access line service from the Company.

II. TERRITORY

Within all exchange areas as said areas are defined on maps filed as part of the tariff schedules.

III. GENERAL

Digital Centrex Service is a central office based touch calling service provided for business customers from the Utility's suitably equipped digital central office facilities. This central office service offering is an alternative to, or an enhancement of, customer key and/or PBX systems.

Digital Centrex Service consists of access lines, intragroup calling lines, basic features, and optional features. Basic features are offered in a package group plus additional offerings. Optional features are individually priced. Centrex service does not include any customer premises equipment.

Digital Centrex equipment permits lines connected to the service to dial each other and to dial outgoing calls directly. Incoming calls are received by direct inward dialing from the calling party to the station line or through a console attendant.

Digital Centrex Services are provided using single party business Access Lines in conjunction with Intragroup Calling Service Lines for additional stations in the Digital Centrex group. The number of access lines in a group determines the maximum number of connections at a given time to the exchange network. If all of the Access Lines in a Digital Centrex group are busy, the Intragroup Calling Service Lines may be used for calling station to station or to activate features within the group.

The number of Digital Centrex Service lines which will be allowed to access the network at any given time can be restricted by Virtual Facility Group Software and will be determined by the individual customer's requirements.

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Director
State Government Affairs

Schedule No. A-2

DIGITAL CENTREX SERVICE
(Continued)

IV. **RATES**

1. Access Line (unrestricted, outside) Rate applicable to Business One Party Service, as shown in Schedule No. A-1, Local Service Rates and Charges, for each line. If a customer requests CITIZENS Digital Centrex features on a trunk(s) terminating in Multi-Line, or P(A)BX equipment, the associated rate applicable to Multi-Line or P(A)BX shall apply.

2. Intragroup Calling Service Line 2 or more, each line (See Special Condition No. 5) \$10.70

<u># Lines</u>	<u>Billing Code</u>	3 Year Monthly <u>Rate</u>	<u>Billing Code</u>	4 Year Monthly <u>Rate</u>	<u>Billing Code</u>	5 Year Monthly <u>Rate</u>
2-100		\$10.70		\$10.30		\$9.90
101-200		\$10.05		\$ 9.73		\$9.40
201-300		\$ 9.85		\$ 9.55		\$9.25
301-400		\$ 9.80		\$ 9.50		\$9.20
401 and over		Service will be provided on an individual case basis as approved by the Nevada Public Utilities Commission.				

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Schedule No. A-2

DIGITAL CENTREX SERVICE
(Continued)

IV. **RATES** (Continued)

3. **Features**

a. Basic Features, as listed in Special Condition 10, each line

(1) Basic Feature Package includes a maximum of six (6) selections from the Basic Features List.

		<u>Billing Code</u>	<u>Monthly Rate</u>
2-100	each line		\$3.75
101-200	each line		3.50
201-300	each line		3.25
301 and up	each line		3.00

(2) For each additional Basic Feature and Service \$.25

b. Optional Features, as listed in Special Condition 10, each line

(1) Alternate Routing \$1.50
(2) Virtual Facilities Group (VFG) \$1.50
(3) Line Arranged for Meridian Business Set \$1.50

Feature rates are applicable for both Digital Centrex Service Access Lines and Intragroup Calling Service Lines, except the VFG rate which applies only to those lines designated as Access Lines. The VFG rate does not apply if the customer requests the same number of Access Lines as stations.

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Schedule No. A-2

DIGITAL CENTREX SERVICE
(Continued)

V. SPECIAL CONDITIONS

1. Digital Centrex Service requires special central office equipment and will be provided only where there is available central office equipment with proper program updates as determined by the Utility.

Digital Centrex Service is limited to the availability of the Utility's facilities and construction requirements.

2. Explanation of Terms

- a. Intragroup Calling Service Lines - Lines designated as restricted lines, which provide communication paths for calls within the customer location.
- b. Virtual Facility Group (VFG) - A software package, which simulates a trunk group, such that the number of Digital Centrex lines which have access to the network, at any one time, is restricted.
- c. Primary Service Location - The continuous property designated by the customer as the primary location and/or at which the attendant's console position is located.
- d. Secondary Service Location - Each different premises of the same customer, not within the primary location, serviced by one or more stations of the same system. Stations in secondary locations may be serviced by primary or remote switching equipment. Remote switching equipment will be used where it is more economical than extending lines from the primary switching equipment.

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Schedule No. A-2

DIGITAL CENTREX SERVICE
(Continued)

V. **SPECIAL CONDITIONS** (Continued)

3. Digital Centrex Service:

- a. It is furnished for a minimum period and/or charge of one month.
- b. Requires that a customer subscribe to a minimum of two digital centrex service lines.
- c. Requires that a customer's lines are equipped with touch calling service for all digital centrex service lines.
- d. Access Line requirements will be based on the individual customer's traffic requirements.
- e. Requires that the customer's premises equipment is compatible with the service and equipment offered by the Utility.

4. Directory Listings

The Utility will furnish one alphabetical and one classified directory listing without charge per system. Additional listings will be offered subject to the provisions outlined in Schedule No. A-5, Directory Listings, or may be provided free if, in the judgment of the Utility, such listings will improve service to the public, reduce Utility operating costs, or both.

5. Remote Switching

If remote units are required to provide switch capabilities for Intragroup Calling Service Line purposes, they may be located on the customer's premises and will require suitable space which may include provisions for atmospheric control. Atmospheric control encompasses the following environmental requirements: (1) dust free, (2) controlled temperatures ranging from 65 to 85 degrees Fahrenheit, and (3) relative humidity of 20% minimum and 55% maximum.

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Schedule No. A-2

DIGITAL CENTREX SERVICE
(Continued)

V. **SPECIAL CONDITIONS** (Continued)

5. Remote Switching (Continued)

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

Any remote units and all systems cabling used in association with Digital Centrex Service are provided by and remain the property of the Utility.

In addition to the Access Line and Intragroup Calling Service Line rates, a charge to cover the cost of providing facilities to connect the remote switch at the customer's location to the Utility's central office, will be established on an individual basis.

6. Service Charges as set forth in Schedule No. A-12 will apply to this service.

(T)

7. Intragroup Calling Service rates apply to all lines not designated as outside Access Lines and restricted by the Virtual Facility Group feature to intragroup calls.

8. A contract is required for the three, four or five year monthly intragroup calling service line rate categories. The contract includes language permitting early termination of the contract only after receipt of an early termination payment. The early termination payment is calculated by repricing the intragroup line charges using the highest monthly rate for intragroup lines posted in this tariff and subtracting from this amount the actual intragroup line charges billed.

9. Limitation of Liability

Provisions covering limitation of liability and allowance for interruptions in service set forth in Rule and Regulation No. 14 shall apply to this service.

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Senior Vice President
Regulatory Affairs

Schedule No. A-2

DIGITAL CENTREX SERVICE
(Continued)

V. SPECIAL CONDITIONS (Continued)

10. Station Features

Station features are those which are assigned to each station causing only assigned stations to have the characteristic of the feature. Station features are divided into two groups; basic and optional.

Basic Station Features List

Automatic Identification of Outward Dialing (AIOD)
Automatic Line
Call Forward - All Calls
Call Forward Busy (T)
Call Forward Busy - All
Call Forward Busy - Intragroup
Call Forward No Answer (T)
Call Hold
Call Pick-up
Call Transfer
Call Waiting - All Calls
Call Waiting - Incoming
Call Waiting - Intragroup
Cancel Call Waiting
Call Pick-Up Groups
Circular Hunt (CIRC)
Common Control Switching Arrangement (CCSA)
Direct Inward Dialing (DID)
Direct Outward Dialing (DOD)
Directed Call Pick-Up - Non Barge-In (DCPU)
Distinctive Ring (T)
Distributed Hunt
Selective Call Rejection (T)

Schedule No. A-2

DIGITAL CENTREX SERVICE
(Continued)

V. SPECIAL CONDITIONS (Continued)

10. Station Features (Continued)

Basic Station Features List (Continued)

End-To-End Signaling	
First Hunt (FRST)	
Group Speed Calling (GSC)	
Individual Speed Call 30	
Individual Speed Call 8 ⁽¹⁾	(T) (T)(C)
Make Busy	
Manual Line	
Multi-Customer Operation	
Off-Premise Stations	
Sequential Hunt (SEQ)	
Special Service Facilities Access (SSFA)	
Station-To-Station Calling	
Stop Hunt	
3 Way Conference/Call Transfer	(T)
Toll Restricted Services	
Voice/Data Protection	

Optional Features List

Alternate Routing
Virtual Facilities Group
Line Arranged for Meridian Business Set

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016. (N)

Schedule No. A-2

DIGITAL CENTREX SERVICE
(Continued)

V. **SPECIAL CONDITIONS** (Continued)

11. Station Features Definitions

Basic Features:

AUTOMATIC IDENTIFICATION OF OUTWARD DIALING (AIOD): AIOD allows a business to track calls for cost allocation by creating a record of billable calls placed and the line(s) originating the call(s).

AUTOMATIC LINE: This feature provides an automatic connection between a calling station that goes off-hook and a preassigned Directory Number (DN).

CALL FORWARD - ALL CALLS: Allows a subscriber to have all incoming (intragroup and DID) calls automatically forwarded to a preassigned DN.

CALL FORWARD BUSY: Provides the capability to automatically forward incoming calls (originating from an outside group) destined to a busy subscriber to a predetermined subscriber within the same customer group. (T)

CALL FORWARD - BUSY ALL: Provides the capability to automatically forward all incoming (intragroup and DID) calls automatically forwarded to a preassigned DN.

CALL FORWARD BUSY - INTRAGROUP: Provides the capability to automatically forward intragroup calls (those which originate and terminate within the group) destined to a busy subscriber, to another predetermined subscriber within the same customer group.

CALL FORWARD NO ANSWER: Call Forward No Answer is a station option that allows a terminating call to an idle subscriber to be forwarded automatically to a Preassigned DN within the group, if the call is not answered within a preselected number of ringing cycles. (T)

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Schedule No. A-2

DIGITAL CENTREX SERVICE
(Continued)

V. **SPECIAL CONDITIONS** (Continued)

11. Station Features Definitions (Continued)

Basic Features: (Continued)

CALL HOLD: The Call Hold feature allows a subscriber to place one call on hold for any length of time, provided neither party goes on hook.

CALL PICKUP: Permits a subscriber to answer incoming calls to another station by dialing a feature activation code.

CALL PICK-UP GROUPS: The software package provides the ability to have multiple Call Pick Up Groups (CPUGs) - up to 50 within a single customer group.

CALL WAITING - ALL CALLS: The basic Call Waiting feature (also known as Call Waiting, All Calls) informs a subscriber who is on an established call that a third party, either from within or outside the customer group, is trying to reach him/her.

CALL WAITING -INCOMING: This feature informs a subscriber who is on an existing call that a third party from outside the customer group is trying to reach him/her.

CALL WAITING - INTRAGROUP: The Call Waiting, intragroup option informs a subscriber who is on an existing call that a third party from within the customer group is trying to reach him/her.

CANCEL CALL WAITING: Cancel Call Waiting is a line option that allows a subscriber to prevent, on a per-call basis, any incoming or intragroup from being call-waited on his/her line.

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Schedule No. A-2

DIGITAL CENTREX SERVICE
(Continued)

V. **SPECIAL CONDITIONS** (Continued)

11. Station Features Definitions (Continued)

Basic Features: (Continued)

CIRCULAR HUNT (CIRC): Hunting starts with the line associated with the dialed DN of the hunt group and continues over all the lines until the lines of the hunt group are searched once or the call is completed to an idle line, whichever occurs first.

COMMON CONTROL SWITCHING ARRANGEMENT (CCSA): This feature enables station users in the customer group to gain access to the Common control Switching Arrangement (CCSA), a state and federal government private network, by using special access codes and dialing patterns.

DIRECT INWARD DIALING (DID): This service allows incoming calls from the exchange network to reach a specific customer group station without attendant assistance. The calling party dials the seven digit DN to reach a specific station.

DIRECT OUTWARD DIALING (DOD): DOD service allows lines within a customer group to place calls to the exchange network, without attendant assistance, by dialing the DOD access code (normally digit "9"), receiving a second dial tone, and then dialing the external number.

DIRECTED CALL PICKUP - NON BARGE-IN (DCPU): The DCPU feature permits a subscriber to answer a call that is ringing any other line within the same customer group.

DISTINCTIVE RING: A subscriber may want to identify certain call types by applying a distinctive ringing cadence to calls terminating on his/her line. Distinctive Ring produces a different ringing cadence for intragroup and DID calls that terminate to a line within a customer group.

(T)
(T)

Schedule No. A-2

DIGITAL CENTREX SERVICE
(Continued)

V. SPECIAL CONDITIONS (Continued)

11. Station Features Definitions (Continued)

Basic Features: (Continued)

DISTRIBUTED HUNT (RR): Hunting starts at the line in the group which follows the last line to which a call was completed and continues over all lines in a hunt group until all the lines are covered once or the call is completed to an idle line, whichever occurs first. Distributed Hunt is normally used when an equal call distribution is required.

SELECTIVE CALL REJECTION: This feature prevents incoming calls from terminating at your telephone and diverts them to either a busy tone (if you do not program a personal identification number [PIN] or an announcement if you do program a PIN) which indicates that the phone is in the Selective Call Rejection status. The announcement may instruct the caller to enter your PIN override code. Only incoming callers who know your chosen PIN and who are calling from a tone dial telephone can override the Selective Call Rejection feature by entering your PIN. An optional Distinctive Dial Tone may be provided to remind you that this feature is activated. (T)

END TO END SIGNALING: End-to-End Signaling enables a station user, while in the talking state, to send DTMF digits to the other end by using the dial pad of a 2500-type telephone set. End-to-End Signaling is used for services such as dictation control. (T)

FIRST HUNT (FRST): Hunting starts with the first line in the hunt group regardless of the DN dialed and continues to the end of the hunt group or until the call is completed to an idle line, whichever comes first. (T)

GROUP SPEED CALLING: The Group Speed Calling (GSC) feature two or more subscribers within a customer group to have access to the same Speed Calling list.

Schedule No. A-2

DIGITAL CENTREX SERVICE
(Continued)

V. **SPECIAL CONDITIONS** (Continued)

11. Station Features Definitions (Continued)

Basic Features: (Continued)

INDIVIDUAL SPEED CALL 30: The Individual Long List feature allows a subscriber to store up to 30 frequently dialed numbers so that they can be dialed automatically by using a two-digit code (normally *20 through *49) (T)

INDIVIDUAL SPEED CALL 8 ⁽¹⁾: This feature allows a subscriber to store up to eight frequently dialed numbers so that they can be dialed automatically by using a single digit code (normally *2 through *9). (T)(C)

MAKE BUSY: Allows a subscriber to make an individual station appear busy to incoming calls. Activating the feature at a station causes the hunt to skip that station.

MANUAL LINE: This feature provides an automatic connection between an operator and a calling subscriber who goes off-hook.

MULTI-CUSTOMER OPERATION: The MDC packages allow multi-located businesses to belong to the same customer group as long as they are served by the same DMS-10 and/or its associated remotes.

OFF-PREMISE STATIONS: ADC permits stations that are not located on the main premises of a business to still be configured within the same customer group and receive all features that are available to the stations located at the main site. These off-premise stations must be served either by the same host office, or by its associated remotes.

SEQUENTIAL HUNT (SEQ): Hunting starts with the line associated with the dialed DN and ends when the call is completed to an idle line or when the last line of the hunt group is reached, whichever occurs first.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016. (N)

Schedule No. A-2

DIGITAL CENTREX SERVICE
(Continued)

V. **SPECIAL CONDITIONS** (Continued)

11. Station Features Definitions (Continued)

Basic Features: (Continued)

SPECIAL SERVICES FACILITIES ACCESS (SSFA): By dialing an access code, a line and/or attendant has access to a business' special facilities such as Wide Area Telephone Service (WATS), tie lines, and/or one-way Foreign Exchange (FX) lines.

STATION-TO-STATION CALLING: Station-to-Station Calling permits customer group subscribers to complete calls to other subscribers within the same group by dialing a one-, two-, three-, or four-digit number.

STOP HUNT: Allows members of a hunt group to defeat the hunting sequence.

3 WAY CONFERENCE/CALL TRANSFER: The Call Transfer feature allows a subscriber to transfer an established call to another line, within or outside the customer group. In addition, a subscriber assigned Call Transfer automatically receives the privilege of forming a 3 Way conference, even if his/her line is not assigned the 3 Way Conference feature. (T)
(T)
(T)

TOLL RESTRICTED SERVICES: The Toll Restricted (TDN) feature restricts a line from originating dialed toll calls. Any attempted toll call originations are intercepted and routed to an announcement or tone (as defined in office data).

VOICE/DATA PROTECTION: This is a station option that will allow the subscriber to inhibit both Dial Call Waiting and Call Waiting, Originating from imposing Call Waiting tones on the station's line.

Optional Features

ALTERNATE ROUTING: Alternate Routing specifies a secondary treatment for a call in case the call is blocked while attempting the primary completion treatment.

VIRTUAL FACILITIES GROUP: A software package, which simulates a trunk group, such that the number of digital centrex lines which have access to the network, or at any one time, is restricted.

LINE ARRANGED FOR MERIDIAN BUSINESS SET: Centrex line arranged for the use of customer provided Meridian Business Sets. This feature enables Meridian Business Sets to interface with all Centrex basic and optional features.

Schedule No. A-3

MESSAGE CENTER SERVICE

I. APPLICABILITY

Applicable to business and residence service one party access line customers, at the option of the customer.

II. TERRITORY

Within the exchange areas of all exchanges as said areas are defined on the maps filed as a part of the tariff schedules.

III. DESCRIPTION OF SERVICE

Message Center Service is a central office based voice message system. The system records and stores voice messages for subsequent playback in a voice mailbox arrangement.

Message Center Service may be established as either integrated or stand alone type mailboxes. Integrated mailboxes are provisioned with an existing local exchange line and are activated when the line is busy or unanswered after a designated number of rings. Stand alone mailboxes have separate local telephone numbers and are not provisioned with an existing local telephone line. Stand alone mailboxes are activated directly or with call forwarding.

Message Center Service allows the owner to create a personalized greeting for callers, provides a user tutorial, usage prompts, mnemonic commands, password security, and name confirmation upon entry into the mailbox. The Basic, Enhanced, and Premium mailboxes also provide storage of the callers' messages with the time/date stamp on each message, the ability to override prompts, message forwarding to other mailboxes (if applicable), message waiting notification on mailboxes that are provisioned with a local exchange access line, and message retrieval available from any telephone.

Note: This service is grandfathered and is only furnished to the same customer, located on the same premises as of the effective date of this tariff. (N)
(N)

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Issued By:
Aloa J. Stevens
Director
State Government Affairs

Schedule No. A-3

MESSAGE CENTER SERVICE
(Continued)

IV. RATES

	<u>Monthly Rate</u>
1. <u>Greeting Only Message Center</u>	\$3.95
<u>Includes:</u>	
Greeting - Up to 3 minutes	
2. <u>Basic Message Center</u>	\$3.95
<u>Includes:</u>	
Message Length	2 minutes
Message Storage	15 messages
Unplayed Retention	7 days
Played Retention	3 days
Greeting Length	30 seconds
Time Date Stamp	
Give/Send/Answer (if part of a group)	
Message Scanning/Delete/Save	
3. <u>Enhanced Message Center</u>	\$4.95
<u>Includes:</u>	
Message Length	3 minutes
Message Storage	20 messages
Unplayed Retention	10 days
Played Retention	5 days
Greeting Length	45 seconds
Time Date Stamp	
Give/Send/Answer (if part of a group)	
Message Scanning/Delete/Save	
Group Broadcast	
Distribution List	

Note: This service is grandfathered and is only furnished to the same customer, located on the same premises as of the effective date of this tariff. (N)
(N)

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Aloa J. Stevens
Director
State Government Affairs

Schedule No. A-3

MESSAGE CENTER SERVICE

(Continued)

IV. **RATES** (Continued)

Monthly Rate

4. Premium Message Center

\$14.95

Includes:

Message Length	3 minutes
Message Storage	30 messages
Unplayed Retention	17 days
Played Retention	10 days
Greeting Length	60 seconds
Time Date Stamp	
Give/Send/Answer (if part of a group)	
Message Scanning/Delete/Save	
Alternate Answer	
Message Forwarding	
All options listed in section 5. below	

5. Option(s)

Pager Notification	\$5.00
Wake-up/Reminder	\$5.00
Group Broadcast	\$1.00
Partitioning/Trees	\$5.00
Distribution List	\$1.00

6. Miscellaneous charges:

Replace Lost Passcode (See Special Condition No. 15)	\$15.00
Change Alternate Answer Number	\$15.00

Note: This service is grandfathered and is only furnished to the same customer, located on the same premises as of the effective date of this tariff. (N)
(N)

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Aloa J. Stevens
Director
State Government Affairs

Schedule No. A-3

MESSAGE CENTER SERVICE

(Continued)

V. SPECIAL CONDITIONS

1. Message center service requires a dual tone multi-frequency (DTMF) compatible telephone set.
2. Calls made to local exchange telephone lines equipped with message center service will be automatically terminated on a designated mailbox when the line is busy or when the line is unanswered after a designated number of rings.
3. This service is available only to customers with one-party access line services.
4. The minimum charge for services provided under this schedule is one month.
5. The Utility makes no guarantee and assumes no liability for accuracy, performance or non-performance of the message center service. Credit adjustments will be made in accordance with the provisions outlined in Rule 14, Interruptions and Failures of Service.
6. Service Charges as set forth in Schedule No. A-12, Service Charges are applicable. (T)
7. Message center service is only offered where facilities and operating conditions permit.
8. Certain rotary hunting services may not be compatible with message center service.

Note: This service is grandfathered and is only furnished to the same customer, located on the same premises as of the effective date of this tariff.

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Issued By:
Steve Crosby
Senior Vice President
Regulatory Affairs

Schedule No. A-3

MESSAGE CENTER SERVICE
(Continued)

V. **SPECIAL CONDITIONS** (Continued)

9. Call Waiting service takes precedence over call forwarding to a mailbox.
10. Partitioning of Message Center mailboxes into sub-mailboxes does not increase the storage capacity of the message center mailbox. Partitioning subdivides the storage capacity of the message center mailbox.
11. Message Center Service may be provisioned to a telephone number not associated with a local exchange access line.
12. Message waiting notification is provided only on message center service associated with a local exchange telephone access line.
13. Some operating conditions, facilities restrictions and limitations may prevent Wake-up/Reminder from activating at the precise time designated by the customer.
14. The replace lost passcode charge will be waived for "one-time-only" during the first 60 days following installation of Message Center Service.
15. The number outdialed for pager notification or special delivery is restricted to the local calling area.

Note: This service is grandfathered and is only furnished to the same customer, located on the same premises as of the effective date of this tariff. (N)
(N)

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Aloa J. Stevens
Director
State Government Affairs

Schedule No. A-3

MESSAGE CENTER SERVICE

(Continued)

V. **SPECIAL CONDITIONS** (Continued)

16. Directory Listings

If requested, the Utility will furnish one alphabetical directory listing without charge per telephone number not associated with an access line used in conjunction with message center service. Additional listings will be offered subject to the provisions outlined in Schedule No. A-5, Directory Listings, or may be provided free if, in the judgment of the Utility, such listings will improve service to the public, reduce Utility operating costs, or both.

17. Rates for customized mailboxes will be provided under special contract - subject to approval by the Commission.

18. Limitations of Liability

Provisions covering limitations of liability and allowance for interruption in service set forth in Rule No. 14 shall apply to this service.

19. FEATURE DESCRIPTIONS

ALTERNATE ANSWER

A telephone number can be selected for call transfer in the event a "live" voice is required. This telephone number is changeable only by the Utility.

Note: This service is grandfathered and is only furnished to the same customer, located on the same premises as of the effective date of this tariff. (N)
(N)

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Aloa J. Stevens
Director
State Government Affairs

Schedule No. A-3

MESSAGE CENTER SERVICE

(Continued)

V. **SPECIAL CONDITIONS** (Continued)

19. **FEATURE DESCRIPTIONS** (Continued)

AUTOMATIC WAKE-UP

This feature enables the delivery of a wake-up message to a designated local telephone number at a prespecified time. The customer may change the time and date of the wake-up message.

CUSTOMIZED MAILBOX

Any Message Center Service arrangement that deviates from the standard offerings. Customized Message Center Service will be handled on an individual case basis.

GREETING LENGTH

The time allotted for the message a caller hears when accessing a mailbox.

GREETING ONLY MESSAGE CENTER

Mailbox equipped to play a greeting, but caller will not be allowed to leave messages.

GROUP BROADCAST OPTIONS

This feature allows a customer to establish and send a message to a group of mailboxes simultaneously.

MAILBOX

The location where messages left by calling parties reside until acted upon by the customer to Message Center service.

Note: This service is grandfathered and is only furnished to the same customer, located on the same premises as of the effective date of this tariff. (N)
(N)

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Aloa J. Stevens
Director
State Government Affairs

Schedule No. A-3

MESSAGE CENTER SERVICE

(Continued)

V. **SPECIAL CONDITIONS** (Continued)

19. **FEATURE DESCRIPTIONS** (Continued)

MESSAGE FORWARDING

Allows caller(s) to hear the Message Center customer's greeting, while the incoming message is forwarded to a mailbox selected by the Message Center customer.

MESSAGE LENGTH

The maximum time, in minutes, a caller has to leave a message in mailbox.

MESSAGE MARKING

When leaving a message, customers can mark the message "Private" or "Urgent". Private messages cannot be forwarded, urgent messages are played before all other messages. Two other options are "Return Receipt Requested", which advises the caller when the recipient listens to the message and "Future Delivery", which allows customers to select the time and date that the message is to be delivered. Maximum future delivery window is 30 days.

MESSAGE RETENTION

The number of days a message is allowed to remain in the mailbox.

MESSAGE SENDING

Allows customers to send messages to other mailboxes or groups of mailboxes individually or simultaneously.

Note: This service is grandfathered and is only furnished to the same customer, located on the same premises as of the effective date of this tariff.

(N)
(N)

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Aloa J. Stevens
Director
State Government Affairs

Schedule No. A-3

MESSAGE CENTER SERVICE

(Continued)

V. **SPECIAL CONDITIONS** (Continued)

19. **FEATURE DESCRIPTIONS** (Continued)

MESSAGE STORAGE

The maximum quantity of messages a user may save for subsequent retrieval.

MESSAGE WAITING NOTIFICATION

Special dial tone indicates a new message in waiting. Regular dial tone returns after message is retrieved, erased or stored.

PAGER NOTIFICATION

Notifies a specific pager unit that a message is in the mailbox.

PARTITIONED MAILBOXES

Customers can create and delete sub-mailboxes for suppliers, clients or household members. Messages can be left in a particular mailbox. Only passcode holders can retrieve messages. Configuration determines if sub-mailboxes can send messages, replies and copies of messages to other mailboxes in or out of the partition.

PERSONAL GREETING

A changeable, recorded greeting to callers, such as itinerary, phone numbers or special instructions.

PLAYED RETENTION

The number of days a message that has been played will be allowed to remain in a mailbox.

WAKE-UP/REMINDER

Provides user the capability to record reminders that will be delivered to their telephone number. Reminders can be delivered the same day or as a wake-up call.

Note: This service is grandfathered and is only furnished to the same customer, located on the same premises as of the effective date of this tariff. (N)
(N)

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Issued By:
Aloa J. Stevens
Director
State Government Affairs

SSchedule No. A-4

(N)

FARMER LINE SERVICE

I. **APPLICABILITY**

Applicable to farmer line service for existing lines.

II. **TERRITORY**

Within the suburban areas of all exchanges, except the Wendover exchange, as said areas are defined on maps filed as part of the tariff schedules for Elko County.

III. **RATES**

Total Number of Stations In Exchange	Rate Per Month (Each Access Line)	
	Residence Service	Business Service
300 Stations or less	*	*
Station Set	*	*

IV. **MINIMUM REQUIREMENTS**

5 Stations per circuit

* Applicable charges as filed in Schedule No. A-1, Local Service Rates and Charges.

(N)

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Aloa J. Stevens
Director
State Government Affairs

Schedule No. A-4

FARMER LINE SERVICE
(Continued)

V. SPECIAL CONDITIONS (Continued)

1. Rates for service comprehend local service without additional charge to all stations receiving service from the exchange to which connected. Bills for service will be rendered monthly.
2. Service is furnished outside the base rate area and normally within the exchange area. A farmer line station shall not be located within the base rate area. A farmer line shall not extend across an exchange area boundary.
3. The Company will provide, own and maintain all lines and facilities used to furnish farmer line service to the boundary of the base rate area. The subscriber will provide, own and maintain all lines and facilities beyond the boundary of the base rate area.
4. Farmer line service will be furnished to lines as a whole only. It shall be the duty of the members of each farmer line to appoint or designate a secretary or manager for such line and no new member shall thereafter be connected to said line nor will the Company assign a number to a new member on such line except on written authority from such secretary or manager. Telephone service will be furnished to a farmer line only when service at the above rates is subscribed for in connection with each telephone connected to the line. Should a telephone for which service has not been subscribed be connected to a line, it shall be the duty of the secretary or manager to disconnect such telephone and refuse to permit its reconnection until proper arrangements have been made for service with both the manager of the line and the Company. The Company shall render bills for exchange and toll service to the individual members of the farmer line unless requested to do otherwise by the secretary or manager. If a subscriber fails to pay a bill within the period set forth under Rules and Regulations, the Company may ask the secretary or manager to assist in collecting the unpaid bill. If, after reasonable effort, the secretary or manager is unable to effect collection, the Company will assume full responsibility for the unpaid charges. In case the Company does not secure payment of all charges against each member on any line within the period set forth under rules and Regulations, the Company may deny exchange and toll telephone service to the line as a whole until the bill for such charges shall have been paid or until the Company shall have received notification from the secretary or manager that the telephone of the member or members from whom payment has not been received has been discontinued from the line.

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Aloa J. Stevens
Director
State Government Affairs

Schedule No. A-4

FARMER LINE SERVICE
(Continued)

V. **SPECIAL CONDITIONS** (Continued)

5. Farmer line service will be furnished provided the line and other facilities owned by the subscriber or subscribers are properly constructed and in an operating condition. The Company reserves the right to discontinue telephone service to a subscriber or subscribers served by a farmer line by disconnection of such farmer line if a fault in any part of the line or other facilities provided by the subscriber or subscribers causes interference with service furnished to other subscribers, and may refuse to reconnect the line until the fault is corrected and the line and other subscriber-owned facilities are placed in an operating condition.
6. Service will be furnished subject to the same conditions as to the use of the service by other than the subscriber and his representatives, which are applicable in connection with other classifications of subscriber's telephone service.
7. A farmer line may not be connected to more than one exchange. In the event that the farmer line is so connected, and upon failure, after notice to the subscribers of record on that line, to comply with the above provision, the company shall then have the right to disconnect that line.
8. Farmer line service is limited to existing farmer lines. Customers may be added to existing lines provided all conditions above are satisfied. When all customers on a farmer line have disconnected, the farmer line cannot be reinstated at a later time.

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Issued By:
Aloa J. Stevens
Director
State Government Affairs

Schedule No. A-5

DIRECTORY LISTINGS

I. APPLICABILITY

Applicable to listings in the alphabetical section of the directory.

II. TERRITORY

Throughout the whole area served by the company in Elko County.

III. RATES

		Rate Per Month		
		<u>Business</u>	<u>Residence</u>	
1.	Primary service listings for customers who have telephone service in an exchange served by the directory	No Charge	No Charge	(T)
2.	Additional Listing	\$1.50	\$1.00	
3.	Additional Listing - Joint User	2.00	-----	
4.	Line of Information	1.50	1.00	
5.	Reference Listing	1.50	1.00	
6.	Nonpublished Service	1.00	1.00	
7.	Foreign Listing, each ⁽¹⁾	1.50	1.00	(T)
8.	Non-Listing	3.60	3.60	(N)

(1) See Special Condition 13.

Schedule No. A-5

DIRECTORY LISTINGS
(Continued)

IV. SPECIAL CONDITIONS

1. Listings in the alphabetical section of the telephone directory are intended solely for the purpose of identifying the customer's telephone numbers as an aid to the use of telephone service.
2. Business listings consist of a name, the address of the premises on which the primary station, switchboard or receiving station is located, and the telephone number. A designation descriptive of the business will be included if the name does not indicate the nature of the business.
3. Business listings may be those of an individual engaged in a business or profession, names of firms or members thereof, the names of corporations or the officers thereof, the names of employees or departments and branches of the business. When an additional listing involves the name of a member of a firm or an officer of a corporation, or a trade name, the listing shall include a reference to the name of firm, company or corporation subscribing to the telephone service and may include the same business designation as the primary service listing or a designation descriptive of connection with the firm. A trade name may be used as a listing when the business is conducted under the name, as may be evidenced by the fact that the telephone service is so subscribed for, or in the case of an extra listing, is authorized in writing by the proper authority.
4. All additional listings in connection with a customer's service, except night service, must bear the same address and telephone number as the primary listing except that additional listings in connection with extension stations not located in the same premises as the primary station may show the address at which the station is located. Listings in connection with joint user service must bear the same address and telephone number as the listed service of the customer at the address at which joint user service is rendered.
5. Residence listings consist of a name, an abbreviation indicating "residence", the address of the premises at which service is furnished, and the telephone number.
6. Residence listings may be those of the subscriber or members of the subscriber's domestic establishment residing in the premises in which the subscriber's service is provided.

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Issued By:
Aloa J. Stevens
Director
State Government Affairs

Schedule No. A-5

DIRECTORY LISTINGS
(Continued)

IV. SPECIAL CONDITIONS (Continued)

7. Residence listings of professional subscribers may include the same designation of title or profession as their business service listings. When professional customers are not subscribers to business service, the listings may include designation of title. Residence listings of clergymen, professors, military or naval officers may, for purpose of identification, include designation of title.
8. The charges for additional listings begin with the day they are entered in the information records and when such listings are included in the directory they may not be discontinued until the end of the directory period unless the listed party or concern vacates the subscriber's premises or subscribes for service of the same class as furnished the subscriber or unless subscriber's service is discontinued, or in the case of guest listing, the listed party becomes a subscriber to residence service in his own name in the same exchange.
9. All applications for additional listings and lines of information shall be made by the customer or authorized agent.
10. Telephone numbers of public telephones will not be listed in the directory.
11. All applications for reference listings to the service of another subscriber shall be signed by both subscribers who are parties to the arrangement or by their authorized agents. The charges for listings referring to the service of another subscriber begin with the day they are entered in the information records and when such listings are included in the directory they may not be discontinued until the end of the directory period. Listings will be discontinued until the end of the directory period upon the written order of either of the subscribers concerned or his authorized agent.
12. The Company is liable for errors or omissions in the listings of its subscribers in the telephone directory in an amount not in excess of the charge for that exchange service during the effective life of that directory in which the error or omission is made.
13. A customer may request a listing in the alphabetical section of a directory other than the directory in which the Primary Listing appears. The rate for Foreign Listing will apply and will be billed annually. A Foreign Listing is a listing in a directory of an exchange other than the one in which the Primary Listing is furnished.

(N)
|
(N)

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Issued By:
Aloa J. Stevens
Director
State Government Affairs

Schedule No. A-5

DIRECTORY LISTINGS
(Continued)

IV. SPECIAL CONDITIONS (Continued)

14. Nonpublished Service

(T)

- a. Nonpublished service is an arrangement where a customer's listing is omitted from both the telephone directory and information listing. This information, as well as call-forwarding information for such nonpublished telephone numbers, shall be released by the Company in response to legal process or to certain authorized governmental agencies provided the requesting agency complies with Rule No. 25 established for the release of nonpublished information.
- b. No charge will be made for nonpublished numbers for customers having a listed number in the same exchange under the same listing.
- c. Neither the Company, nor its officers, directors, employees, or agents shall be liable for any damages to the customer or any third party arising out of the failure of the customer to receive calls because of the customer's subscription to nonpublished service, whether or not such failure results from the negligence or other act or failure to act, of Company or its officers, directors, employees, or agents.
- d. No liability for damages arising from publishing the telephone number of nonpublished service in the telephone directory or disclosing of nonpublished telephone numbers to any person shall attach to the Telephone Company whether or not such publication or disclosure results from the negligence or other act or failure to act, of Company or its officers, directors, employees or agents. Where such number is published in the telephone directory, the Telephone Company shall refund any monthly charges assessed by the Telephone Company for the nonpublished service.

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Aloa J. Stevens
Director
State Government Affairs

Schedule No. A-5

DIRECTORY LISTINGS
(Continued)

IV. SPECIAL CONDITIONS (Continued)

14. Nonpublished Service (Continued)

- e. Customers subscribing to nonpublished telephone number service agree to release, indemnify and hold harmless the Company, and its officers, directors, employees, and agents from any and all loss, claims, demands, suits or other action or any liability whatsoever whether suffered, made, instituted or asserted by the customer or by any other party or person caused or claimed to have been caused directly or indirectly by its publication of such number or the disclosing of said number to any person, whether or not resulting from the negligence, or other act or failure to act, of Company or its officers, directors, employees, or agents.
- f. The Telephone Company may require any customer subscribing to nonpublished service to execute an agreement to the foregoing conditions; but, in no event shall the absence of such an agreement nullify or modify in any manner the limitations of liability set forth in this tariff.

15. Non-Listing

A listing that is available in directory assistance but not printed in the telephone directory.

(N)
|
(N)

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Issued By:
Jack Phillips
Director
Government & External Affairs

Schedule No. A-6

MILEAGE RATES

I. APPLICABILITY

Applicable to service involving mileage charges.

II. TERRITORY

Throughout the whole area served by the company in Elko County.

III. RATES

Each One-Quarter Mile
or Fraction Thereof
Airline Measurement
Rate per Month

(1) Off Subscriber's Premises and within the Exchange Area:
Each extension station line or private branch
exchange station line:

- (a) Where the terminals are in different
buildings on the same continuous property:
Each one-quarter mile or fraction thereof \$1.40
- (b) Where the terminals are on non-continuous property:
First one-quarter mile or fraction thereof 2.80
Each additional one-quarter mile or fraction thereof 1.40

(2) Answering and secretarial lines (See Special Condition No. 8)

- Answering Line .70
- Secretarial Line 1.40

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Issued By:
Aloa J. Stevens
Director
State Government Affairs

Schedule No. A-6

MILEAGE RATES
(Continued)

IV. SPECIAL CONDITIONS

1. The mileage rates under Rates (1) above are applicable in connection with extension and private branch exchange stations and are rated via the airline distance measured between the terminals of the line involved. No mileage charge applies in those cases where the terminals are in the same building. No mileage charge applies when the distance between the terminal is 300 feet or less, airline measurement.
2. No mileage charge is applicable to an extension from an off-premises extension station located in the same premises as its off-premises extension or within 300 feet, airline measurement, therefrom.
3. An off-premises extension station will be installed on other premises of the subscriber to the primary service station provided the station is for the use of the subscriber.
4. An off-premises extension station will be installed on other than the subscriber's premises provided the station is for the use of the subscriber.
5. A residence extension station will not be furnished on business premises.
6. In this schedule, "terminals" mean the stations between which the off-premises line is connected.

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Issued By:
Aloa J. Stevens
Director
State Government Affairs

Schedule No. A-6

MILEAGE RATES
(Continued)

IV. SPECIAL CONDITIONS (Continued)

7. For answering line, the mileage charge under Rates (2) shall be based on the airline distance measured between the termination on the answering equipment and the nearest point on the boundary of the base rate area. For secretarial line, the mileage charge shall be based on the portion of the airline distance between the central office and the termination on the telephone answering equipment which is in the suburban area.
8. The line used to serve extensions is inside wire if (1) the service is entirely on Private Property and (2) no Utility distribution facilities are used. Installation and maintenance of inside wire is the sole responsibility of the customer.

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Issued By:
Aloa J. Stevens
Director
State Government Affairs

Schedule No. A-7

PUBLIC TELEPHONE SERVICE - CONFINEMENT SERVICES

I. SPECIAL CONDITIONS

1. CONFINEMENT SERVICES OFFERED BY CITIZENS TELECOMMUNICATIONS COMPANY OF NEVADA

A. Description

Confinement Services offered by the Company are coinless telephone devices provided on the premises of local, county, state or federal confinement facilities, where potential usage by inmates participating in institutionally authorized telephone programs warrants establishing the service.

The customer, for purposes of this service, is the confinement facility who subscribes to Confinement Services offered by the Company. All calls placed from a confinement service telephone will be billed to the called party.

B. Regulations

(1) Confinement Services offered by the Company will be limited to exchanges where equipment, facilities and operating conditions permit.

(2) Confinement Services coinless telephone devices will be provided for the use of originating collect calls to numbers in the North American Numbering Plan (NANP) only.

(3) The Company will block calls, including but not limited to: (T)

a. Terminating calls outside the NANP jurisdiction.

b. Directory Assistance.

c. Service numbers, including but not limited to 611 and 811. (T)

d. Emergency services, such as 911.

e. Other operator service providers.

f. All WATS, 800, 900, 976-type services, both toll-free or pay-per-call numbers.

g. Telephone numbers as determined by the confinement facility administrators for the integrity and security of the facility, its employees and the public.

h. Telephone numbers as determined by the Company, use of which could result in fraud, including but not limited to, numbers that would allow the caller to place calls for which the originating number is billed.

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Aloa J. Stevens
Director
State Government Affairs

Schedule No. A-7

PUBLIC TELEPHONE SERVICE - CONFINEMENT SERVICES
(Continued)

I. **SPECIAL CONDITIONS** (Continued)

1. CONFINEMENT SERVICES OFFERED BY CITIZENS TELECOMMUNICATIONS COMPANY OF NEVADA (Continued)

B. Regulations (Continued)

4. Confinement Services offered by the Company will comply with all other rules and regulations of the Public Utilities Commission of Nevada that govern the provisioning of telephone service to inmates of confinement facilities within the State.

5. The Company will provide features and services as required by the confinement facility administrators and where facilities and operating conditions permit. These features and services may include but are not limited to: inmate personal identification numbers; restriction of call length; and message detail report of inmate usage.

C. Rates and Charges

Refer to Schedule No. A-42, Operator Services and Schedule No. B-1, IntraLATA Message Toll Telephone Service.

(C)
(C)

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Issued By:
Steve Crosby
Senior Vice President
Regulatory Affairs

Schedule No. A-8

REMOTE CALL FORWARD (RCF)

I. GENERAL

1. Remote Call Forward (RCF) is a service whereby a call placed from a station (the originating station) to a customer's (the RCF customer) telephone number in one exchange (the call location) is automatically forwarded by Company central office equipment to another station designated by the RCF customer (the terminating station) which is located in a different exchange. The subscriber to Remote Call Forward is responsible for dial type station to station local and toll charges applicable to calls transferred from the forwarding location to the terminating station. The charges apply for each call answered, including person to person and collect calls which are refused at the terminating station and are in addition to any equipment charges and to applicable rates and charges listed in II. RATES below.

II. RATES

		<u>Monthly Rate</u>	
		<u>Business</u>	<u>Residence</u>
1.	Remote Call Forward service		
a.	First network access line equipped	\$20.00	\$20.00
b.	Additional network access line equipped, each	20.00	20.00
2.	Service Charges as shown in Schedule No. A-12 of this tariff apply as follows:		(T)
a.	The Service Order Charge - Initial and Central Office Connection Charges apply when the RCF feature is initially installed or when an additional access line is equipped.		(T)
b.	The Service Order Charge - Subsequent and the Central Office Connection Charges apply for all subsequent number changes, either to the call forwarding location or to the terminating location number		(T)

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Steve Crosby
Senior Vice President
Regulatory Affairs

Schedule No. A-8

REMOTE CALL FORWARD (RCF)

(T)

III. CONDITIONS

1. The preceding rates are for the Remote Call Forward (RCF) feature and are in addition to EAS charges, if applicable. (T)
2. RCF is not offered where the terminating station is a public coin telephone.
3. The utility will not provide identification of the originating telephone number to the Remote Call Forward customer. (T)
4. Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.
5. RCF is not suitable for satisfactory transmission of data.
6. Call Forward is not available as a feature at the RCF terminating station. (T)
7. Remote Call Forward is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the utility. If, in the opinion of the utility, additional Remote Call Forward features at the call forwarding location or facilities at the terminating station are needed, the customer will be required to subscribe to such additional RCF features and facilities. In the event the customer refuses to subscribe to such additional RCF features and facilities, such customer's RCF service shall be subject to termination. (T)
8. Remote Call Forward is offered subject to availability of suitable facilities. (T)

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Senior Vice President
Regulatory Affairs

Schedule No. A-9

BASIC EXCHANGE TELEPHONE RADIO SERVICE (BETRS)

I. APPLICABILITY

Available to business and residence subscribers requesting local access services from exchanges equipped with certain telephone radio services.

II. TERRITORY

Applicable to the territory within the exchange areas as said exchanges are defined on the maps contained in this tariff.

III. RATES

The rates posted on Schedule No. A-1, Local Service Rates And Charges, of this tariff apply. The rate charged will depend on the class of service furnished, the type of service furnished and the grade of service furnished.

IV. SPECIAL CONDITIONS

1. All appropriate special conditions contained on Schedule No. A-1, Local Service Rates And Charges, will apply to this service.
2. All charges, rules and regulations contained in the tariff schedules apply to this service.
3. For service outside the base rate area, all radio and other equipment including but not limited to the antenna, telephone poles, ground rods, drop wires and protectors will be included in the line extension charges to the subscriber. Line extension charges are payable in advance and except as described in Schedule No. A-11, Line Extension Charges, are not refundable. The costs of construction will be adjusted downward to consider Utility provided line extension investment using the average cost of buried service connection facilities.

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Director
State Government Affairs

Schedule No. A-9

BASIC EXCHANGE TELEPHONE RADIO SERVICE (BETRS)
(Continued)

IV. **SPECIAL CONDITIONS** (Continued)

4. The subscriber is responsible for providing and maintaining commercial AC power to the radio site location serving the customer. In the event commercial power is not available, the subscriber may request the Utility to provide a solar power source. The Utility will provide a solar power source at charges to the customer based on estimated costs of such service.
5. If the radio utilized to provide BETRS is for the use of more than one customer or at the Utility's option, the Utility will be responsible for the provisioning of an appropriate power source.
6. For BETRS, customer is responsible for trenching pursuant to telephone company specifications from the antenna site to the standard network interface.
7. Service under this schedule will be provided only from exchanges suitably equipped and only to subscribers within the geographical area that such exchanges are equipped to support.
8. Service under this schedule will be provided only after the subscriber has demonstrated to the Utility's satisfaction that all necessary rights of way and easements necessary to provide the service have been received.
9. Service will not be provided to new subscribers if the provisioning of such service will adversely affect the service of existing BETRS subscribers.
10. Installation intervals for BETRS subscribers will be determined on a customer specific basis.

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State Government Affairs

Schedule No. A-10

BUNDLED SERVICES

CITIZENS SELECT / CITIZENS SELECT PLUS ⁽²⁾

(T)

I. GENERAL

1. Citizens Select plans provide a flat rate residential access line and bundled services/features as listed in the specific plans. Residential customers subscribing to one of the following packages are entitled to unlimited use of the selected services/features.

2. Citizens Select

Customers subscribing to this plan may select up to seven (7) features from the following list:

- Basic Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID Number Only ^{(1) (3)}
- Caller ID with Name ⁽¹⁾
- Distinctive Ring
- Speed Call 8 ⁽¹⁾
- 3 Way Calling
- *69 Call Return
- *66 Busy Number Redial

(T)

(C)

(C)

(T)

⁽¹⁾ May select only one Caller ID feature.

(T)

⁽²⁾ Citizens Select and Citizens Select Plus Services have been Grandfathered as of August 22, 2003.

(T)

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

(N)

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

CITIZENS SELECT / CITIZENS SELECT PLUS ⁽³⁾ (Continued) (T)

I. GENERAL (Continued)

3. Citizens Select Plus

Customers subscribing to this plan may select any or all of the following services/ features.

- Anonymous Call Block/Rejection (T)
- Basic Call Forward (T)
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID Number Only ⁽¹⁾ ⁽⁴⁾ (T)(C)
- Caller ID with Name ⁽¹⁾ |
- Distinctive Ring (T)
- Selective Call Acceptance
- Selective Call Rejection
- Speed Call 8 ⁽²⁾ (T)(C)
- Speed Call 30 ⁽²⁾ ⁽⁴⁾ |
- 3 Way Calling (T)
- Toll Restriction
- Priority Call (T)
- Voice Mail Basic (T)
- *69 Call Return (T)
- *66 Busy Number Redial (T)

4. All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services/features requested in a Citizens Select plan shall apply.

⁽¹⁾ May select only one Caller ID feature. (T)
⁽²⁾ May select only one Speed Call feature. |
⁽³⁾ Citizens Select and Citizens Select Plus Services have been Grandfathered as of August 22, 2003. (T)
⁽⁴⁾ This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016. (N)

Schedule No. A-10

BUNDLED SERVICES
(Continued)

CITIZENS SELECT / CITIZENS SELECT PLUS ⁽¹⁾ (Continued)

II. **RATES AND CHARGES**

1. The Company reserves the right to waive the Service Order Charge - Subsequent as specified in Schedule No. A-12 for a period of ninety (90) days from the effective date of this Tariff. The waiver applies to the initial request for a Citizens Select plan(s) in association with an existing, additional or move from one location to another for a residential individual flat rate line. After the waiver period the applicable service order charge mentioned above will apply to a request for a Citizens Select plan. (T)
2. Service Charges as specified in Schedule No. A-12 of this Tariff are not applicable for a Citizens Select plan(s), upon initial installation of a residential flat rate line service. (T)
3. Service Charges as specified in Schedule No. A-12 of this Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizens Select plan. (T)
4. Existing Citizens Select customers cannot take advantage of promotions for any of the services/features specified in I. General (2. and 3.), preceding, unless specifically allowed by the terms and conditions of the promotion.
5. Citizens Select plans are provided at the following rates.

	<u>Monthly Rate</u>
a. Citizens Select	
- Per individual flat rate residence line – Includes choice of up to 7 services/features as specified in I. General, 2., preceding	\$26.95
b. Citizens Select Plus	
- Per individual flat rate residence line – May select any or all services/features as specified in I. General, 3., preceding	\$31.00

⁽¹⁾ Citizens Select and Citizens Select Plus Services have been Grandfathered as of August 22, 2003.

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

CITIZENS BUSINESS BUNDLE*

(C)

III. GENERAL

1. Citizens Business Bundle plans provide a flat rate for services/features as listed in the specific plans. Business customers subscribing to one of the following packages are entitled to unlimited use of the selected services/features. The Business Bundle plan is provided in conjunction with a single party business access line, as shown in Schedule No. A-1, Local Service Rates and Charges.

2. Citizens Business Bundle

Customers subscribing to this plan may select up to five (5) features from the following list:

- *66 Busy Number Redial
- *69 Call Return
- Anonymous Call Block/Rejection
- Basic Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID Number Only ⁽¹⁾ ⁽³⁾
- Caller ID with Name ⁽¹⁾
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Forward
- Selective Call Rejection
- Speed Call 8 ⁽²⁾ ⁽³⁾
- Speed Call 30 ⁽²⁾
- 3 Way Calling
- Toll Restriction
- Priority Call
- Voice Mail Basic

3. All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services/features requested in a Citizens Business Bundle plan shall apply.

⁽¹⁾ May select only one Caller ID feature.

⁽²⁾ May select only one Speed Call feature.

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of May 4, 2022.

(N)

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Regulatory Affairs

Schedule No. A-10

BUNDLED SERVICES
(Continued)

CITIZENS BUSINESS BUNDLE* (Continued)

(C)

IV. **RATES AND CHARGES**

2. The Company reserves the right to waive the Service Order Charge - Subsequent as specified in Schedule No. A-12 for a period of ninety (90) days from the time the Business Bundle is available in the serving Wire Center. The waiver applies to the initial request for a Citizens Select plan(s) in association with an existing, additional or move from one location to another for a business line. After the waiver period the applicable service order charge mentioned above will apply to a request for any Citizens Business Bundle plan.
2. Service Charges as specified in Schedule No. A-12 of this Tariff are not applicable for a Citizens Business Bundle plan(s), upon initial installation of a business line.
3. Service Charges as specified in Schedule No. A-12 of this Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizens Business Bundle plan.
4. Existing Citizens Business Bundle customers cannot take advantage of promotions for any of the services/features specified in III. General (2. and 3.), preceding, unless specifically allowed by the terms and conditions of the promotion.
5. Citizens Business Bundle is provided at the following rate.

Monthly Rate

- | | | |
|----|--|---------|
| a. | Business Bundle | |
| | - Per individual access line | \$19.95 |
| | - Includes choice of up to 5 services/features as specified in III. General, 2., preceding | |

* This service is grandfathered and limited to all existing subscribers at their existing locations as of May 4, 2022.

(N)

CITIZENS TELECOMMUNICATIONS COMPANY OF NEVADA
d/b/a Frontier Communications of Nevada
P.O. Box 340 Elk Grove, CA 95759
P.U.C.N. Tariff No. 1-B

ELKO DIVISION
3rd Revised Sheet No. 76.4
Cancels 2nd Revised Sheet No. 76.4

RESERVED FOR FUTURE USE

(C) (D)

(D)

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d/b/a Frontier Communications of Nevada
P.O. Box 340 Elk Grove, CA 95759
P.U.C.N. Tariff No. 1-B

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P.O. Box 340 Elk Grove, CA 95759
P.U.C.N. Tariff No. 1-B

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P.O. Box 340 Elk Grove, CA 95759
P.U.C.N. Tariff No. 1-B

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P.U.C.N. Tariff No. 1-B

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Regulatory Affairs**

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS*

(C)

I. APPLICABILITY

Applicable to one-party business customers requesting FrontierWorkssm Small Business Solutions.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices capable of providing FrontierWorkssm Small Business Solutions as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

FrontierWorkssm 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.

A. Bundle 1 – FrontierWorks – Enhanced Line with Voice Mail

1. One Business Access Line⁽¹⁾, including Call Forward Busy and Call Forward No Answer.
2. Voice Mail
3. Frontier® dial-up Internet Service (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federal and State Tariffed or Price-Listed)

Note 1: The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of May 4, 2022.

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS* (Continued) (C)

III. **GENERAL** (Continued)

B. Bundle 2 - Frontier Works – Enhanced Line with Voice Mail

1. One Business Access Line⁽¹⁾, including Call Forward Busy and Call Forward No Answer.
2. Voice Mail
3. 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. Frontier® DSL Max Internet Service (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federal and State Tariffed or Price-Listed)

C. Bundle 3 – Frontier Works – Enhanced Line with Second Line

1. Two Business Access Lines⁽¹⁾, including Call Forward Busy and Call Forward No Answer.
2. Voice Mail
3. Frontier dial-up Internet Service (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federal and State Tariffed or Price-Listed)

Note 1: The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of May 4, 2022. (N)

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS* (Continued)

(C)

III. **GENERAL** (Continued)

D. Bundle 4 - Frontier Works – Enhanced Line with Second Line

1. Two Business Access Lines⁽¹⁾, including Call Forward Busy and Call Forward No Answer.
2. Voice Mail
3. 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. Frontier® DSL Max Internet Service (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federal and State Tariffed or Price-Listed)

E. Bundle 5 - Frontier Works – Enhanced Line with Second Line

1. Two Business Access Lines⁽¹⁾, including Call Forward Busy and Call Forward No Answer.
2. Voice Mail
3. 512 Kbps / 256 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. Frontier® 512 Kbps Business DSL Internet Service (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federal and State Tariffed or Price-Listed)

Note 1: The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of May 4, 2022.

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS* (Continued) (C)

III. **GENERAL** (Continued)

F. Bundle 6 - Frontier Works – Enhanced Line with Second Line

1. Two Business Access Lines⁽¹⁾, including Call Forward Busy and Call Forward No Answer.
2. Voice Mail
3. 1 Mbps / 512 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. Frontier® 1 Mbps Business DSL Internet Service (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federal and State Tariffed or Price-Listed)

G. Bundle 7 - FrontierWorks – Enhanced Line without Voice Mail

1. One Business Access Line⁽¹⁾, including Call Forward Busy and Call Forward No Answer.

Note 1: The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of May 4, 2022. (N)

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS* (Continued) (C)

III. **GENERAL** (Continued)

H. Optional Services

The following services may be added to any of the bundles above:

1. FrontierWorkssm Select5

Choice of five of the following:

- Caller ID with Name
- Basic Call Forward
- Call Waiting/Cancel Call Waiting
- Speed Call 8 ⁽²⁾ or Speed Call 30
- 3 Way Calling
- *66 Busy Number Redial
- *69 Call Return
- Hunting ⁽¹⁾

2. FrontierWorkssm Select5 with Voice Mail

Voice Mail Service, plus choice of five of the following:

- Caller ID with Name
- Basic Call Forward
- Call Waiting/Cancel Call Waiting
- Speed Call 8 ⁽²⁾ or Speed Call 30
- 3 Way Calling
- *66 Busy Number Redial
- *69 Call Return
- Hunting⁽¹⁾

⁽¹⁾ 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 tariff. Call Forward Busy cannot be used with Hunting.

⁽²⁾ This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of May 4, 2022. (N)

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Schedule No. A-10

BUNDLED SERVICES

(Continued)

FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS* (Continued)

(C)

III. GENERAL (Continued)

H. Optional Services (Continued)

The following services may be added to any of the bundles above: (Continued)

3. Citizens Conference on Demand (Non-regulated)
4. Citizens Webexchange (Non-regulated)
5. FrontierPagessm free one-inch Yellow Pages advertisement (Non-regulated)

IV. RATES

- A. Unless otherwise stated elsewhere in this section, Service Charges as specified in Schedule No. A-12 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. Service Charges do not apply if the customer switches to another FrontierWorkssm Small Business Solutions bundle of greater value.
- D. The customer may add or delete the services or features of the FrontierWorks Select5 package without incurring a Service Charge.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of May 4, 2022.

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS* (Continued)

(C)

IV. **RATES** (Continued)

E. Monthly Rates

	-----Term-----		
	One Year	Two Years	Three Years
Bundle 1 - FrontierWorks – Enhanced Line with Voice Mail	\$64.00	\$60.00	\$58.00
Bundle 2 - FrontierWorks – Enhanced Line with Voice Mail	\$90.00	\$84.00	\$80.00
Bundle 3 - Frontier Works – Enhanced Line with Second Line	\$106.00	\$100.00	\$94.00
Bundle 4 - Frontier Works – Enhanced Line with Second Line	\$130.00	\$124.00	\$116.00
Bundle 5 - Frontier Works – Enhanced Line with Second Line	\$156.00	\$144.00	\$134.00
Bundle 6 - Frontier Works – Enhanced Line with Second Line	\$228.00	\$208.00	\$188.00
Bundle 7 - FrontierWorks – Enhanced Line without Voice Mail	\$32.40	\$31.90	\$31.40
	Monthly Rate		
FrontierWorks sm Select5	\$ 9.95		
FrontierWorks sm Select5 With Voice Mail	\$ 12.95		

* This service is grandfathered and limited to all existing subscribers at their existing locations as of May 4, 2022.

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS* (Continued)

(C)

V. SPECIAL CONDITIONS

- A. A bundle is available only to Business 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.
- B. The bundles are offered only under one-year, two-year, and three-year term contracts.
 - 1. If the tariffed rates change during the term of the contract, the contract rates will remain in effect during the term of the customer's contract.
 - 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.
 - 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.
 - 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 bundle rate under the contract and the bundle rate under a contract of the longest available 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 under the three-year contract and the rate under a two-year contract. If the cancellation occurs before the end of the minimum contract period, the rate differential shall be the difference between the rate under contract and the month-to-month rates of the component services of the bundle listed in the utility's tariff. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) to which the customer subscribed to the bundle before cancellation. The result shall be the early termination liability charge for the cancelled bundle.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of May 4, 2022.

(N)

Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS* (Continued)

(C)

V. **SPECIAL CONDITIONS** (Conditions)

- B. The bundles are offered only under one-year, two-year, and three-year term contracts.
(Continued)
 - 4. (Continued)
 - 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.
 - 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.
- C. The FrontierWorkssm 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.
- D. The FrontierWorkssm Select5 package is available only in association with a FrontierWorkssm Small Business Solutions bundle.
- E. The bundle rate will appear as a single line item on the customer's bill.
- F. 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 are in addition to the bundle rate.
- G. 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.
- H. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorkssm 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.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of May 4, 2022.

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIERWORKSsm BUSINESS CONNECTIONS*

(C)

I. APPLICABILITY

Applicable to business customers requesting FrontierWorkssm Business Connections.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices capable of providing FrontierWorkssm Business Connections as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

FrontierWorkssm Business Connections are package offerings available to business customers and include, as described below, one or two business or Centrex access lines, Call Forward, 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.

A Bundle 1

1. One Business Access Line, including Call Forward Busy and Call Forward No Answer, and Caller ID with Name
2. Voice Mail – Frontier Business Deluxe
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)
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 and State tariffed)
5. White Page Bold Ad (Non-regulated)

* This service is grandfathered and limited to all existing subscribers at their existing locations as of May 4, 2022.

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIERWORKSsm BUSINESS CONNECTIONS* (Continued)

(C)

III. **GENERAL** (Continued)

B. Bundle 2

1. One Business Access Line, including Basic Call Forward, and Caller ID with Name
2. Voice Mail – Frontier Business Deluxe
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)
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 and State tariffed)
5. White Page Bold Ad (Non-regulated)

C. Bundle 3

1. Two Business Access Line, including Call Forward Busy and Call Forward No Answer, and Caller ID with Name
2. Voice Mail – Frontier Business Deluxe
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)
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 and State tariffed)
5. White Page Bold Ad (Non-regulated)
6. Two-Line Business Set (Non-regulated)
7. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated)

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIERWORKSsm BUSINESS CONNECTIONS* (Continued)

(C)

III. **GENERAL** (Continued)

D. Bundle 4

1. Two Business Access Line, including Call Forward Busy and Call Forward No Answer, and Caller ID with Name
2. Voice Mail – Frontier Business Deluxe
3. Frontier High Speed Internet Service and 10 Email Boxes (Non-regulated)
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)
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 and State tariffed)
6. White Page Bold Ad (Non-regulated)
7. Two-Line Business Set (Non-regulated)
8. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated)

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIERWORKSsm BUSINESS CONNECTIONS* (Continued)

(C)

III. **GENERAL** (Continued)

E. Bundle 5

1. Two Business Access Line, including Basic Call Forward and Caller ID with Name
2. Voice Mail – Frontier Business Deluxe
3. Frontier High Speed Internet Service and 10 Email Boxes (Non-regulated)
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. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle (Federally Price-Listed and State Tarriffed)
6. White Page Bold Ad (Non-regulated)
7. Two-Line Business Set (Non-regulated)
8. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated)

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BUNDLED SERVICES
(Continued)

FRONTIERWORKSsm BUSINESS CONNECTIONS* (Continued)

(C)

III. **GENERAL** (Continued)

F. Bundle 6

1. Two Centrex lines, including the following features.
2. The included features are:
 - Basic Call Forward
 - Call Transfer
 - Caller ID with Name
 - Hunting
 - 3 Way Calling
 - Abbreviated Dialing (Where Available)
3. Voice Mail – Frontier Business Deluxe
4. 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)
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 and State Tariffed)
6. White Page Bold Ad (Non-regulated)
7. Two-Line Business Set (Non-regulated)
8. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated)

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIERWORKSsm BUSINESS CONNECTIONS* (Continued)

(C)

III. **GENERAL** (Continued)

G. Bundle 7

1. Two Centrex lines, including the following features.
2. The included features are:
 - Basic Call Forward
 - Call Transfer
 - Caller ID with Name
 - Hunting
 - 3 Way Calling
 - Abbreviated Dialing (Where Available)
3. Voice Mail – Frontier Business Deluxe
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)
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 and State Tariffed)
6. White Page Bold Ad (Non-regulated)
7. Two-Line Business Set (Non-regulated)
8. Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated)

* This service is grandfathered and limited to all existing subscribers at their existing locations as of May 4, 2022.

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIERWORKSsm BUSINESS CONNECTIONS* (Continued)

(C)

III. **GENERAL** (Continued)

H. Optional Services

1. The following services may be added to Bundles 1-5 described above:
 - a. FrontierWorks Optional Business Feature Package.

Choice of five of the following:

Call Waiting/Cancel Call Waiting
Speed Call 8 ⁽¹⁾ or Speed Call 30
3 Way Calling
*69 Call Return
*66 Busy Number Redial
Hunting
Basic Call Forward
 - b. Voice Mail:

Additional Voice Mail Box
More than 8 Voice Mail Boxes
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 ⁽¹⁾ or Speed Call 30
*69 Call Return
*66 Busy Number Redial
Basic Call Forward
 - b. Voice Mail:

Additional Voice Mail Box
More than 8 Voice Mail Boxes

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIERWORKSsm BUSINESS CONNECTIONS* (Continued)

(C)

IV. **RATES**

- A. Unless otherwise stated elsewhere in this section, Service Charges as specified in Schedule No. A-12 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. Service Charges do not apply if the customer switches to another FrontierWorks bundle of greater value.
- D. The customer may add or delete the services or features of the FrontierWorks Optional Business Feature Package without incurring a Service Charge.
- E. Monthly Rates
 - 1. Bundles

	-----Term-----		
	One Year	Two Years	Three Years
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

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIERWORKSsm BUSINESS CONNECTIONS* (Continued)

(C)

IV. RATES (Continued)

E. Monthly Rates

2.	Optional Features	Monthly Rate
a.	FrontierWorks Optional Business Feature Package, per line	\$9.99
b.	Optional Centrex Features, per line	\$1.99
c.	Voice Mail:	
	Additional Voice Mail Box	\$6.99
	More than 8 Voice Mail Boxes, per Mail Box	\$3.99

V SPECIAL CONDITIONS

- A. The bundles are available only to business 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.
- B. The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract.
1. If the tariffed rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
 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.
 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.

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIERWORKSsm BUSINESS CONNECTIONS* (Continued)

(C)

V SPECIAL CONDITIONS (Continued)

- B. The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract. (Continued)
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 that 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:
1. 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.
 2. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.
- C. Customer contract will automatically renew at the contract rate for one year if no cancellation notification is received.
- D. The FrontierWorks Optional Business Feature Packages 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.
- E. The FrontierWorks Optional Business Feature Package is available only in association with a FrontierWorkssm Business Connections bundle.
- F. The bundle rate will appear as a single line item on the customer's bill.

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIERWORKSsm BUSINESS CONNECTIONS* (Continued)

(C)

V SPECIAL CONDITIONS (Continued)

- G. 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.
- H. 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.
- I. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorkssm LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier.
- J. The business access line does not include Key lines or PBX trunks or other business lines that are separately tarified with different rates from the regular Business One-Party access line.
- K. FrontierWorkssm Business Connections cannot be used in association with a key system or a PBX service.
- L. FrontierWorks is a service mark of Citizens Communications Company.
- M. In the FrontierWorks 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.

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER SMALL BUSINESS ADVANTAGE*

(C)

I. APPLICABILITY

Applicable to business customers requesting Frontier Small Business Advantage.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Office and/or operating systems capable of providing Frontier Small Business Advantage as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

Frontier Small Business Advantage is a package offering available to Business customers that subscribe to flat rate Business service. The package includes two Basic Business lines; a combination of enhanced calling features and price-listed services.

1. Bundle 1 – Basic Bundle 300 Minutes

Two Basic Business lines

Basic Call Forward

Call Transfer

Caller ID with Name

Access Line Hunting (ALH) Service (where available)

3 Way Calling

Abbreviated Dialing (where available)

Voice Mail

300 Block of Time Long Distance Minutes provided by Frontier Communications of America, Inc.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of May 4, 2022.

(N)

Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER SMALL BUSINESS ADVANTAGE*

(C)

III. **GENERAL** (Continued)

2. Bundle 2 – Basic Bundle 600 Minutes

Two Basic Business lines
Basic Call Forward
Call Transfer
Caller ID with Name
Access Line Hunting (ALH) Service (where available)
3 Way Calling
Abbreviated Dialing (where available)
Voice Mail
600 Block of Time Long Distance Minutes provided by Frontier Communications of America, Inc.

3. Bundle 3 – Basic Bundle 900 Minutes

Two Basic Business lines
Basic Call Forward
Call Transfer
Caller ID with Name
Access Line Hunting (ALH) Service (where available)
3 Way Calling
Abbreviated Dialing (where available)
Voice Mail
900 Block of Time Long Distance Minutes provided by Frontier Communications of America, Inc.

4. The following services may be added to the bundle and will be billed on a per feature basis as defined in IV.4.

Additional Features:

*66 Busy Number Redial
*69 Call Return
Call Forward Busy
Call Forward No Answer
Speed Call 8 ⁽¹⁾ or 30
Priority Call
Call Waiting/Cancel Call Waiting

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER SMALL BUSINESS ADVANTAGE*

(C)

IV. RATES

1. Unless otherwise stated elsewhere in this section, Service Charges as specified in Schedule No. A-12 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 Frontier Small Business Advantage optional features without incurring a Service Charge.
4. Monthly Rate

Business Bundle

Two Year
Monthly Rate

Bundle 1 – Basic Bundle 300 Minutes

\$64.99

Bundle 2 – Basic Bundle 600 Minutes

\$74.99

Bundle 3 – Basic Bundle 900 Minutes

\$84.99

Additional Features (per feature)

\$1.99

* This service is grandfathered and limited to all existing subscribers at their existing locations as of May 4, 2022.

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER SMALL BUSINESS ADVANTAGE*

(C)

V. CONDITIONS

1. 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. The bundle is offered only under a two-year term commitment and requires a contract.
 - a. If the tariffed rates change during the term of the contract, the contract rates will remain in effect during the term of the customer's contract.
 - b. 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.
 - c. Early termination liability charges shall apply if the customer cancels the bundle before the end of the contract term. The 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.
 1. 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 contract. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:
 - a. The ratio of the number of months remaining 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 bundle within 30 days of activation.
 - c. Customer contract will automatically renew at the contract rate for two years if no cancellation notification is received.

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER SMALL BUSINESS ADVANTAGE*

(C)

V. CONDITIONS

3. The bundle rate will appear as a single line item on the customer's bill.
4. Frontier Small Business Advantage is a service mark of Citizens Communications Company.
5. 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 will be billed separately from and are in addition to the bundle rate.
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 Frontier Small Business Advantage long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier for both their Intra and InterLATA services.
8. The bundle cannot be used in association with a Residential Line, PBX Service or ISDN service.

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CITIZENS TELECOMMUNICATIONS COMPANY OF NEVADA
d/b/a Frontier Communications of Nevada
P.O. Box 340 Elk Grove, CA 95759
P.U.C.N. Tariff No. 1-B

ELKO DIVISION

5th Revised Sheet No. 76.35
Cancels 4th Revised Sheet No. 76.35

RESERVED FOR FUTURE USE

(C) (D)

(D)

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CITIZENS TELECOMMUNICATIONS COMPANY OF NEVADA
d/b/a Frontier Communications of Nevada
P.O. Box 340 Elk Grove, CA 95759
P.U.C.N. Tariff No. 1-B

ELKO DIVISION

6th Revised Sheet No. 76.36
Cancels 5th Revised Sheet No. 76.36

RESERVED FOR FUTURE USE

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d/b/a Frontier Communications of Nevada
P.O. Box 340 Elk Grove, CA 95759
P.U.C.N. Tariff No. 1-B

ELKO DIVISION
5th Revised Sheet No. 76.36-A
Cancels 4th Revised Sheet No. 76.36-A

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER BUSINESS UNLIMITED SERVICE*

(C)

I. APPLICABILITY

Applicable to Single-party Business Flat rate service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Business Unlimited Service as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

A. 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, Custom Calling features and Voice Mail. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line	Call Forward Busy
Extended Area Service	Call Forward No Answer
Voice Mail – Frontier Deluxe Voice Mail	Caller ID with Name
Two features from the feature package listed below	

C. Frontier Business All In Feature Package

These features can be added to the bundle in accordance with the rate listed in Rates and Charges, item IV.C.

Call Waiting/Cancel Call Waiting	Distinctive Ring
Anonymous Call Block/Rejection	Speed Call 30
*66 Busy Number Redial	Speed Call 8 ⁽¹⁾
*69 Call Return	3 Way Calling
Selective Call Acceptance	Caller ID Blocking
Selective Call Rejection	Call Waiting ID
Selective Call Forward	Hunting
Priority Call	
Basic Voice Mail with 5 Subs and Unified Messaging	
Deluxe Voice Mail with Unified Messaging	

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of May 4, 2022.

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Schedule No. A-10
BUNDLED SERVICES
(Continued)

FRONTIER BUSINESS UNLIMITED SERVICE* (Continued)

(C)

IV. RATES

- A. 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.
- B. Unless otherwise stated elsewhere in this schedule, Service Charges as specified in Schedule No. A-12 apply to the installation of individual components of the bundle.
- C. Frontier Business Unlimited Service is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Business Unlimited Service	\$35.00
Frontier Business All In Feature Package	4.99

V. CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- C. 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 your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- D. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
- E. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- F. The bundle rate will appear as a single line item on the customer's bill.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of May 4, 2022.

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Schedule No. A-10
BUNDLED SERVICES
(Continued)

FRONTIER BUSINESS UNLIMITED SERVICE* (Continued)

(C)

V. CONDITIONS

- G. 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 will be billed separately from and are in addition to the bundle rate. The call detail for EAS calls will not be displayed on the bill.
- H. 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.
- I. 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.

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER DIGITAL PHONE BRONZE* ⁽¹⁾

I. **APPLICABILITY**

Applicable to Single-party Residential Flat rate service.

II. **TERRITORY**

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone Bronze bundle as said exchanges are defined on the maps contained in this tariff.

III. **GENERAL**

A. Frontier Digital Phone Bronze is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one basic Flat Rate Access Line and a combination of local features. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Flat Rate Access Line
Call Waiting/Cancel Call Waiting
Caller ID with Name
Caller ID Number Only ⁽²⁾
Call Waiting ID

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C. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Schedule No. A-10 IV.C.

Basic Call Forward
*69 Call Return
*66 Busy Number Redial
Speed Call 8 ⁽²⁾ or 30
3 Way Calling

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* This bundle was previously called Frontier Digital Phone Essentials.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 15, 2009.

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⁽²⁾ This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER DIGITAL PHONE BRONZE* ⁽¹⁾ (Continued)

IV. RATES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in Schedule No. A-12 apply to the installation of individual components of the bundle. (T)
- C. Frontier Digital Phone Bronze bundle is provided at the following rate: (T)

	Monthly Rate
Frontier Digital Phone Bronze	\$19.99
Digital Phone Enhanced Feature Pack	3.99
Stay Connected Seasonal Offering	9.99
Voice Mail –add on:	
• Basic Voice Mail	3.99
• Deluxe Voice Mail	4.99

V. CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.

* This bundle was previously called Frontier Digital Phone Essentials.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 15, 2009.

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BUNDLED SERVICES
(Continued)

FRONTIER DIGITAL PHONE BRONZE* ⁽¹⁾ (Continued)

V. **CONDITIONS** (Continued)

D. Frontier Digital Phone Bronze service bundle 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. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

E. Customers may add or delete any features offered within the bundle without incurring a Service Charge. (T)

F. No discounts will be given to customers that do not use all the features or have some features turned off.

G. The bundle is offered on a month to month.

H. The bundle will appear as a single line item on the bill.

I. Voice Mail will be offered as an add on to this bundle.

J. 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 will be billed separately from and are in addition to the bundle rate.

K. Stay Connected Seasonal offering allows the customer to suspend their Frontier Digital Phone Essential for a minimum period of one month and up to nine months during a 12-month period.

1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in this tariff.

2. The customer will not be charged a Service Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering. (T)

* This bundle was previously called Frontier Digital Phone Essentials.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 15, 2009.

Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER DIGITAL PHONE BRONZE* ⁽¹⁾ (Continued)

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V. **CONDITIONS** (Continued)

K. (Continued)

3. A \$25.00 reconnect charge will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone Bronze service will be temporarily deactivated.
5. If the customer does not notify the Utility to reactive their Frontier Digital Phone Bronze service before the end of the ninth month, the Stay Connected Seasonal Offering will terminate and the Frontier Digital Phone Bronze features and services will be reactivated and billed at the applicable rates.
6. This service does not change any other terms and conditions of the product.
7. All applicable taxes and surcharges apply.
8. The monthly rate includes the Federal End User Common Line Charge.

* This bundle was previously called Frontier Digital Phone Essentials.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 15, 2009.

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BUNDLED SERVICES
(Continued)

FRONTIER DIGITAL PHONE SILVER* ⁽¹⁾

I. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone Silver bundle as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

A. Frontier Digital Phone Silver is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail and Unlimited In-State Long Distance. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited In-State Long Distance
Voice Mail – Residential Basic
Call Waiting/Cancel Call Waiting
Caller ID with Name
Caller ID Number Only ⁽²⁾

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C. Frontier Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Schedule No. A-10 IV.C.

Basic Call Forward
*69 Call Return
*66 Busy Number Redial
Speed Call 8 ⁽²⁾ or 30
3 Way Calling

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* This bundle was previously called Frontier UnlimitedNV.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 15, 2009.

⁽²⁾ This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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BUNDLED SERVICES
(Continued)

FRONTIER DIGITAL PHONE SILVER* ⁽¹⁾ (Continued)

IV. RATES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in Schedule No. A-12 apply to the installation of individual components of the bundle. (T)
- C. Frontier Digital Phone Silver bundle is provided at the following rate: (T)

	Monthly Rate
Frontier Digital Phone Silver	\$29.99
Frontier Digital Phone Silver Enhanced Feature Pack	3.99

V. CONDITIONS

- A. The bundles are available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- C. Frontier Digital Phone Silver bundle 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. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- D. Customers may add or delete any features offered within the bundle without incurring a Service Charge. (T)
- E. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- F. Customers must designate Frontier Communications of America, Inc. as their primary Interexchange carrier for both their Intra and InterLATA Long Distance services and select Frontier's Digital Phone Silver Long Distance Plan for each bundle ordered.

* This bundle was previously called Frontier UnlimitedNV.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 15, 2009.

Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER BUSINESS ESSENTIALS*

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I. APPLICABILITY

Applicable to Business Flat rate service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone Essentials bundle as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

A. Frontier Business Essentials is a package offering available to Business Customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, and price-listed services.

B. Features and Services

Flat Rate Business Line
Extended Area Service
Basic Call Forward
Frontier Business Basic Voice Mail
One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month
Three features from the feature package listed in item D following

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C. Optional Features Package*

*66 Busy Number Redial
*69 Call Return
3 Way calling
Speed Call 8 ⁽¹⁾ or Speed Call 30
Basic Call Forward

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* This service offering is limited to all existing subscribers at their existing locations as of December 20, 2010.

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⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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BUNDLED SERVICES
(Continued)

FRONTIER BUSINESS ESSENTIALS* (Continued)

III. **GENERAL** (Continued)

D. Frontier Business All In Feature Package

These features can be added to the bundle in accordance with the rate listed in Rates and Charges, item IV.C.

Caller ID with Name	Anonymous Call Block/Rejection
Call Waiting/Cancel Call Waiting	*66 Busy Number Redial
Speed Call 30	*69 Call Return
Speed Call 8 ⁽¹⁾	Priority Call
Selective Call Acceptance	Basic Call Forward
Selective Call Rejection	Call Forward Busy
Selective Call Forward	Call Forward No Answer
Basic Voice Mail with Unified Messaging	Distinctive Ring
Basic Voice Mail with 5 Subs	3 Way Calling
Basic Voice Mail with 5 Subs and Unified Messaging	Caller ID Blocking
Deluxe Voice Mail	Call Waiting ID
Deluxe Voice Mail with Unified Messaging	Hunting

IV. **RATES**

A. Federal Subscriber Line Charge will be billed separately from the bundled offering. All other surcharges and taxes will apply.

B. Unless otherwise stated elsewhere in this Section, Service Charges as specified in Schedule No. A-12 apply to the installation of individual components of the bundle. (T)

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C. Frontier Business Essentials bundle is provided at the following rate:

Monthly Rate

Frontier Business Essentials	\$39.99
Optional Features Package*	3.99
Deluxe Voice Mail*	2.99
Frontier Business All In Feature Package	4.99

* This service offering is limited to all existing subscribers at their existing locations as of December 20, 2010.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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BUNDLED SERVICES
(Continued)

FRONTIER BUSINESS ESSENTIALS* (Continued)

(T)

V. CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. The bundle is offered on a month-to-month basis.
- D. 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 will be billed separately from and are in addition to the bundle rate. The call detail for EAS calls will not be displayed on the bill.
- E. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- F. The bundle cannot be used in association with a Residential Line, PBX Service, Key Line Service or ISDN service.
- G. Deluxe Voice Mail will be offered as an add on to this bundle.*
- H. In order to receive the long-distance minutes included in the bundles, customers must select the Frontier Small Business Advantage long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier for both their Intra and InterLATA services.

* This service offering is limited to all existing subscribers at their existing locations as of December 20, 2010.

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER BUSINESS METRO SERVICE*

(C)

I. APPLICABILITY

Applicable to Single Party Business flat rate service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Business Metro service as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

A. Frontier Business Metro 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, Custom Calling features and Voice Mail. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Line Bundle:

Flat Rate Business Line
Caller ID with Name
Caller ID Number Only ⁽¹⁾
Call Waiting/Cancel Call Waiting
Basic Call Forward
Basic Voice Mail with Message Waiting Indication

C. Add-on Feature Pack:

*66 Busy Number Redial
*69 Call Return
3 Way Calling
Speed Call 30
Basic Call Forward

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of May 4, 2022.

(N)

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BUNDLED SERVICES
(Continued)

FRONTIER BUSINESS METRO SERVICE* (Continued)

(C)

IV. RATES

- A. Unless otherwise stated elsewhere in this Section, Service Charges as specified in Schedule No. A-12 apply to the installation of individual components of the bundle.
- B. Frontier Business Metro bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Business Metro Bundle	\$39.99
Add-on Feature Pack	3.99
Upgrade to Deluxe Voice Mail	2.99

V. CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. The bundle is offered on a monthly basis.
- D. Frontier Business Metro 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 your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- E. The customer may add or delete the services or features of the bundle without incurring a Service Charge.
- F. 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 will be billed separately from and are in addition to the bundle rate. The call detail for EAS calls will not be displayed on the bill.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of May 4, 2022.

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BUNDLED SERVICES
(Continued)

FRONTIER BUSINESS METRO SERVICE* (Continued) (C)

V. **CONDITIONS** (Continued)

- G. Service Charges apply if the customer switches from a bundle to an unbundled service.
- H. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering.
- I. All other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- J. Customer must designate Frontier Communications of America, Inc., as their primary interexchange carrier for both their Intra and InterLATA long distance services and select Frontier's Business Metro long-distance plan for each bundle ordered.
- K. Deluxe Voice Mail will be offered as an add-on to this bundle.
- L. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, ISDN Service, Toll Free Service, Remote Call Forward Service and Foreign Exchange Services.

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**Senior Vice President
Regulatory Affairs**

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CITIZENS TELECOMMUNICATIONS COMPANY OF NEVADA
d/b/a Frontier Communications of Nevada
P.O. Box 340 Elk Grove, CA 95759
P.U.C.N. Tariff No. 1-B

ELKO DIVISION
3rd Revised Sheet No. 76.68
 Cancels 2nd Revised Sheet No. 76.68

RESERVED FOR FUTURE USE

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P.O. Box 340 Elk Grove, CA 95759
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P.U.C.N. Tariff No. 1-B

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P.O. Box 340 Elk Grove, CA 95759
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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II ⁽²⁾ – Grandfathered as of February 14, 2018 (C)

I. APPLICABILITY

Applicable to Single-party Business Flat rate service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Nationwide Unlimited Service II as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

A. Frontier Business Nationwide Unlimited Service II is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail, and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Voice Mail – Frontier Deluxe Voice Mail
Caller ID with Name
Six features from the feature package listed below

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Transfer
Speed Call 8 ⁽¹⁾ or 30	Caller ID Blocking
Multiline Hunt Service	*66 Busy Number Redial
Anonymous Call Block/Rejection	Basic Call Forward
Call Forward No Answer	Call Forward Busy
Priority Call	Call Waiting ID
Selective Call Acceptance	Selective Call Forward
	Selective Call Rejection

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

⁽²⁾ This service offering is limited to existing subscribers.

(N)

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Allison Ellis
Senior Vice President
Regulatory Affairs

Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II ⁽¹⁾ – Grandfathered as of February 14, 2018 (C)
(Continued)

IV. RATES AND CHARGES

- A. 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.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in Schedule No. A-12 of this tariff apply to the installation of individual components of the bundle.

Monthly Rate

Frontier Business Nationwide Unlimited Service II bundle	\$52.99
Additional Bundle	46.99
All In Feature Package	4.99

V. SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- E. Frontier Business Nationwide 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 your basic local service.
- F. Customers may add or delete any features offered within the bundle without incurring a Service Charge.

⁽¹⁾ This service offering is limited to existing subscribers.

(N)

Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II ⁽¹⁾ – Grandfathered as of February 14, 2018 (C)
(Continued)

V. **SPECIAL CONDITIONS** (Continued)

- G. The bundle rate will appear as a single line item on the customer's bill.
- H. 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.
- I. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- J. The bundle is offered on a month-to-month basis.
- K. Up to eleven additional bundles can be purchased at a discount rate.
- L. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

⁽¹⁾ This service offering is limited to existing subscribers.

(N)

Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER BUSINESS LOCAL UNLIMITED II ⁽²⁾ – Grandfathered as of February 14, 2018

(C)

I. APPLICABILITY

Applicable to Single-party Business Flat rate service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Local Unlimited II as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

A. Frontier Business Local Unlimited II is a package offering available to Business customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, Voice Mail and certain designated non-regulated services and price-listed services.

B. Basic Bundle:

Flat Rate Business Line
Unlimited Extended Area Service
Two features from the Frontier Business All in Feature package listed below

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Transfer
Speed Call 8 ⁽¹⁾ or 30	Caller ID Blocking
Multiline Hunt Service	*66 Busy Number Redial
Anonymous Call Block/Rejection	Basic Call Forward
Call Forward No Answer	Call Forward Busy
Priority Call	Call Waiting ID
Selective Call Acceptance	Selective Call Forward
Caller ID with Name	Selective Call Rejection
Basic Voice Mail	Deluxe Voice Mail

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

⁽²⁾ This service offering is limited to existing subscribers.

(N)

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Allison Ellis
Senior Vice President
Regulatory Affairs

Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER BUSINESS LOCAL UNLIMITED II ⁽¹⁾ – Grandfathered as of February 14, 2018 (Continued) (C)

IV. RATES AND CHARGES

- A. 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.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in Schedule No. A-12 of this tariff apply to the installation of individual components of the bundle.

Monthly Rate

Frontier Business Local Unlimited II bundle	\$35.99
Optional Features Package	4.99

V. SPECIAL CONDITIONS

- A. The 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.
- B. The bundles are offered on a month to month basis.
- C. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.
- D. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- E. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- F. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service or ISDN service.
- G. Customers may select any two of the features in the Frontier Business All In Feature Package for no extra charge
- H. Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.
- I. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

⁽¹⁾ This service offering is limited to existing subscribers.

(N)

Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER SIMPLY UNLIMITED SERVICE-LEADER ⁽²⁾ – Grandfathered as of February 14, 2018

(C)

I. APPLICABILITY

Applicable to Single-party Business Flat rate service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Simply Unlimited Service-Leader as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

A. Frontier Simply Unlimited Service-Leader 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, Deluxe Voice Mail, and Unlimited Extended Area Service. The bundle will also include the End User Common Line Charge and the Access Recovery Charge that is tariffed in the appropriate FCC tariff. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Voice Mail – Frontier Deluxe Voice Mail
Caller ID with Name
Eight features from the feature package listed below

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting
3 Way Calling
Speed Call 8 ⁽¹⁾ or 30
Multiline Hunt Service
Anonymous Call Block/Rejection
Call Forward No Answer
Priority Call
Selective Call Acceptance
Selective Call Rejection

*69 Call Return
Call Transfer
Caller ID Blocking
*66 Busy Number Redial
Basic Call Forward
Call Forward Busy
Call Waiting ID
Selective Call Forward

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

⁽²⁾ This service offering is limited to existing subscribers.

(N)

Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER SIMPLY UNLIMITED SERVICE-LEADER ⁽¹⁾ – Grandfathered as of February 14, 2018 (Continued) (C)

IV. RATES AND CHARGES

- A. The End User Common Line Charge and the Access Recovery Charge will be included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in Schedule No. A-12 of this tariff apply to the installation of individual components of the bundle.

Monthly Rate

Frontier Simply Unlimited Service-Leader (1-3 lines)	\$48.99
Additional Bundle (4-12 lines)	33.99
All In Feature Package	4.99

V. SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- E. Frontier Simply Unlimited Service-Leader 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.
- F. Customers may add or delete any features offered within the bundle without incurring a Service Charge.

⁽¹⁾ This service offering is limited to existing subscribers.

(N)

Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER SIMPLY UNLIMITED SERVICE-LEADER ⁽¹⁾ – Grandfathered as of February 14, 2018 (Continued) (C)

V. **SPECIAL CONDITIONS** (Continued)

- G. The bundle rate will appear as a single line item on the customer's bill.
- H. 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.
- I. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- J. The bundle is offered on a month-to-month basis.
- K. When the customer purchases the fourth through twelfth bundle additional discounts are given.
- L. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

⁽¹⁾ This service offering is limited to existing subscribers.

(N)

Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER ONEVOICE

I. APPLICABILITY

Applicable to Single-party Business Flat rate service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier OneVoice Service as said exchanges are defined on the maps contained in this tariff.

III. 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, Basic Voice Mail 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	Caller ID with Name	(T)
Call Forward Busy/No Answer	Anonymous Call Block/Rejection	
Unlimited Extended Area Service	Basic Call Forward	(T)
Frontier Basic Voice Mail	Multi-line Hunting	
Call Waiting/Cancel Call Waiting	3 Way Calling	(T)

Premium Feature Package

*69 Call Return	Selective Call Forward	(T)
Call Transfer	Selective Call Acceptance	
*66 Busy Number Redial	Selective Call Rejection	(T)
Priority Call	Speed Call 30	(T)
Frontier Deluxe Voice Mail		

IV. SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.

Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER ONEVOICE (Continued)

IV. **SPECIAL CONDITIONS** (Continued)

- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- E. Customers may add or delete any features offered within the bundle without incurring a Service Charge. (T)
- F. The bundle rate will appear as a single line item on the customer's bill.
- G. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- H. The bundle cannot be used in association with a Residential Line, Remote Call Forward Service, ISDN Service, Centrex, and Foreign Exchange Services.
- I. The bundle is offered on a month-to-month, one, two or three year term basis.
- J. 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.
- K. Term plans will auto renew unless notification is received from the customer sixty days in advance.

V. **RATES AND CHARGES**

- A. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of the bundle.

Monthly Rate

Basic Bundle	\$44.99
Term Price with a 1, 2 or 3 year commitment	\$29.99
Premium Feature Package	\$9.99

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Steve Crosby
Senior Vice President
Regulatory Affairs

Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER COMMERCIAL VOICE UNLIMITED ⁽¹⁾ – Grandfathered as of February 14, 2018

(C)

I. APPLICABILITY

Applicable to Single-party Business Flat rate service.

II. 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
Basic Call Forward
Call Forward Busy
Call Forward No Answer
Call Waiting/Cancel Call Waiting
Caller ID
Call Waiting ID
3 Way Calling
Hunting

III. SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. 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.

⁽¹⁾ This service offering is limited to existing subscribers.

(N)

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER COMMERCIAL VOICE UNLIMITED ⁽¹⁾ – Grandfathered as of February 14, 2018 (Continued) (C)

III. **SPECIAL CONDITIONS** (Continued)

- E. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- F. The bundle rate will appear as a single line item on the customer's bill.
- G. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- H. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- I. The bundle is offered on a month-to-month, one or two year term basis.
- J. 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.
- K. Term plans will auto renew unless notification is received from the customer sixty days in advance.

IV. **RATES AND CHARGES**

- A. 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.
- B. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.

<u>Basic Bundle</u>	<u>Monthly Rate</u>
Month to Month	\$33.00
One Year Term	\$28.00
Two Year Term	\$28.00

⁽¹⁾ This service offering is limited to existing subscribers. (N)

Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER DIGITAL PHONE UNLIMITED

(N)

I. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

II. GENERAL

The Frontier Digital Phone Unlimited 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
Unlimited Extended Area Service

Caller ID with Name
Call Waiting/Cancel Call Waiting

Feature Package

*66 Busy Number Redial
*69 Call Return
Anonymous Call Block/Rejection
Basic Call Forward
Selective Call Forward
Distinctive Ring

Speed Call 30
Distinctive Ring
3 Way Calling
Call Forward Busy/No Answer
Priority Call

III. CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.

(N)

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER DIGITAL PHONE UNLIMITED (Continued)

III. **CONDITIONS** (Continued)

- D. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
- E. Customers may add or delete any features offered in the bundle without a service order charge.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- H. The bundle is offered on a month-to-month basis.
- I. The bundle will appear as a single line item on the bill.
- J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- K. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- L. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Tariff.
- M. Stay Connected Seasonal Offering * allows the customer to suspend the Digital Phone Unlimited while they are away, a minimum of one month and up to nine months for a reduced rate. (C)
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of August 23, 2020. (N)
(N)

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER DIGITAL PHONE UNLIMITED (Continued)

III. **CONDITIONS** (Continued)

- M. Stay Connected Seasonal Offering * (Continued) (C)
3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 5. The cost of the service includes the Subscriber Line Charge.
 6. This service does not change any other terms and conditions of the product.
 7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 8. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 9. All other applicable taxes and surcharges apply.

IV. **RATES AND CHARGES**

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited service do not apply.
- C. Frontier Digital Phone Unlimited bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited	\$21.99	
Feature Package	\$2.99	
Stay Connected Seasonal Offering *	\$9.99	(C)

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of August 23, 2020. (N)
(N)

Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER DIGITAL PHONE UNLIMITED PLUS

(N)

I. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

II. GENERAL

The Frontier Digital Phone Unlimited Plus 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	Speed Call 30
*66 Busy Number Redial	Distinctive Ring
*69 Call Return	3 Way Calling
Anonymous Call Block/Rejection	Call Forward Busy/No Answer
Basic Call Forward	Priority Call
Selective Call Forward	

III. CONDITIONS

- A. The Frontier Digital Phone Unlimited Plus Service is available where technically feasible.
- B. The features and services, except those listed as non-regulated or federally tariffed, are provided subject to the descriptions and regulations as specified elsewhere in the Tariff.
- C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.

(N)

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

III. **CONDITIONS** (Continued)

- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- F. The bundle is offered on a month-to-month basis.
- G. The bundle will appear as a single line item on the bill.
- H. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- J. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- K. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Tariff.
- L. Stay Connected Seasonal Offering * allows the customer to suspend the Digital Phone Unlimited Plus while they are away, a minimum of one month and up to nine months for a reduced rate. (C)
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. Customer's line will be available for 911 calls only at the time of suspension.
 - 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of August 23, 2020. (N)
(N)

Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

III. **CONDITIONS** (Continued)

- L. Stay Connected Seasonal Offering * (Continued) (C)
 - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 6. The cost of the service includes the Subscriber Line Charge.
 - 7. This service does not change any other terms and conditions of the product.
 - 8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - 7. All other applicable taxes and surcharges apply.

IV. **RATES AND CHARGES**

- A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- B. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited service do not apply.
- C. Frontier Digital Phone Unlimited Plus bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited Plus	\$21.99	
Feature Package	\$2.99	
Stay Connected Seasonal Offering *	\$9.99	(C)

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of August 23, 2020. (N)
(N)

Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE

(N)

I. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

II. 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. The description and pricing for this component are located in the Frontier Communications of America Domestic price list.

Basic Bundle

Local Exchange Network Access Line
Caller ID with Name
Unlimited Extended Area Service
Call Waiting/Cancel Call Waiting
Call Waiting ID
Anonymous Call Rejection
Basic Voicemail
Touchtone

III. CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.
- D. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.

(N)

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE (Continued)

(N)

III. **CONDITIONS (Continued)**

- E. Customers may add or delete any features offered in the bundle without a service order charge.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. The bundle is offered on a month-to-month basis.
- H. The bundle will appear as a single line item on the bill.
- I. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
- J. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- K. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.

IV. **RATES AND CHARGES**

- A. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. An Activation charge of \$35.00 will replace the Initial Service Order and Central Office Connection Charge.
- C. Frontier Residential Unlimited Voice Service is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Residential Unlimited Voice Service	\$20.00

(N)

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE

(N)

I. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

II. 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. The description and pricing for this component are located In the Frontier Communications of America Domestic price list.

Basic Bundle

Local Exchange Network Access Line	3 Way Calling
Caller ID with Name	Basic Call Forward
Unlimited Extended Area Service	Distinctive Ring
Call Waiting/Cancel Call Waiting	Priority Call
Call Waiting ID	*66 Busy Number Redial
Anonymous Call Rejection	*69 Call Return
Basic Voicemail (Non-Regulated)	Selective Call Acceptance
Touchtone	Selective Call Rejection
Selective Call Forward	Speed Call 30
Wire Care (Non-Regulated)	Directory Listing

III. CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
- C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.

(N)

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Schedule No. A-10

BUNDLED SERVICES
(Continued)

FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE (Continued)

(N)

III. **CONDITIONS (Continued)**

- F. The bundle is offered on a month-to-month basis.
- G. The bundle will appear as a single line item on the bill.
- H. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
- I. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- J. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.
- K. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non List, Non published and foreign listing.
- L. Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home or small business. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.

IV. **RATES AND CHARGES**

- A. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. An Activation charge of \$35.00 will replace the Initial Service Order and CO Connection Charge.
- C. Frontier Unlimited Voice and Feature Bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Unlimited Voice and Feature Bundle	\$50.00

(N)

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Schedule No. A-11

LINE EXTENSION CHARGES

I. APPLICABILITY

Applicable to charges for line extensions.

II. TERRITORY

Within the exchange areas of all exchanges as said areas are defined on maps filed as part of the tariff schedules for Elko County.

III. RATES

Charge

1. Line Extensions within the Base Rate Area:

- a. Extensions of plant necessary to provide telephone service within the base rate area No Charge

2. Line Extensions outside of the Base Rate Area:

- a. Cost coverage allowance - The Utility will construct at its expense up to \$1,500.00 of outside plant facilities to one service location per applicant. (T)
(C)(D)
- b. Applicants may be required to pay an up-front processing fee to cover the expense to engineer and prepare for a requested outside plant facility expansion. Refer to Special Condition IV(15),(a). (C)(D)
- c. Charges for plant facilities exceeding the cost coverage allowance - All outside plant facility charges in excess of the cost allowance are based upon the Utility's actual cost. (N)
(N)

IV. SPECIAL CONDITIONS

1. General

- a. Line extension charges are applicable in connection with all classes, types and grades of service, except farmer line service when established by means of an extension to the Utility's plant consisting of underground cable or wire or pole construction and including extensions by means of poles to be owned by the Utility jointly with others and by means of contacts or contact space on poles of others. All line extensions will be owned and maintained by the Utility. (T)
(C)(D)

(L) Item IV.1.b moved to Sheet No. 78.

Schedule No. A-11

LINE EXTENSION CHARGES
(Continued)

IV. SPECIAL CONDITIONS (Continued)

1. General (Continued)

- b. All outside plant facilities will be owned and maintained by the utility. The applicant, however, if mutual agreement is made with the utility, may clear the right-of-way, furnish and install the underground supporting structure or open and close a trench for buried services, all in accordance with the utility's construction specifications. Ownership of facilities, structures, etc., so provided by applicant shall be vested to the utility. (T)(C)(D)(L)
(C)(D)
- c. The Utility shall not be obligated to provide trenching and backfilling for the service connection (drop) for new or additional service on the customer's premises. The necessary wire and fixtures for the service connection (drop) from distribution facilities whether aerial or underground, will be provided and installed at the Utility's expense, except as noted in 1.d. below. (T)
- d. Aerial service connection facilities from aerial distribution facilities are furnished at the Utility's expense. Aerial service connection facilities from underground distribution facilities are not provided unless an applicant specifically requests such an arrangement. Such an arrangement must be feasible and permissible, in which case the applicant will be required to pay in advance a non-refundable amount equal to the estimated total cost of arranging the distribution facilities to accommodate an aerial service connection. (T)
- e. In new residential subdivisions where undergrounding is required by local ordinance or regulation or has been mutually agreed upon by the Utility and the applicant, line extensions will be made in accordance with Condition No. 14. (T)

2. Measurement of Distances

For purposes of this tariff, all distance measurements are route distances measured from the Utility's nearest useable Intra-exchange distribution facility to the terminal from which the applicant is served. All routing and type of line extension shall be determined by the Utility, over the shortest practical route, subject to the availability of right of way. (T)

(L) Formerly located on Sheet No. 77. Item IV.3.a moved to Sheet No. 79.

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Director
State Government Affairs

Schedule No. A-11

LINE EXTENSION CHARGES
(Continued)

IV. SPECIAL CONDITIONS (Continued)

3. Actual Cost Determination

- a. In those circumstances where extensions to outside plant facilities exceed the portion covered by the cost coverage allowance, the applicant, in addition to any material or labor to be furnished by him, will pay in advance the estimated total cost of the utility's construction that exceeds the cost coverage allowance as prescribed in a contract executed between the utility and the applicant. (C)(D) (L)
- b. The total cost of the utility's construction to extend outside plant facilities includes all related expenses, including but not limited to such items as: government land crossings, forestry permits, right-of-way permits, and environmental impact studies. (N)
- c. Where applicants are so located that it is necessary or desirable to use private and or government right-of-way to furnish service. Such applicants may be required to provide or pay the cost of obtaining such right-of-way including but not limited to survey costs, in addition to any applicable charges or fees. (N)
- d. A refund will be made within 60 days after completion of the utility's construction for any amount advanced by the customer, including any applicable processing fees, that exceeds the actual cost less the amount of the cost coverage allowance. (N)
- e. In no instance will the utility charge more than the actual cost, less the amount of the cost coverage allowance, at the closing of the job order. (N)

4. Collective Application and Grouping of Applicants

- a. When construction is required to serve a new applicant, a survey is made of all prospects who might be served from the new construction or an extension thereof and who might benefit by being included in the project. Allowances are made only for those prospects making bona fide applications for service.
- b. All applicants are grouped in a single project when there is no more than 1/2 mile of construction between successive applicants. Separate projects are established whenever the construction between any two successive applicants exceeds 1/2 mile. Two or more projects are combined, however, whenever this results in lower charges (or no increase in charges) for all of the applicants involved. (C)

(L) Formerly located on Sheet No. 78. Item IV.5.a and b moved to Sheet No. 80.

Schedule No. A-11

LINE EXTENSION CHARGES
(Continued)

IV. SPECIAL CONDITIONS (Continued)

5. Apportionment of Charges

a. Applicants are divided into two groups. The first group includes all applicants whose collective allowance equals or exceeds the construction required to serve them. No charge is made to such applicants. The second group includes all remaining applicants on the project. The overall charge for the project is divided equally among all applicants in the second group.

b. Exceptions

(1) No applicant is required to pay a higher charge than he would if the project were established for him alone. Any difference between this charge and the average charge for the group is absorbed by the Utility.

(2) Charges for extensions to plant on private property are assumed by applicants on whose property such extensions are made and these charges are not included in the over-all charges for the project. Likewise, the cost coverage allowance on private property is not included in the collective allowance for the project.

6. Payment of Charges

Line extension charges are payable in advance and, except as described in Conditions 8, 10, 11 and 13, are not refundable. The charges shall be based on the actual costs for construction in excess of the cost coverage allowance, including but not limited to all cost of materials, labor, engineering, right of way, contracting, etc. The Utility may, however, offer installment billing when the charges exceed \$1,000.00. If an order is cancelled, any collected amounts in excess of the actual engineering and construction costs will be refunded.

7. Charges to Subsequent Applicants

a. When a new applicant is secured who can be served from an existing project, within three years from the date service was established for the initial project, the entire project is refigured on the basis of the number of customers on which charges for the project are based, plus the new applicant or applicants. The new applicant pays a proration of the line extension charge based upon the number of months (a fraction of a month is counted as a full month) remaining in the original three year term.

b. Applicants who can be served by an extension of a project are included in the original project, and the project is refigured as above, provided Recomputation of the charges does not increase the charges to the existing customers on the project; otherwise, a new project is established.

(L) Formerly located on Sheet No. 79. Item IV.8.a and b and IV.9 moved to Sheet No. 81.

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Director
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(L)

(L)

(C)

(C)

(N)

(N)

Schedule No. A-11

LINE EXTENSION CHARGES
(Continued)

IV. SPECIAL CONDITIONS (Continued)

8. Adjustment in Charges When Additional Applicants are Connected

- a. When a project is refigured because of the addition of a new customer and a reduction in charge results, a refund is made to existing customers. Recomputation of charges due to the addition of new applicants is made on the assumption that there have been no disconnects.
- b. In the event the Utility attaches toll facilities to the line extension within the three-year period, the Utility will refund a prorated amount to cover the unexpired portion of the line extension charges for that part of the line extension facilities so used.

9. Disconnects

When one or more subscribers on a project disconnect within the three year term, no refund is made of the line extension charge. Charges to remaining subscribers are not affected by disconnects.

10. Reuse of Facilities

- a. When a subscriber disconnects service or moves off the project and service is established for a new applicant at the same location, any adjustment in charges is a matter for negotiation between the original subscriber and the new applicant.
- b. Where a customer is disconnected for any reason and subsequently reapplies for service from the same premises, the customer will not be required to pay any additional line extension charges in addition to his total original obligation.
- c. Where a customer has paid line extension charges for service at a premises on a given project and subsequently applies for service at a different premises on the same project, the customer will not be assessed additional line extension charges greater than his original obligation unless additional construction is required.

(L) Formerly located on Sheet No. 80. Item IV.11.a, b and c moved to Sheet No. 82.

Schedule No. A-11

LINE EXTENSION CHARGES
(Continued)

IV. **SPECIAL CONDITIONS** (Continued)

11. Temporary or Speculative Business

- a. Line extensions to provide service to an applicant engaged in temporary or speculative business will be made on the condition that applicant pays to the utility the total cost of the construction and removal of the line necessary in furnishing the service less the salvage value of the materials used.
- b. If a customer maintains for 36 consecutive months a service installation which was originally established on a temporary or speculative basis, and if his business or operation at the end of that time has proven its permanency to the satisfaction of the Utility there will be refunded to the customer an amount equal to the difference between the payment made pursuant to Condition 11.a. above and the normal line extension charge which would have been applicable at the time the customer's service was installed.
- c. In no event shall service installation be classed as temporary or speculative for more than six years. Refund provisions as described in Condition 11.b. apply at the end of not more than six years.

12. Agreement and Arrangements

- a. Agreements, covering periods of not to exceed three years of telephone service, may be required by the Utility as a condition precedent to the establishment of the service when line extensions are necessary.
- b. Arrangements, other than those provided for in this schedule, may be made when a line extension involves submarine cable, underground crossings of railroads, highways, or power lines, or long river crossings of railroads, highways, or power lines, or long river crossings or other unusual or disproportionately large construction expenditures as compared with the usual type of plan construction. Any such arrangements shall be subject to review by the Public Utilities Commission of the State of Nevada.

(L) Formerly located on Sheet No. 81. Item IV.13.a, b and c moved to Sheet No. 83.

Schedule No. A-11

LINE EXTENSION CHARGES
(Continued)

IV. SPECIAL CONDITIONS (Continued)

13. Line Extensions into Real Estate Developments

- a. Line extensions into real estate developments, other than set forth in condition 14 following, will be made by the Utility, provided the estimated total cost of such extension is advanced to the Utility by the developer. The amount so advanced will be refunded to the developer by payment of any amount equal to one year's exchange service charge for each service connected to such line extension within the development during a period of three years from the date of agreement. No refunds will be made on any service not retained by the same customer for 12 consecutive months. Refunds will be made at the end of the service year. If the developer elects or fails to provide the necessary advance for the line extension, each individual applicant will be required to pay the necessary line extension charges as set forth in this tariff. (L)
(C)
(C)(D)
(C)(D)
- b. Adjustment of any substantial difference between the estimated cost advanced by the developer and the reasonable actual cost shall be made within 60 days after completion of the extension. (T)
- c. For the purpose of this tariff, a developer is any person, Corporation, Partnership or other entity that owns real estate and intends to resell the real estate, which does not have telephone service to the public. (N)
(N)

14. Line Extensions To and Within New Residential Subdivisions

- a. Line extensions to and within new residential subdivisions shall be made underground where required by local ordinance, by the rules and regulations of a local governmental body, or where undergrounding has been mutually agreed upon by the Utility and the applicants in accordance with the rules of the Public Utilities Commission of Nevada' and or NAC 704A.350 - NAC 704A.750.
- b. (D)
(D)

Neither NAC 704A.350 - 704A.570, nor this condition 14 of Schedule No. A-11 can be amended except to the extent of NAC 704A.350 - 704A.570 is first amended by order of the Public Utilities Commission in accordance with the Administrative Procedure Act of the State of Nevada.

(L) Formerly located on Sheet No. 82.

Schedule No. A-11

LINE EXTENSION CHARGES
(Continued)

IV. SPECIAL CONDITIONS (Continued)

15. Processing Fee

- a. An applicant(s) that makes more than 2 requests for line extension charges for the same location during a 12 month period may be required to pay an up-front processing fee to cover the expenses to engineer and prepare for a requested outside plant facility expansion.
- b. The processing fee will be calculated by multiplying the actual number of hours by the additional time charge listed in Schedule No. A-12, Service Charges.

(T)

16. Relocation of Utility Facilities

When an applicant requests a change in the type, location or the relocation of aerial or underground communications facilities used to provide telephone service, the requestor shall be required to pay the cost incurred by the Utility for such change or relocation of facilities. Payment for the cost of the change or relocation must be made prior to the change or relocation.

Schedule No. A-12

SERVICE CHARGES

(T)

I. APPLICABILITY

Applicable to business and residence subscribers requesting local access services.

II. TERRITORY

Within the exchange areas of all exchanges as said areas are defined on the maps filed as part of the tariff schedules.

III. RATES

	<u>Charges</u>		
	<u>Business</u>	<u>Residence</u>	
Service Order Charge - Initial	\$15.00	\$12.00	(N)
Service Order Charge - Subsequent	12.00	9.00	(D)
Central Office Connection Charge	31.00	31.00	(T)
Central Office Connection Charge - Subsequent	10.00	10.00	(T)
Reconnect Charge	*	*	(T)
Supersedure	15.50	10.00	(D)
Tribal Link Up Credit ⁽¹⁾	NA	*	(D)(T)

Time and Material Charges:

For premises visit

Minimum Time Charge:

First 15 minutes or fraction thereof of billable time

During Regular			
Business Hrs.	27.35	25.70	(D)
Overtime Hours	41.05	38.55	(D)

Additional Time Charge:

Each additional 15 minutes or fraction thereof of billable time required to complete the work over the initial 15 minute period.

During Regular			
Business Hrs.	10.85	9.20	(D)
Overtime Hours	16.30	13.80	(D)

* Customers who re-establish service within 20 days of a non-pay disconnect notice will be charged the Central Office Connection Charge - Subsequent. A customer who reconnects after 20 days will be treated as a new customer. (T)

⁽¹⁾ See Schedule A-14. (T)

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Regulatory Affairs

Schedule No. A-12

SERVICE CHARGES
(Continued)

(T)

IV. SPECIAL CONDITIONS

1. Service Charges are intended to cover, in part, certain operating expenses incident to the establishment of telephone service, or customer requested changes. (T)
2. Service Charges are payable at the time application for the particular service is made, and are in addition to the charges under other schedules or rates. (T)
3. Service Charges apply as follows: (T)
 - a. Service Order Charge - Initial (T)

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.
 - b. Service Order Charge - Subsequent (T)

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.
 - c. Central Office Connection Charge (T)

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.
 - d. Central Office Connection Charge - Subsequent (T)

Applicable for work done in the central office in association with making changes to existing access line services.

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Schedule No. A-12

SERVICE CHARGES
(Continued)

(T)

IV. SPECIAL CONDITIONS (Continued)

3. Nonrecurring Service Charges apply as follows: (Continued)

(T)

e. Reconnect Charge

(N)

The charge applied for restoration of service after suspension for nonpayment or to the suspension of service temporarily at the request of the customer. (See Condition 6).

(N)

f. Time and Material Charges

Applicable for customer requested work done on a customer's premises. (See Condition 9).

(T)

4. The subsequent service order charge will apply to changes, or additions and to the following activities:

a. Business Service

(1) When the service is assumed by the receiver or trustee, executor or administrator of an estate.

(2) When the name of a business concern is changed without a change in responsibility for payment of the telephone bills.

(3) To interexchange receiving service.

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Schedule No. A-12

SERVICE CHARGES
(Continued)

(T)

IV. SPECIAL CONDITIONS (Continued)

4. The subsequent service order charge will apply to changes, or additions and to the following activities: (Continued)

b. Residence Service

- (1) When service is assumed by a member of the former customer's family located in the same premises.
- (2) When the customer's name has been changed by marriage or court order.
- (3) When an employer has arranged for service in the residence of an employee and the latter assumes the responsibility for payment for the service personally or when the responsibility for payment of the charges for the service of the employee is assumed by the employer.
- (4) When the service is assumed by a receiver or administrator of the estate of the former customer.

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Schedule No. A-12

SERVICE CHARGES
(Continued)

(T)

IV. SPECIAL CONDITIONS (Continued)

5. No Service Charges will apply when moves, rearrangements or changes are initiated by the utility. (T)

6. Reconnect Charge (T)

The Reconnect Charge applies when a customer re-establishes service on the same premises, with no service changes, after being temporarily 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 20 days of the non-pay disconnect, the customer will be treated as a new customer after conforming with Rule and Regulation No. 6, Establishment and Re-Establishment of Credit. (T)

7. Supersedure (T)

The Supersedure charge applies in lieu of normal Service Charges when present telephone service including telephone number is transferred from one customer to another with the express written consent of the relinquishing customer and with the written agreement of the new customer to assume the responsibility for all charges outstanding. This arrangement requires continuous billing, with no change in type of service. (T)

8. Installment Billing (N)

Installment Billing for Service Charges for residence service may be made as outlined in Rule and Regulation No. 24, Section 22. Residential customers may select an installment billing option. This option provides for billing one-time charges in three (3) equal monthly installments. (L)(T)
(L)(N)
(N)

9. Time and Material Charges (T)

Time and Material Charges apply to all customer requested installation and changes of residence and business service except as noted elsewhere in this tariff, performed by the Company on the customer's premises exclusive of establishing or reestablishing access line service.

Billable Time and Material Charges is the time and material spent by a Company representative on a customer's premises exclusive or work required to establish access line service. (T)

(L) Material relocated from Sheet No. 90. (N)

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Schedule No. A-12

SERVICE CHARGES
(Continued)

(T)

IV. SPECIAL CONDITIONS (Continued)

9. Time and Material Charges (Continued)

(T)

c. Conditions

- (1) Time and Material Charges apply, as required, in addition to other charges for individual items which are listed in other sections of the tariff.
- (2) Time Charges will be billed in 15 minute time segments. A five minute allowance into the next time increment will be granted.
- (3) Title to any materials used shall remain with the Company.
- (4) A quote for a specific job may be provided the customer. The quote will be in writing and will be good for 30 days after the issue date. When accepted, the customer will be billed the quoted price. A quote is not the same as the approximate figure which may be provided by Company personnel. An approximate figure is intended only as an order of magnitude and not as a firm price. Customers to whom approximate figures are furnished are subject to actual Time and Material Charges.
- (5) Time and Material Charges will also apply to customer-requested rearrangements of outside wiring, including the drop wire and protector.
- (6) Time and Material Charges do not apply to the following work:
 - (a) To move or change a customer's services if required or initiated by the Company.
 - (b) The "from" portion of work involved in a transfer of service from one premises to another.

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Regulatory Affairs

Schedule No. A-12

SERVICE CHARGES
(Continued)

(T)

IV. SPECIAL CONDITIONS (Continued)

10. Upon notification of the ability of the Company to upgrade service, customers will be given notice of a 90 day waiver period during which customers will incur no Service Charges for the upgrade or the addition of Touch Calling Service or Custom Calling Services.

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(T)

(L)

(L)

(L) Material relocated to Sheet No. 88.

(N)

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Schedule No. A-13

NEVADA UNIVERSAL SERVICE FUND (NUSF) SURCHARGE

I. APPLICABILITY

The Nevada Universal Service Fund (NUSF) is funded in accordance with NAC 704.68056 by an assessment on total retail billed Nevada intrastate telecommunications revenue from both regulated and unregulated services. The NUSF is assessed to all telecommunications carriers that offer intrastate telecommunications services within the state of Nevada. The Commission ruled that telecommunications carriers may recover the NUSF charges from their retail customers by passing on the assessment rate. The assessment percentage surcharge is determined annually by the Commission based on the recommendation of the NUSF administrator. The amount of the surcharge billed will be rounded to the nearest cent. The surcharge will appear as a separate line/entry on the Company's portion of the customer's bill.

(C)

(C)

(D)

(D)

Schedule No. A-14

TRIBAL LINK UP

I. APPLICABILITY

Applicable to Residents of Tribal Lands who apply for basic residential service.

II. TERRITORY

Within the exchange areas of all exchanges as said areas are defined on the maps filed as a part of the tariff schedules.

III. GENERAL

A 100% reduction, up to \$100.00, for new Service Charges as outlined in Schedule No. A-12 shall apply.

The interest accruing on installment billing for Service Charges shall be waived up to a maximum of \$200.

IV. SPECIAL CONDITIONS

1. An applicant must meet all of the following criteria in order to qualify for Tribal Link Up.
2. The applicant's total household gross income does not exceed 135% of the federally established poverty levels set forth for the number of persons in applicant's household, as updated, by providing proof that he/she or the family unit receives, or is eligible to participate in any state or federal programs identified in Schedule No. A-1, Sheet No. 35.1, or in one of the following assistance programs:
 - a. Bureau of Indian Affairs General Assistance
 - b. Tribally Administered Temporary Assistance for Needy Families
 - c. Head Start (only those households meeting its income qualifying standard)
 - d. Food Distribution Program on Indian Reservations (FDPIR)

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Schedule No. A-14

TRIBAL LINK UP
(Continued)

IV. SPECIAL CONDITIONS (Continued)

2. (Continued)

(D)

(D)

If the applicant's household income is at or below 135% of the Federal Poverty Guidelines criteria, the applicant must sign a document under penalty of perjury certifying their household income is at or below 135% of the Federal Poverty Guidelines and provide supporting documentation at the time of enrollment. The supporting documentation can include one of the following: (R)

- a. Prior year's federal or tribal tax return;
- b. Current income statements from an employer or paycheck stub;
- c. Social Security statement of benefits;
- d. Veterans Administration state of benefits;
- e. Retirement / pension statement of benefits;
- f. Unemployment/Workers Compensation statement of benefits;
- g. Federal or tribal notice letter of participation in Bureau of Indian Affairs General Assistance;
- h. Divorce Decree or Child Support Document.

In order to verify a customer's continued eligibility, the Utility shall contact those customers on an at least annual basis to determine whether or not the customers are still eligible to receive Lifeline or Tribal Link Up services. All customers that do not provide documentation demonstrating their continued eligibility within 60 days will have their telephone service converted back to the full rate. (C)

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Schedule No. A-14

TRIBAL LINK
(Continued)

IV. SPECIAL CONDITIONS (Continued)

3. The residential premises at which the service is requested is the applicant's principal place of residence.
4. There is only one telephone line serving the residential premises. The residential premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic establishment.

A room or a portion of a residential premises occupied exclusively by an individual not sharing equally as a member of the domestic establishment may be considered a separate dwelling unit (premises) for the application of Tribal Link Up.
5. Tribal Link Up will not be furnished on a Foreign Exchange (FEX) or Foreign Prefix (FPS) basis.
6. Applicants shall be allowed to receive the benefit under this schedule for a second or subsequent time only for a principal place of residence with an address different from the residence address at which Tribal Link Up assistance was provided previously.
7. Service Charges, after Tribal Link Up discounts are applied, may be paid in three equal monthly payments with no interest charged. (T)

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Schedule No. A-15

CITIZENS LOCAL CALLING PLANS

I. GENERAL

This tariff applies to local exchange telephone service customers. Selected exchanges served by Citizens, as listed below, have an optional Local Calling Plan (LCP) available in which a customer in one Citizens exchange may complete calls to other selected Citizens exchanges on a local calling basis.

II. REGULATIONS

The Citizens LCP is available to Residence One-Party, Residence Key line, Business One-Party, Business Key Lines and PBX Trunks, Centrex, and Coin Transmission Telephone Service customers.

The Local Calling Plan currently available to Citizens customers in the selected exchanges is the Premium Flat Service. This option provides unlimited toll-free calling to specified exchanges for a fixed monthly rate. All calls made to any of the specified exchanges are dialed on a seven-digit, local calling basis.

Customers who refrain from selecting the Premium Flat Rate Service option will by default have their calls on these routes billed at long distance toll rates.

A customer may subscribe to the Citizens LCP or cancel the LCP without paying a service charge, provided the subscription or change occurs within six months (180 days) of the date a Citizens LCP is initially furnished to the customer or when the customer is making an initial request for service from Citizens. Appropriate non-recurring service charges will apply thereafter as specified in Section A-12 of this tariff.

Premium Flat Rate Citizens LCP calls made to specified exchanges should be dialed by the customer on a direct dialed, seven-digit basis without the assistance of a Telephone Company operator. Any calls placed to such exchanges through a Telephone Company operator will be subject to all specialized operator assistance charges specified in the Telephone Company's applicable tariffs.

Premium Flat Rate Service will not be offered in connection with WATS, Foreign Exchange Service, Feature Group A, Party-Line, Suburban, or Farmer Line Services.

Customers may select multiple Premium Flat Rate Local Calling Plans.

(N)

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Schedule No. A-15

CITIZENS LOCAL CALLING PLANS
(Continued)

II. REGULATIONS (Continued)

Hotel/motel customers may subscribe to the Citizens LCP. All charges for the service shall be billed to the hotel/motel, which shall be responsible for any prorating and billing of the charges to the guests.

Exchanges in which the Citizens Local Calling Plan are available include the following Citizens exchanges. The LCP calling area for each exchange is noted under Terminating Exchange(s). The LCP calling scope is in addition to the existing Extended Area Service calling scope shown previously in Schedule No. A-1.

<u>Originating Exchange</u>	<u>Terminating Exchange(s)</u>	
Elko	Wells	
Wells	Elko	
Elko	Ruby Valley	
Ruby Valley	Elko	
Ruby Valley	Wells	(N)
Wells	Ruby Valley	 (N)

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Schedule No. A-15

CITIZENS LOCAL CALLING PLANS
(Continued)

III. RATES

Application of Rates

The rates shown herein, in addition to applicable local Network Access Line Service charges in Schedule A-1 of this tariff, entitle the customer to local seven-digit dialed calling on an optional basis. No toll rates shall apply to such calling.

<u>CLASS OF SERVICE</u>	<u>ELKO TO WELLS/ WELLS TO ELKO PREMIUM FLAT RATE OPTION</u>	<u>ELKO TO RUBY VALLEY/ RUBY VALLEY TO ELKO PREMIUM FLAT RATE OPTION</u>	<u>RUBY VALLEY TO WELLS / WELLS TO RUBY VALLEY PREMIUM FLAT RATE OPTION</u>	(N)
	<u>Monthly Rate</u>	<u>Monthly Rate</u>	<u>Monthly Rate</u>	
Residence One Party	\$1.85	\$ 5.85	\$2.50	
Residence Key Line (per line)	\$1.85	\$ 5.85	\$2.50	
Business One Party	\$2.35	\$ 5.85	\$2.50	
Business Key Line (per line)	\$2.35	\$ 5.85	\$2.50	
Business PBX Trunk (per trunk)	\$2.35	\$ 5.85	\$2.50	
Business Centrex (per line)	\$2.35	\$ 5.85	\$2.50	
Business Coin Transmission Line (per line)	\$2.35	\$ 5.85	\$2.50	(N)

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Schedule No. A-15

CITIZENS LOCAL CALLING PLANS
(Continued)

III. **RATES** (Continued)

Detail Message Billing

The monthly rates for the Citizens Premium Flat Rate Plan do not include the provision of monthly billing detail. When a billing detail is furnished, the following charges will apply. Appropriate Service Charges as shown in Schedule No. A-12 of this tariff also apply if detail message billing is requested beyond six months (180 days) after the date the Citizens LCP is initially offered, or after a customer first requests telephone service from Citizens. The billing detail includes date of call, called telephone number, answer time, and length of call. The customer must request a detailed bill at least 30 days in advance of the period for which detail is desired.

(T)
(T)

Detailed Message Billing

Per Customer, per month \$1.75

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Senior Vice President
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Schedule No. A-16

JOINT USER SERVICE

I. APPLICABILITY

Applicable to joint user service furnished in connection with local exchange business service for existing customers in existing locations.

II. TERRITORY

Throughout the whole area served by the Company in Elko County.

III. GENERAL

Each joint user service in connection with:
Individual or party line business service.

Rate per Month

\$5.30

IV. SPECIAL CONDITIONS

1. The applicability of joint user service is determined by the obvious or actual use made of the service. The subscriber's facilities are not to be extended off the premises on which the primary service is located to provide joint user service only.
2. The rate for joint user service includes a listing in the telephone directory and applies in addition to the rates and charges for the facilities and all other services furnished. Joint user service is applicable and is furnished upon application made by the subscriber as follows:
 - a. Application for the use of the subscriber's service by any individual, firm, company, or association occupying jointly or in part the premises on which the primary service is located, or the premises on which the subscriber's off-premises service is located. In the case of individuals, firms, companies and associations engaged in the same business or profession, utilizing a common reception room with offices opening thereon or adjoining thereto, one of the number may become the subscriber and the remainder joint users.
 - b. Application for use of the subscriber's service for another business publicly conducted by the subscriber and differing in character or scope or in name from the business for which the facilities are furnished.
 - c. Application for service to be furnished over the facilities utilized in furnishing service to the subscriber, in the name of another individual, firm, company, corporation, or association represented by the subscriber and the use of the name to be listed is authorized by the owner of the name.

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Schedule No. A-16

JOINT USER SERVICE
(Continued)

IV. SPECIAL CONDITIONS (Continued)

3. If the individuals or members of a firm, company or association file a joint income tax return, that will be accepted as sufficient evidence of a single business and joint user service is not applicable.
4. Whenever any individual member of a firm, company or association does not substantially participate in the earnings of his fellow members of such firm, company or association, then that fact shall be conclusive evidence that he is a joint user and the joint user rate is applicable.
5. The minimum charge for joint user service shall be the monthly rate, provided that if the listing is included in the telephone directory the charge will continue until the end of the directory period unless:
 - (a) The joint user vacates the subscriber's premises.
 - (b) The subscriber's service is discontinued.
 - (c) The business for which the joint user service is furnished is discontinued at the subscriber's premises.
 - (d) The joint user becomes a subscriber to business service in the same exchange.
6. Joint user service is not furnished in connection with residence telephone service.

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Schedule No. A-17

VACATION GET AWAY SERVICE

I. GENERAL

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

II. CONDITIONS

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

III. RATES

Nonrecurring Charge

\$39.99

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Schedule No. A-18

DIRECT INWARD DIALING SERVICE (DID)

I. DESCRIPTION

Direct Inward Dialing (DID) Service is a central office service that provides in-dialing from the exchange and toll network directly to the station lines associated with customer premises equipment without intervention from an attendant. Service is provided in combination with one-way PBX trunk access lines.

II. REGULATIONS

A. AVAILABILITY OF SERVICE

1. DID service is offered only from exchange areas served by the Utility where suitable facilities are available. In order to determine whether suitable facilities are available, a service inquiry is initiated through a Utility sales office.

B. TRUNK CONNECTIONS

1. The following conditions apply to the PBX trunks used to provide DID service:
 - a. Trunks are equipped for one-way service and all trunks in a trunk group providing DID service must be equipped for DID service.
 - b. The customer must subscribe to a sufficient number of trunks to insure traffic service standards as determined by the Utility.
 - c. When PBX trunks other than trunks equipped with DID are furnished to a customer, those trunks must be in a separate trunk group.

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Schedule No. A-18

DIRECT INWARD DIALING SERVICE (DID)

II. REGULATIONS (Continued)

C. DID SERVICE TELEPHONE NUMBERS

1. The following conditions apply to the DID service telephone numbers.
 - a. Telephone numbers and the sequence of numbers assigned is at the discretion of the Utility.
 - b. DID service is offered in a minimum block of 100 numbers. After the minimum block of 100 is reserved, additional numbers may be ordered. Customers may place numbers in reserve for future growth at the rates shown under III., Rates, following. Since DID service does not require the use of sequential numbers, it is not necessary to reserve numbers for future growth unless sequential numbers are desired.
2. Directory listings are furnished subject to the Rates and Conditions for business additional listings as found in Schedule No. A-5 of this tariff. Customers are responsible for timely notification of changes, additions and deletions of numbers to meet the schedule requirements of the Utility's directory.

D. CONNECTIONS

1. General

Customer-provided terminal equipment will be connected to DID service provided by the Utility in accordance with the following:

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Schedule No. A-18

DIRECT INWARD DIALING SERVICE (DID)

II. REGULATIONS (Continued)

D. CONNECTIONS (Continued)

1. General (Continued)

- a. All connections must be made through equipment furnished by the customer. The responsibility of the Utility shall be limited to the furnishing of service to that point on the customer premises where provision is made for the connection of such equipment. The customer is responsible for testing its equipment or facilities to insure that when they are connected with DID service, such equipment or facilities are operating properly, and further, that the cause of any service difficulty reported by the customer to the Utility results from the operation of equipment and facilities provided by the Utility.

2. Responsibility of the Customer

- a. DID service is available under this tariff for use in connection with terminal equipment provided by a customer. The operating characteristics of such equipment or systems shall be such as not to interfere with any of the services offered by the Utility. Such use is subject to further provisions that the equipment or systems provided by the customer does not endanger the safety of Utility employees or the public; damage, require change in or alteration of the equipment or other facilities of the Utility; interfere with the proper functioning of such equipment or facilities; impair the operation of the Utility's facilities or otherwise injure the public in its use of the Utility services. Upon notice from the Utility that the equipment provided by the customer is causing or is likely to cause such hazard or interference, the customer shall take such steps as necessary to remove or prevent such hazard or interference or incur termination of service provided by the Utility.

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Schedule No. A-18

DIRECT INWARD DIALING SERVICE (DID)

II. REGULATIONS (Continued)

D. CONNECTIONS (Continued)

2. Responsibility of the Customer (Continued)

b. The customer is responsible for:

1. Compatibility of the connected terminal equipment or systems and the DID service.
2. Testing and sectionalization and clearance of trouble conditions or service difficulties on the terminal equipment or systems which are connected to DID service.
3. Placing all orders and payment of all charges for service(s) offered herein.
4. Providing in a manner satisfactory to the Utility and without cost: a means of entrance for the cable into the building; space for mounting the necessary terminals and equipment; and, where required, a means to reach each floor and each suite or office on each floor where service is desired.
5. Compliance with all Utility regulations included in the Tariff schedules.
6. Intercept of calls dialed to unused reserved telephone numbers.

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Schedule No. A-18

DIRECT INWARD DIALING SERVICE (DID)

II. REGULATIONS (Continued)

D. CONNECTIONS (Continued)

3. Responsibility Of The Utility

- a. The Utility is not responsible for installation, operation or maintenance of any terminal equipment or systems provided by the customer. This service is not represented as adapted to the use of such equipment or systems and where such equipment or systems are connected to Utility facilities, the responsibility of the Utility shall be limited to the furnishing of facilities suitable for this service and to the maintenance and operation of such facilities in a manner proper for such DID service. Subject to this responsibility the Utility shall not be responsible for:
 - 1. The through transmission of signals generated by such equipment, or for the quality of, or defects in, such transmission, or
 - 2. The reception of signals by such equipment or systems, or
 - 3. Damage to terminal equipment or systems provided by the customer due to testing.
- b. The Utility shall be indemnified and saved harmless by the customer against:
 - 1. Claims for libel, slander and infringement of copyright arising from the material transmitted over the facilities;
 - 2. Claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Utility, apparatus and systems of the customer; and
 - 3. All other claims arising out of any act of omission or commission of the customer in connection with the facilities provided by the Utility.

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Schedule No. A-18

DIRECT INWARD DIALING SERVICE (DID)

II. REGULATIONS (Continued)

D. CONNECTIONS (Continued)

3. Responsibility Of The Utility (Continued)

c. Special Construction

The rates and charges to provide DID service where suitable facilities do not exist and are not scheduled to be available to meet the customer desired in service date will be determined on an individual case basis. If it is determined that suitable facilities are not available to provide DID service, customer may initiate a request for determination of special construction charges. If an order for service is then placed with the Utility a special construction charge will apply consistent with the terms and conditions as set forth in the tariff schedules.

E. PAYMENTS AND CHARGES FOR SERVICE

1. Payment of Charges

- a. The minimum period for which service is furnished and for which charges are applicable is one year. Suspension of service is not allowed. If service is terminated prior to expiration of minimum period, customer will be required to continue paying applicable charges for remainder of minimum period.
- b. Payment is due on presentation of a bill for the service furnished.

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Schedule No. A-18

DIRECT INWARD DIALING SERVICE (DID)

II. REGULATIONS (Continued)

E. PAYMENTS AND CHARGES FOR SERVICE (Continued)

2. Move Charges

A move involves a change in the physical location of one or more DID services.

The charges for the move are dependent on whether the move is to a new location within the same building or to a different building.

a. Within the Same Building

When the move is to a new location within the same building, the charge for the move will be an amount equal to one half of the nonrecurring charges for DID PBX trunk and premium charges used to provide the service.

b. To a Different Building

Moves to a different building will be treated as a disconnect and start of service and all associated nonrecurring charges will apply.

F. CANCELLATION FOR CAUSE

The Utility, by 5 days written notice to the customer, may discontinue furnishing of DID service without incurring liability upon:

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Schedule No. A-18

DIRECT INWARD DIALING SERVICE (DID)

II. REGULATIONS (Continued)

F. CANCELLATION FOR CAUSE (Continued)

1. Nonpayment or failure to make payment arrangement of any sum due the Utility or
2. A violation of any condition governing the furnishing of service not rectified by the customer after notice by the Utility.

G. MAINTENANCE VISIT

The customer is responsible for payment of a service call, as set forth in Schedule No. A-12 for visits by the Utility to the premises of the customer where the service difficulty or trouble report results from the use of equipment, systems or facilities provided by the customer.

H. ALLOWANCE FOR INTERRUPTIONS

Provisions concerning allowance for interruptions in service are set forth in Rule 14.

III. RATES

The rates and charges specified in this section apply for all services involving DID service.

	<u>Installation Charge</u>	<u>Monthly Rate</u>
A. DID SERVICE		
1) PBX Trunk, per trunk	(1)	\$48.90
2) DID Premium Service, per trunk	\$244.00	\$36.00
Total per trunk		\$84.90
B. DID TELEPHONE NUMBERS		
1) 100 DID numbers or less per 100 numbers	\$58.00	\$10.00
2) Charge for activation of reserved DID numbers subsequent to initial installation.	\$58.00	None

(1) Business Service Charges in Schedule No. A-12 apply.

(T)

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Schedule No. A-19

COIN TRANSMISSION TELEPHONE SERVICE

I. DESCRIPTION

- A. Coin Transmission Telephone Service is a business access line to be used exclusively with an approved Customer Owned Credit Card, Coinless, or Coin Operated Telephone instrument.
- B. The customer, for purposes of this service, is the individual who subscribes to the access line.

II. REGULATIONS

A. General

- 1) The rules and regulations applicable to Local Exchange Services as set forth in Tariff P.U.C.N. No. 1-A apply to Coin Transmission Telephone Service in addition to the specific regulations following.
- 2) Coin Transmission Telephone Service will be limited to exchanges where equipment, facilities, and operating conditions permit.
- 3) Directory Listings:
 - (a) Coin Transmission Telephone Service will be administered as shown for individual business line listings in Tariff P.U.C.N. No. 1-A, Schedule No. A-5, Directory Listings.
 - (b) Joint User Service is not furnished.
- 4) A Coin Transmission Telephone Service set cannot be used with any other class of service.
- 5) Foreign Exchange, off premises extension services, and Custom Calling features are not offered with Coin Transmission Telephone Service.
- 6) Access to 1+976 will be denied.
- 7) The Utility will not provide refunds to the caller for calls placed from a Coin Transmission Telephone Service set.

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Schedule No. A-19

COIN TRANSMISSION TELEPHONE SERVICE
(Continued)

II. REGULATIONS (Continued)

A. General (Continued)

- 8) The Utility will only be responsible to provide service to the network interface demarcation point at the Coin Transmission Telephone Service location.
- 9) The network interface will be located at or near the Utility's protector or building terminal.
- 10) Service Charges as outlined in Tariff P.U.C.N. No. 1-A, Schedule No. A-12 are applicable to Coin Transmission Telephone Service. (T)
- 11) Coin Transmission Telephone Service customers may charge rates less than, equal to or greater than Telephone Company rates for intraLATA sent paid or non sent paid toll calls.
- 12) The Telephone Company will not provide local or message toll rate information on calls originating from Coin Transmission Telephone Service.
- 13) The Telephone Company operators will not process calls originating from Coin Transmission Telephone Service utilizing any type of credit card except acceptable Telephone Company credit cards.
- 14) The Telephone Company will not allow third number or collect calls to be charged to a Coin Transmission Telephone Service line.
- 15) Screening Services and International Blocking Service are provided where facilities permit depending upon the capabilities of various switching central offices. These services are generally only available in equal access exchanges. Screening Services and International Blocking Service are nonchargeable optional services.
- 16) Coin Supervision/Transmission is an optional service that provides dial tone first with inbound signaling capability from the central office for pay telephones that do not have signaling capability within the telephone. This signaling capability provides operators and/or operator systems coin control where facilities and operating conditions exist.

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Schedule No. A-19

COIN TRANSMISSION TELEPHONE SERVICE

(Continued)

II. **REGULATIONS** (Continued)

B. Utility Responsibilities

- 1) Prior to accepting a customer's order to Coin Transmission Telephone Service, the Telephone Company will provide the prospective customer with a copy of Tariff P.U.C.N. No. 1-A, Schedule No. A-19, Coin Transmission Telephone Service and obtain the customer's written acknowledgment of receipt and disclosure of said tariff.

C. Customer Responsibilities

- 1) Coin Transmission Telephone Service sets must be registered in compliance with Part 68 of the F.C.C. rules or connected behind a registered coupler.
- 2) Coin Transmission Telephone Service sets must be installed in compliance with the National Electrical Safety Standards.
- 3) Coin Transmission Telephone Service shall only be prepay.
- 4) The customer is responsible for the installation, operation, and maintenance of any Coin Transmission Telephone Service set used in conjunction with this service.
- 5) The customer must provide placement and maintenance of interior wire from the network interface to the Coin Transmission Telephone Service set location.
- 6) The customer will be responsible for payment of all the charges for all calls originated from his Coin Transmission Telephone Service line.
- 7) The customer must comply with presubscription procedures as stated in CITIZENS TELECOMMUNICATIONS COMPANY OF NEVADA Tariff P.U.C.N. No. A-1, Section 13.3.3.
- 8) The customer will be responsible for payment of appropriate charges for Directory Assistance calls as described in Tariff P.U.C.N. No. 1-A, Schedule No. A-30.
- 9) The customer must provide a current local exchange directory at each Coin Transmission Telephone Service location where users may access the local network.

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Director
State Government Affairs

Schedule No. A-19

COIN TRANSMISSION TELEPHONE SERVICE
(Continued)

II. REGULATIONS (Continued)

C. Customer Responsibilities

- 10) The customer will be responsible for installing at each Coin Transmission Telephone Service set location a prominent display indicating the following:
- (a) Dialing instructions depicting access to:
 - Intra and InterLATA Toll
 - Local Service Area
 - Special Services
 - Repair Service
 - 911 emergency service or equivalent number
 - Directory Assistance Services
 - (b) Each telephone set must display its telephone number.
 - (c) Must state that rate information is available to Coin Transmission Telephone Service users upon request prior to attempting a call.
 - (d) Owner's name, address, and telephone number.
 - (e) Procedures to register complaints and claim refunds.
 - (f) Telephone Company operators will not provide local or message toll rate information.
 - (g) Telephone Company operators will not process calls utilizing any type of credit card except acceptable Telephone Company credit cards.
- 11) Coin Transmission Telephone Service sets must have the following operational characteristics:
- (a) Must be able to access at no charge without using a coin or credit card:
 - Utilities' operators
 - 911 emergency service or equivalent number
 - Repair Service
 - Directory Assistance Services

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Schedule No. A-19

COIN TRANSMISSION TELEPHONE SERVICE
(Continued)

II. **REGULATIONS** (Continued)

C. Customer Responsibilities (Continued)

- 11) Coin Transmission Telephone Service sets must have the following operational characteristics: (Continued)
 - (b) Must allow calls of unlimited duration to:
Utilities' operators
911 emergency service or equivalent number
Repair Service
Directory Assistance Services
 - (c) Must not charge for any uncompleted calls.
 - (d) Must comply with all applicable Federal, State and Local laws, rules and regulations concerning the use of these telephones by disabled persons and the hearing impaired.
 - (e) Must allow completion of long distance calls and may allow completion of local calls.
 - (f) All sets must provide for both originating and terminating service.
- 12) The Telephone Company has the right to refuse Coin Transmission Telephone Service to the customer from a premises if the owner of the premises or the owner's agent has not authorized the Coin Transmission Telephone Service customer or the customer's agent to place its Coin Transmission Telephone Service coin or coinless telephone on the premises or denies the Telephone Company access to provide the service to the customer.

III. **GENERAL**

Violation of Tariff

1. Where any customer provided coin-operated or non-coin operated equipment is in violation of this tariff, the Telephone Company will promptly notify the customer of the violation and will take immediate action, including the disconnection of service, as is necessary for the protection of the telecommunications network and Telephone Company employees.
2. The customer shall discontinue use of the customer provided coin-operated or non-coin operated equipment or correct the violation and notify the Telephone Company in writing within five (5) days after receipt of such notice that the violation has been corrected.

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Schedule No. A-19

COIN TRANSMISSION TELEPHONE SERVICE
(Continued)

III. GENERAL (Continued)

Violation of Tariff (Continued)

3. Failure of the customer to discontinue such use or to correct the violation will result in the suspension of the customer's service until such time as the customer complies with the provisions of this tariff.

IV. RATES

	<u>Monthly Rate</u>
A. Coin Transmission Telephone Service individual access line - originating and terminating service	\$44.10
B. Coin Supervision/Transmission	\$1.90
C. Service Charges, as specified in Schedule No. A-12 for standard business exchange access lines, apply in addition to all other charges specified in this Tariff for Coin Transmission Telephone Service.	

(T)

V. TERRITORY

Local Calling for Coin Transmission Service is provided within each of the following exchange areas:

Carlin:	754
Elko:	738, 753, 777, 778
Lee-Jiggs:	744
Montello:	776
Ruby Valley:	779
Wells:	752
Wendover:	664

Local Calling for Coin Transmission Telephone Service also exists for all traffic originating and terminating between the Elko, Carlin and Lee-Jiggs exchange areas.

Said areas are defined on maps filed as part of the tariff schedules for the Elko Division of Citizens Telecommunications Company of Nevada.

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Schedule No. A-20

TOUCH CALLING SERVICE

I. APPLICABILITY

Applicable to residential and business access line service customers.

II. TERRITORY

All exchanges as defined in tariffed exchange area maps where required facilities are available.

III. RATES

Individual, two-party and PABX trunk line service:

	<u>Monthly Rate</u>	<u>Billing Code</u>
1. Residence Service		
a. Each line equipped	No Charge	TTRL
2. Business Service		
a. Each line equipped	No Charge	TTBL

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Schedule No. A-20

TOUCH CALLING SERVICE
(Continued)

IV. SPECIAL CONDITIONS

1. Touch Calling Service is furnished only where the instrumentalities, equipment and associated service arrangements are compatible with the service. For exchange service, the serving central office must be suitably equipped and, for foreign exchange service, both the serving central office and the local central office must be suitably equipped.
2. Lines requiring rotary dial operation will not be terminated for use by telephones arranged for Touch Calling Service.

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Schedule No. A-21

CUSTOMER PROVIDED INMATE CALLING SERVICE (CPICS)

I. APPLICABILITY

A. DESCRIPTION

Customer Provided Inmate Calling Service (CPICS) is individual business service for the exclusive use of inmates served within the confines of a penal, correctional or mental institution where potential usage by inmates warrants establishing the service.

The CPICS "Customer" is the confinement service provider of the telephone equipment and telephone instruments for use with CPICS. Any individual or company proposing to be a provider of CPICS must first obtain a certificate of public convenience and necessity from the Public Utilities Commission of Nevada and comply with all rules and regulations set forth by the Public Utilities Commission of Nevada for confinement services.

II. REGULATIONS

The following provisions apply to CPICS lines:

1. CPICS lines are for the exclusive use of inmates served within the confines of a penal, correctional or mental institution only.
2. The general regulations and definitions applicable to Network and Exchange Services as set forth in other sections of this tariff apply to CPICS in addition to the specific regulations following.
3. Directory listings are not provided with this service.
4. Joint User Service is not furnished.
5. Customer Premises Equipment (CPE) used to provide CPICS cannot be used with any other class of service.
6. Foreign Exchange, off premises extension services, Remote Call Forward and Custom Calling features are not offered with CPICS. (T)
7. The Company will not provide refunds to a called party for calls placed over CPICS business access line.

Schedule No. A-21

CUSTOMER PROVIDED INMATE CALLING SERVICE (CPICS)
(Continued)

II. **REGULATIONS** (Continued)

8. Supersedure is not permitted for CPICS without a closing bill.
9. A CPICS line is capable of both originating and terminating (receiving) calls. See Customer Responsibilities.

III. **SPECIAL CONDITIONS**

UTILITY RESPONSIBILITIES

1. Prior to accepting the customer's order for CPICS, the Company will provide the prospective customer with a copy of this tariff for Customer Provided Inmate Calling Service and obtain the customer's written acknowledgments of receipt and disclosure of said tariff.
2. Citizens Telecommunications Company of Nevada will only be responsible to provide service to the network interface demarcation point at the CPICS location.

CUSTOMER RESPONSIBILITIES

1. CPICS customer premises equipment (CPE) must be registered in compliance with Part 68 of the F.C.C. rules.
2. CPICS CPE must be installed in compliance with the National Electrical Safety Standards.
3. The customer is responsible for the installation, operation, and maintenance of any CPICS CPE used in conjunction with this service.
4. The customer must provide placement and maintenance of interior wire from the network interface to the CPICS CPE location.
5. The customer is responsible for payment of all the charges for all calls originating from the CPICS line.
6. The customer must see that all interLATA calls shall be transported only over the facilities of carriers holding appropriate certificates of public convenience and necessity from the Public Utilities Commission of Nevada.

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Schedule No. A-21

CUSTOMER PROVIDED INMATE CALLING SERVICE (CPICS)
(Continued)

III. SPECIAL CONDITIONS (Continued)

CUSTOMER RESPONSIBILITIES (Continued)

7. The customer is responsible for any originating line restrictions and any terminating line screening required. Standard originating line restriction services and terminating line screening services are available from the Company at tariffed rates and may be ordered for use with a CPICS line.
8. The customer is responsible for all unbillable charges which must be referred back to the originator due to failure to validate a called number or to receive valid acceptance of a collect call.

IV. RATES

	<u>Monthly Rate</u>	
CPICS business access line	\$44.10	
Service Charges, as specified in Schedule No. A-12 for standard business exchange access lines apply.		(T)

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Schedule No. A-22

SPECIAL TAXES, FEES, CHARGES

I. GENERAL

Rate schedules of the utility do not include any portion of business license, franchise taxes or taxes based upon revenues for telecommunication services in the cities, communities, or county areas listed in II Applicability, below.

In order to reimburse the Utility for these taxes, amounts equivalent to the taxes where now imposed, or which may hereafter be imposed, may be billed by the Utility to its customers on a pro rata basis.

Where the tax is levied on a percentage of revenue basis, the percent shown in II Applicability, below, will be applied to the monthly charges.

II. APPLICABILITY

The following, exclusive of Federal tax, will be added to monthly charges for:

Exchange or Toll Station Service

<u>City or Community</u>	<u>Amount Added to Bills</u>
City of Elko	2% of Gross Tariffed Local Exchange and extended area telephone service revenues as detailed in Chapter 10, Title 8 of the Elko City Code. Charges shall commence with October 1994 billing statements.
City of West Wendover	5% of Gross Tariff Local Exchange Revenue resulting from the provision of telephone services by the Utility to customers residing within the City of West Wendover as detailed in West Wendover Ordinance 96-08.

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Schedule No. A-23

EMPLOYEES' SERVICE
(DISCONTINUED)

I. APPLICABILITY

Applicable to active and retired full-time employees of the Utility that subscribe to eligible fixed monthly services furnished by the Utility.

II. TERRITORY

Within the exchange areas as defined on maps contained in this tariff.

III. RATES

Discount on total of eligible fixed monthly services	<u>Discount</u> 50%
--	------------------------

IV. SPECIAL CONDITIONS

1. The discount is applicable to all fixed monthly exchange services except foreign exchange, directory listings, intraLATA message toll and all intraLATA interexchange services. The discount is also applicable to Service Charges. (T)
2. Employees' Service will be discontinued as follows:
 - (a) Non-union Active Full-Time Employees - The employee discount is discontinued as of January 1, 1991.
 - (b) Non-union Retired Employees - The employee discount will be available to non-union retired employees that retired prior to May 15, 1991 only until service is discontinued by the employee. The employee discount is discontinued for Non-union employees that retire on and after January 1, 1991.
 - (c) Union Full-Time Employees - The employee discount will be discontinued upon expiration of the present union contract.
 - (d) Union Retired Employees - The employee discount will be available to union retired employees that retired prior to expiration of the present union contract only until service is discontinued by the employee. The employee discount is discontinued for union employees that retire on and after expiration of the present union contract.
3. This schedule does not apply to service to spouses of deceased employees. All service under this schedule must be in the name of a regular full-time employee.

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Schedule No. A-23A

EMPLOYEE TELEPHONE CONCESSION SERVICE

I. APPLICABILITY

Applicable to all regular full-time and regular part-time employees that reside within the utility's exchange areas.

II. TERRITORY

Within the exchange areas of all exchanges as said areas are defined where service is furnished from the central office on the maps filed as part of the tariff schedules.

III. RATES

A concession will be allowed from the rates for service furnished to eligible employees of the utility.

IV. SPECIAL CONDITIONS

1. Provisions of this schedule will be administered within the guidelines established by the utility.
2. Eligible employees are regular full-time and regular part-time¹ employees who have completed their probationary period and whose residence is located within the utility's exchange territory.
3. The directory listing must be published in the name of the employee, or in the name of the employee's spouse.
4. Any retired employee of the utility that is receiving an employee telephone concession in accordance with any existing or grandfathered tariff shall retain such concession as long as the employee resides within the utility's exchange and does not disconnect the service.
5. The telephone concession program is not available to any employee that retires on or after July 1, 2001.

¹ A regular part-time employee is regularly scheduled to work at least 20 hours per week for more than six consecutive months.

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Schedule No. A-24

INTEREXCHANGE RECEIVING SERVICE

I. APPLICABILITY

Applicable to Interexchange Receiving Service.

II. TERRITORY

Within the exchange areas of all exchanges as said areas are defined on maps filed as part of the tariff schedules.

III. RATES

	<u>Rate Per Month</u>
Each interexchange receiving service per exchange	\$7.50

IV. SPECIAL CONDITIONS

1. Interexchange receiving service is available to subscribers to business individual line service (except coin-transmission lines), business private branch exchange service, or order receiving equipment service located in the receiving exchange.
2. A telephone number designation will be assigned to each service in each exchange in which interexchange receiving service is subscribed for. Only those calls to this number which originate at stations served from the exchange in which the service is subscribed for will come within the scope of the service under this schedule.
3. Under this schedule the sent-paid station rate in connection with message toll telephone service is applicable to each interexchange message. The subscriber to interexchange receiving service will be billed for calls to his number completed in accordance with 2 above.
4. An applicable Service Order processing charge will be applied as outlined in Schedule No. A-12. (T)

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Schedule No. A-25

DIGITAL CHANNEL SERVICE (DCS)

I. APPLICABILITY

Applicable to Intrastate IntraLATA Digital Channel Service (DCS), furnished or made available by this Utility between its points and points reached over facilities of connecting companies. Digital Channel Service is furnished only if the necessary service components are available.

II. TERRITORY

All exchanges as defined in tariffed exchange area maps.

III. RATES

Nonrecurring and monthly rates apply to Digital Channel Service as outlined below:

	Non-recurring Charge*	Monthly Charge	Discounted Monthly Charge With 3 Year Plan
Digital Channel Service			
Port	\$195.00	\$470.00	\$440.00
Digital Transport Facility	\$865.00	\$180.00	\$170.00
DS1 Channel Mileage (1.544 Megabit/Sec)			
Fixed	See Citizens	See Citizens	
Per Mile or Fraction Thereof	Telecommunications Company of Nevada Access Service Tariff Section 7.12	Telecommunications Company of Nevada Access Service Tariff Section 7.12	
Direct Inward Dialing Numbers	See Schedule No. A-18	See Schedule No. A-18	
Subscriber Line Charge per DS0	Not Applicable	See Tariff FCC No. 1	

* Service Charges outlined in Schedule No. A-12 of this tariff also apply.

(T)

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Schedule No. A-25

DIGITAL CHANNEL SERVICE (DCS)
(Continued)

IV. GENERAL

Digital Channel Service allows a customer to originate and terminate switched network calls over a high capacity digital facility between a Telephone Company serving wire center and a customer premises location. The service transmits and receives digital signals between the serving wire center and digital switching equipment located at the customer's premises. The service enables customers to channelize up to 24 voice grade DS0s on a single transport facility.

Digital Channel Service is a local exchange service. It is comprised of two components; a digital port in the serving wire center and a digital transport facility between the serving wire center and the customer's premises. Digital Channel Service may be entirely Direct Inward Dialing, Direct Outward Dialing or two-way.

Digital Channel Service is not an access service. The subscriber will need to subscribe to a Primary Interexchange Carrier or use 10XXX dialing to complete calls that require interexchange carrier transport.

V. TYPES OF DIGITAL CHANNEL SERVICE

1. Direct Inward Dialing Only

One-way digital transport facility that allows for an outside caller to call an internal extension without having to pass through an operator or attendant. Direct Inward Dialing is furnished in accordance with the Direct Inward Dialing Section of the Local Exchange Tariff.

2. Direct Outward Dialing Only

One-way digital transport facility that allows for an internal caller to dial directly from an extension without having to go through an operator or attendant.

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Schedule No. A-25

DIGITAL CHANNEL SERVICE (DCS)
(Continued)

V. TYPES OF DIGITAL CHANNEL SERVICE (Continued)

3. Two-Way

Two-way digital transport facility that allows for both incoming and outgoing calls without the aid of an operator or attendant. Direct Inward Dialing is furnished in accordance with the Direct Inward Dialing Section of the Local Exchange Tariff.

VI. TERMS AND CONDITIONS

1. Availability of Service

Digital Channel Service is subject to the availability of facilities and is only offered where technically feasible.

2. Use of Service

Digital Channel Service is provisioned for voice grade service. Digital Channel Service may not be suitable for the transmission of data.

3. Service Provision Location

Digital Channel Service may be provided from the subscriber's normal central office or from a foreign central office, subject to the availability of facilities.

4. Service From a Foreign Central Office

Interoffice (1.544 Megabit/Sec) channel mileage applies when Digital Channel Service is provided from a Foreign Central Office.

5. Central Office Designation Change

A subscriber requested change in the central office designation used to provide Digital Channel Service will be considered to be a disconnection of existing service and a connection of new service.

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Schedule No. A-25

DIGITAL CHANNEL SERVICE (DCS)
(Continued)

VI. TERMS AND CONDITIONS (Continued)

6. Minimum Block of Subscriber Numbers

Digital Channel Service will be provided in increments of digital transport facilities. One or more digital transport facilities must be subscribed to whether or not all 24 lines are to be used within any one digital transport facility.

7. Unused DID Numbers

The customer must arrange its switching equipment to provide for the interception of assigned but unused Direct Inward Dial numbers.

8. Optional 3 Year Plan

An optional 3 year plan is available. If the customer subscribes to this plan then reduced monthly charges apply. Non-recurring charges are the same with or without the 3 year plan.

9. Minimum Subscriber Period

The minimum subscriber service period for digital ports and for digital transport facilities is one month. In the case of termination of the subscriber's service, the charge for Digital Channel Service is to the date of termination of the subscriber's service, but the minimum charge is the established rate for one month.

Customers who elect a three-year plan during the two-year period immediately following the effective date of this tariff will have the option of disconnecting their service without a termination liability charge in order to choose a more cost-effective option offered by another telecommunications carrier certificated in Nevada. This option is available to customers during the two-year period immediately following the effective date of this tariff. This option is applicable only to customers who choose to order service from another carrier during this period. The option is not available to customers who choose to disconnect their service in accordance with the other conditions for termination liability in this tariff.

10. Temporary Suspension of Service

Temporary suspension of service is available for all digital transport facilities and only if all digital transport facilities are suspended.

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Schedule No. A-26

ENHANCED LIFELINE SERVICE FOR TRIBAL LANDS

I. APPLICABILITY

Residential customers who reside on federally recognized tribal lands are eligible to receive additional enhanced federal Lifeline support in order to reduce the price for basic local telephone service. An individual living on tribal lands shall qualify for an additional enhanced federal Lifeline credit of up to \$25.00 per month if the individual participates in any state or federal programs identified in Schedule A-1, Sheet 35.1, or in one of the following assistance programs:

- a. Bureau of Indian Affairs General Assistance
- b. Tribally Administered Temporary Assistance for Needy Families
- c. Head Start (only those households meeting its income qualifying standard)
- d. Food Distribution Program on Indian Reservations (DFPIR)

If a resident of a federally recognized tribal land satisfies the state's Lifeline eligibility criteria as defined in Schedule 14, Sheet 92, the resident will receive the state support as well as the additional enhanced federal support.

II. RATES

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

<u>Tribe/Reservation</u>	<u>Exchange</u>
Elko Band Council of Te Moak Tribe	Elko
South Fork	Carlin
(Constituent of	Elko
Tel-moak Tribes of	Lee-Jiggs
Western Shoshone	Ruby Valley
Indians of Nevada)	
Te Moak Tribe	Elko
Wells Band Council of Te Moak Tribe	Wells

	<u>Broadband *</u>	<u>Voice Only *</u>
	<u>Monthly Rate</u>	<u>Monthly Rate</u>
B. Residence Single-Party Line	\$10.65	\$10.65
1. End User Common Line Charge (EUCL)	6.50	6.50
2. Federal Lifeline Credit	9.25	5.25
3. Federal Subscriber Line Charge Waiver**	0.00	1.25
4. Enhanced Federal Lifeline Credit	4.40	7.15
5. State Lifeline Support Credit	<u>3.50</u>	<u>3.50</u>
6. Enhanced Lifeline Charge before Taxes	\$0.00	\$0.00

* Broadband: Service that includes qualifying broadband service; Voice Only: Voice with no qualifying broadband service as defined by 47C.F.R. Sec 54.403(a)(2). Only subscribers in FCC designated census blocks are eligible for Voice only Lifeline after 12/1/21. (C)

** The Federal Subscriber Line Charge Waiver is waived by the Company and is not a federally funded discount. (C)

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Senior Vice President
Regulatory Affairs

Schedule No. A-27

EXTENDED AREA SERVICE

I. APPLICABILITY

Applicable to telephone calling areas in exchanges provided with extended area service.

II. TERRITORY

Within the exchange areas of the designated exchanges as said areas are defined on maps filed as part of these tariff schedules.

III. RATES

Local calling service is provided, without additional charge, between the exchanges as shown below:

<u>From Exchange</u>	<u>To Exchange</u>
Wendover, Nevada	Wendover, Utah

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Schedule No. A-28

CUSTOM CALLING SERVICE

I. APPLICABILITY

Applicable at the option of the customer, to business and residential one-party access line service.

II. TERRITORY

Within the exchange areas of all exchanges as said areas are defined where service is furnished from the central office on the maps filed as part of the tariff schedules.

III. RATES

	Installation or Change Charge	Monthly Rates Business	Residence
1. Individual Features, each line			
a. Basic Call Forward	(1)	\$5.00	\$3.00
b. Call Forward Busy	(1)	5.00	3.00
c. Call Forward No Answer	(1)	5.00	3.00
d. Call Forward Busy/No Answer	(1)	5.00	3.00
e. Call Waiting/Cancel Call Waiting	(1)	5.00	3.00
f. 3 Way Calling	(1)	5.00	3.00
g. Speed Call 8 ⁽²⁾	(1)	5.00	3.00
h. Speed Call 30	(1)	6.00	4.00
i. Fixed Call Addressing	(1)	5.00	3.00
j. Toll Restriction	(1)	6.00	4.00
k. Billed Number Screening (BNS)	(1)	3.00	1.25
l. Remote Activated Call Forward	(1)	5.00	3.00
m. Distinctive Ring	(1)	6.00	4.00

(1) Applicable Service Charges as outlined in Schedule No. A-12. (See Special Condition No. 10.) (T)

(2) This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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Schedule No. A-28

CUSTOM CALLING SERVICE
(Continued)

III. RATES (Continued)

	<u>Installation or Change Charge</u>	<u>Monthly Rates</u>	
		<u>Business</u>	<u>Residence</u>
2. Two feature packages, each line ⁽²⁾ Any two features	(1)	10% less than any two combined individual feature rates	
3. Three feature packages, each line ⁽²⁾ Any three features	(1)	20% less than any three combined individual feature rates	
4. Four feature packages, each line ⁽²⁾ Any four features	(1)	30% less than any four combined individual feature rates	
5. Five or more feature packages ⁽²⁾ each line	(1)	40% less than any five or more combined individual feature rates	
<u>Four feature package</u> ⁽³⁾ Call Waiting, Basic Call Forward 3 Way Calling, and Speed Call 8 ⁽⁴⁾		<u>Business</u>	<u>Residence</u>
		\$6.95	\$4.95

⁽¹⁾ Plus applicable Service Charges as outlined in Schedule No. A-12. (See Special Condition No. 10). (T)
Customers subscribing to the grandfathered feature packages who wish to migrate to the new four feature package may participate in any promotional campaign referred to in Schedule No. A-28.

⁽²⁾ Two, three, four and five feature packages shown above in 2, 3, 4 and 5 have been grandfathered or migrated to the new four feature package as of January 9, 1998.

⁽³⁾ This service is grandfathered and is only furnished to the same customer, located on the same premises as of August 9, 2001.

⁽⁴⁾ This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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Schedule No. A-28

CUSTOM CALLING SERVICE
(Continued)

III. **RATES** (Continued)

6. Advanced Calling Features

	Monthly Rates per line		Pay Per Use per call	
	Business	Residence	Business	Residence
*69 Call Return	\$4.00	\$2.00	\$0.75 ⁽⁴⁾	\$0.75 ⁽⁴⁾
Priority Call	\$4.00	\$2.00	-----	-----
*66 Busy Number Redial	\$4.00	\$2.00	\$0.75 ⁽⁴⁾	\$0.75 ⁽⁴⁾
Selective Call Forward	\$4.00	\$2.00	-----	-----
Selective Call Rejection	\$4.00	\$2.00	-----	-----
Selective Call Acceptance	\$4.00	\$2.00	-----	-----
Call Trace	-----	-----	\$5.00 ⁽²⁾	\$5.00 ⁽²⁾
Caller ID Number Only ⁽⁵⁾	\$6.00	\$4.00	-----	-----
Caller ID with Name	\$7.00	\$5.00	-----	-----
Caller ID Blocking ⁽¹⁾	\$0.00	\$0.00	-----	-----
Call Waiting ID	\$0.50	\$0.50	-----	-----
Anonymous Call Block/Rejection (ACR)	\$4.00	\$2.00	-----	-----
CLASS Basic Package ⁽⁵⁾ – Caller ID with Name and Call Waiting	\$8.50	\$5.50	-----	-----
CNAM Basic Package ⁽⁵⁾ – Caller ID with Name and Call Waiting	\$9.50	\$6.50	-----	-----
Caller ID Plus ⁽⁵⁾ – Caller ID with Name, *69 Call Return, and Priority Call	\$11.00	\$7.50	-----	-----
CNAM Plus ⁽⁵⁾ – Caller ID with Name, *69 Call Return, and Priority Call	\$12.00	\$8.50	-----	-----
CLASS Premium Package ⁽³⁾ – Caller ID with Name, Call Waiting, Priority Call, and Message Center Service	\$15.20	\$11.25	-----	-----

- (1) No Service Order charge will apply for the initial selection and the first change. For additional selections a service order charge, as prescribed in Schedule No. A-12, will be assessed for changes to Caller ID Blocking options made after 4 months following implementation. (T)
- (2) The maximum monthly pay per use charge is \$5.00 for residential and business customers, regardless of the number of times the service is activated within a month.
- (3) This service is grandfathered and is only furnished to the same customer, located on the same premises as of August 9, 2001.
- (4) The maximum monthly pay per use charge is \$7.50 for residential and business customers, regardless of the number of times the service is activated within a month.
- (5) This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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Steve Crosby
Senior Vice President
Regulatory Affairs

Schedule No. A-28

CUSTOM CALLING SERVICE
(Continued)

IV. SPECIAL CONDITIONS

1. Custom calling service requires special central office equipment and will be provided only where facilities are available, and is available only to customers subscribing to one-party service.
2. Custom calling service will not be provided in connection with private branch exchange trunk line service or centrex service.
3. Description of Service

a. Basic Call Forward

This feature provides an arrangement for transferring incoming calls to another telephone number within the local area by dialing a code and the number of the service to which calls are being transferred. Enables the customer to forward incoming calls to another telephone number by dialing *72 and the number to which calls are being forwarded to.

(T)

b. 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.

(T)

Schedule No. A-28

CUSTOM CALLING SERVICE
(Continued)

IV. SPECIAL CONDITIONS

3. Description of Service (Continued)

c. 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.

(T)
|
(T)

d. 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.

(N)
|
(N)

e. 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.

(T)
|
(T)

Schedule No. A-28

CUSTOM CALLING SERVICE
(Continued)

IV. **SPECIAL CONDITIONS** (Continued)

3. Description of Service (Continued)

- | | | |
|----|---|-----------------|
| f. | <u>3 Way Calling</u>

Permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Normal transmission performance quality cannot be guaranteed on all calls. | (T)
 |
| g. | <u>Speed Call 8</u> ⁽¹⁾

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. | (C)
 |
| h. | <u>Speed Call 30</u>

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. | (N)

(N) |

(1) This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016. (N)

Schedule No. A-28

CUSTOM CALLING SERVICE
(Continued)

IV. **SPECIAL CONDITIONS** (Continued)

3. Description of Service (Continued)

i. Fixed Call Addressing

(T)

Fixed call addressing enables a telephone user to call a specified destination without dialing any digits. The user just removes the handset from the hookswitch. When an off-hook indication is received on a line assigned the fixed call address class-of-service, the directory number or code of the destination is retrieved from memory and the call is automatically routed to the destination. If the line is also to be used for regular telephone service a critical time out is required after dial tone is returned to the line. If no digits area received within a user-specified time, the call is routed to the specified destination, otherwise, it is routed in accordance with the digits dialed.

j. Toll Restriction

(T)

Toll restriction provides the customer with local dialing capabilities but blocks any call with long distance or premium service charges.

Blocked Calls

Unblocked Calls

0 +	911
0 -	Repair
1 +	Time of Day
1 + 555-1212	1 + 800
1 + 900	
1 + 976	
Local Directory Assistance	

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Steve Crosby
Senior Vice President
Regulatory Affairs

Schedule No. A-28

CUSTOM CALLING SERVICE
(Continued)

IV. **SPECIAL CONDITIONS** (Continued)

3. Description of Service (Continued)

j. Toll Restriction (Continued)

(T)

- (1) Toll restriction is offered to individual business and residence exchange access service customers only where facilities are available.
- (2) Toll restriction customers are responsible for collect, third number billed and credit card calls billed to the access line with toll restriction service.
- (3) Toll restriction will work in combination with all other Custom Calling features.
- (4) 911 access is available for emergency situations in which property or human life is in jeopardy and the prompt summoning of aid is essential.

k. Billed Number Screening (BNS)

(T)

BNS is a feature that permits the customer to choose not to allow its collect and/or third number billed calls from being charged to their telephone number. Callers attempting to place a collect or third number billed call using a BNS number for billing will be advised by an operator that such billing is unauthorized and the call will not be completed until other payment or billing arrangements are made.

1. BNS is subject to the availability of facilities.
2. Collect and/or third number billed calls originating from locations that do not have screening capabilities may not be capable of being intercepted and denied and will be billed, e.g., international calls and calls that do not go through the Line Information Data Base (LIDB).
3. Provision of BNS does not alleviate customer responsibility for completed toll calls.
4. BNS may be used with other Company toll screening/blocking services, e.g., Toll Restriction, Blocking for 10XXX1+/10XXX011+, etc.

Schedule No. A-28

CUSTOM CALLING SERVICE
(Continued)

IV. SPECIAL CONDITIONS (Continued)

3. Description of Service (Continued)

I. Remote Activated Call Forward

(T)

Allows subscribers to activate or deactivate call forward or to change the forward-to destination when they are away from home or office. Remote Activated Call Forward can be accessed from any touch tone telephone simply by dialing the access code and a personal identification number (PIN) assigned by the Company. If call forward is already in effect, the forward-to number can be changed by dialing the access code, the PIN, and the new forward-to destination. This service is especially useful to persons who frequently change locations and desire to have their communications follow them.

(T)
(T)

m. Distinctive Ring

(T)

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.

(T)

Schedule No. A-28

CUSTOM CALLING SERVICE
(Continued)

IV. **SPECIAL CONDITIONS** (Continued)

3. Description of Service (Continued)

3.1 Description of Service - Advanced Calling Features

a. *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.

(T)
|
(T)

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.

b. Priority Call

Is an incoming call management feature which will allow the subscriber to define a list of calling directory numbers that will provide the subscriber with special incoming call treatment. Any incoming calls on this list will be indicated by a distinctive ringing. Any numbers which are not on the list or which cannot be identified will be given standard treatment. To gain access to this service, the customer dials "*61" or "1161" on a rotary telephone.

(T)
|
(T)

(L) Item c. relocated to Sheet No. 133.1.

(N)

Schedule No. A-28

CUSTOM CALLING SERVICE
(Continued)

IV. SPECIAL CONDITIONS (Continued)

3. Description of Service (Continued)

3.1 Description of Service - Advanced Calling Features (Continued)

c. *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.

d. 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 Forwarding list will be forwarded to the predetermined telephone number. Selective Call Forwarding 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 Forwarding list, as well as the forward-to telephone number, can be changed at any time.

(L) Item c. relocated from Sheet No. 133.

(L) Item e. and f. relocated to Sheet No. 134.

(L)(T)

(T)

(L)

(T)

(C)

(T)

(N)

(N)

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Steve Crosby
Senior Vice President
Regulatory Affairs

Schedule No. A-28

CUSTOM CALLING SERVICE
(Continued)

IV. SPECIAL CONDITIONS (Continued)

3. Description of Service (Continued)

3.1 Description of Service - Advanced Calling Features (Continued)

e. 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" form 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.

(L)(T)
(C)

f. 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.

(L)(T)

(L) Item e. and f. relocated from Sheet No. 133.1.

(L) Item h. relocated to Sheet No. 134.1.

(L) Item i. relocated to Sheet No. 135.

(N)
(N)

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Senior Vice President
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Schedule No. A-28

CUSTOM CALLING SERVICE
(Continued)

IV. SPECIAL CONDITIONS (Continued)

3. Description of Service (Continued)

3.1 Description of Service - Advanced Calling Features (Continued)

g. Call Trace (L)(T)

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. (L)(T)

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. (N)
|
(N)

h. Caller ID Number Only ⁽¹⁾ (L)(T)(C)

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. (L)(T)

i. Caller ID with Name (N)

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.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.
(L) Item h. relocated from Sheet No. 134. (N)

Schedule No. A-28

CUSTOM CALLING SERVICE
(Continued)

IV. **SPECIAL CONDITIONS** (Continued)

3. Description of Service (Continued)

3.1 Description of Service - Advanced Calling Features (Continued)

j. Caller ID Blocking

(T)

Enables the customer to prevent their phone number from being displayed on outgoing calls. Certain types of telephone configurations such as paystations are not capable of utilizing these blocking options. Calls to 800 type toll-free services, "900" or 9-1-1 numbers will not be blocked regardless of blocking option elected. There are two available options:

1. Per Line Blocking - The customer's line is defaulted to block disclosure of the customer's phone number on all outgoing calls. By dialing a unique activation code, the customer can change the blocking status and allow their phone number to be displayed at the called party's location (if that party has Caller ID).

Per Line Blocking, when requested, will be provided to residential customers only, except as noted below:

- (a) Private non-profit tax exempt organizations, such as for domestic violence intervention, secret witness, counseling organizations, disabled services or other crisis call hotlines.
- (b) Local, state and federal law enforcement agencies.

2. Per Call Blocking - The customer's line is defaulted to display the customer's phone number on all outgoing calls. By dialing a unique activation code the customer can prevent their phone number from disclosure at the called party's location. This type of blocking is the default for all customers that do not make an affirmative blocking selection.

After a customer dials a call blocking or call enabling activation code, they will receive a recorded announcement regarding the current call blocking status of the line, prior to hearing the dial tone.

(L) Item j. relocated from Sheet No. 134.

(N)

Schedule No. A-28

CUSTOM CALLING SERVICE
(Continued)

IV. SPECIAL CONDITIONS (Continued)

3. Description of Service (Continued)

3.1 Description of Service - Advanced Calling Features (Continued)

k. Call Waiting ID - 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 Caller ID, Caller ID with Name and Call Waiting. A subscriber who is engaged in a conversation and receives an incoming call hears a special 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 ID and/or Caller ID with name.

l. Anonymous Call Block/Rejection (ACR)

Customers who do not wish to receive calls from callers that withhold their telephone number and name or other identifying information through per line or per call blocking can reject anonymous calls. Upon dialing a specific code, Caller ID with Name subscriber can automatically reject calls from customers who have chosen to block the passage of their telephone numbers and names on outgoing calls. The caller will receive an announcement that the customer is not accepting calls from callers who are blocking their telephone numbers and names. This feature can be activated by dialing "*77" ("1177" on rotary phones) and can be deactivated by dialing "*87" ("1187" on rotary phones). ACR is included with Caller ID with Name. A call can be completed to a Caller ID with Name subscriber who has activated ACR by (1) placing the call through an operator, (2) placing the call with a telephone credit card, or (3) placing the call after unblocking the telephone number and name.

(T)

(T)

(L)

(L)

(N)

(L) Material relocated to Sheet No. 134.1.

Schedule No. A-28

CUSTOM CALLING SERVICE
(Continued)

IV. **SPECIAL CONDITIONS** (Continued)

4. The call forward service customer is responsible for the payment of applicable charges for each completed call between his call forwarding equipped station and the station to which the call is forwarded. This charge for local or dial station call, applies to all forwarded calls that are answered at the station to which the calls are forwarded.

Charges between the originating station and the call forwarding equipped station are applicable in accordance with regularly filed tariffs, local, dial station, operator station or person toll.
5. Custom calling service features may be provided to customers with either rotary dial telephones or Touch Calling Service.
6. The quality of transmission of calls which are forwarded or on 3 Way Calling may vary depending on the distance and the routing necessary to complete each call and normal transmission is not guaranteed on any forwarded call or 3 Way Call. (T)
7. Where a change of telephone set is made at the customer's request and not necessitated by the provision of a Custom Calling Service feature, appropriate service connect charge will apply as set forth in Schedule No. A-12, Service Connection Charges. (T)
8. With Distinctive Ring/Teen Service, the primary customer is responsible for all third party or collect calls charged to the additional telephone number assigned to the access line. (T)

Schedule No. A-28

CUSTOM CALLING SERVICE
(Continued)

IV. SPECIAL CONDITIONS (Continued)

9. At the option of the Utility, during specific promotional periods, the installation charge will be waived.
10. Upon conversion to a digital Central Office in an exchange, a waiver period of 30 days prior to and 30 days subsequent to the cut will allow customers to subscribe to Custom Calling Service without incurring service connection charges.
11. Advanced Calling Features Privacy Concerns - Citizens Telecommunications Company of Nevada - Elko Division will work individually with private, non-profit, tax exempt agencies (e.g. domestic violence intervention, secret witness, disabled services, crisis call hotlines) and with law enforcement agencies to establish additional privacy protection as reasonably needed at no charge.
12. Except for the willful misconduct or gross negligence of the Citizens Telecommunications Company of Nevada - Elko Division (CTC-Nevada, Elko Division), each customer releases, indemnifies and holds harmless CTC-Nevada, Elko Division, its employees and agents, from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by the customer, or any other party or person, for any business loss, personal injury to or death of any person or persons for any loss, damage or destruction of any property whether owned by the customer or others, arising out of the use of Advanced Calling Features.
13. Provision of features listed in rates 6a through 6l may be subject to the availability of SS7 signaling technology. These services are available only on calls placed to/from compatible central offices and only on calls which originate from lines capable of delivering the calling number or "private" indicator. (T)
14. The Utility 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 and *69 Call Return services and other similar services identified in this tariff. Some calls may not display name and/or number information and/or *69 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 Utility and/or third party equipment or networks, and calls from certain types of customer provided equipment. The Utility is not liable to the customer or any party for any error, omission, incomplete call or mistake associated with Caller ID and *69 Call Return or other similar services identified in this tariff. (T)
(T)

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Issued By:
Steve Crosby
Senior Vice President
Regulatory Affairs

Schedule No. A-29

**SURCHARGE TO FUND TELECOMMUNICATIONS
DEVICES FOR THE SPEECH OR HEARING IMPAIRED**

I. **APPLICABILITY**

This surcharge is for the purpose of funding the costs associated with providing telecommunication relay services and devices to the speech or hearing impaired pursuant to NAC 707-020. The surcharge will apply to each access line within the state, including intrastate foreign exchange and outward WATS service. The utility will bill and collect the surcharge monthly for each access line service. These moneys will be used to aid in funding the telecommunications relay services and devices for the speech or hearing impaired. The assessment rate is determined annually by the Commission.

(C)

(C)

(D)

(D)

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Issued By:
Allison Ellis
Senior Vice President
Regulatory Affairs

CITIZENS TELECOMMUNICATIONS COMPANY OF NEVADA
d/b/a Frontier Communications of Nevada
P.O. Box 340 Elk Grove, CA 95759
P.U.C.N. Tariff No. 1-B

ELKO DIVISION
2nd Revised Sheet No. 139
Cancels 1st Revised Sheet No. 139

RESERVED FOR FUTURE USE

(C)
(D)

(D)

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Issued By:
Allison Ellis
Senior Vice President
Regulatory Affairs

Schedule No. A-30

DIRECTORY ASSISTANCE SERVICE

I. APPLICABILITY

Applicable to furnishing a calling party with telephone numbers or other information available from the 411 or 555-1212 Local Directory Assistance records for information within Nevada.

National Directory Assistance is applicable to furnishing a calling party with telephone numbers or other information available from a National Directory Assistance database for information outside the calling party's Area Code.

Directory Assistance Call Completion (DACC) allows customers the option to have their local or intralata calls completed to a requested number by either Directory Assistance Operator or Directory Assistance Audio Response System that provides the requested directory number.

II. TERRITORY

Within the exchange areas of all exchanges, as said areas are defined on maps filed as part of the tariff schedules.

III. GENERAL

1. Local (411 and 555-1212) and National Directory Assistance Service provides the calling party with the following types of information from the Directory Assistance records for Nevada:
 - a. The requested telephone number.
 - b. Information that the requested telephone number cannot be found.
2. The Local and National Directory Assistance operator will furnish up to a maximum of three items of the type of information in 1. above per call.

IV. RATES

	<u>Charge</u>	
Local Directory Assistance within the Utility's exchanges, each call	\$0.00	
Local Directory Assistance outside the Utility's exchanges, each call	\$0.25	(T)
National Directory Assistance, each call, no monthly call allowances apply	\$0.85	
Directory Assistance Call Completion (DACC), each call	\$0.45	

(D)
|
(D)

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Steve Crosby
Senior Vice President
Regulatory Affairs

Schedule No. A-30

DIRECTORY ASSISTANCE SERVICE
(Continued)

V. SPECIAL CONDITIONS

1. Exemptions

- a. The following are exempt from the charges shown above, subject to any conditions specified with each item:
- (1) Physically Impaired. A service may be exempt from Directory Assistance charges if it is provided for the use of an individual who is unable to use a telephone directory due to visual or other physical limitations. The disabled persons may self-certify as to their physical inability to use telephone directories. Exemption will be granted upon receipt of a completed exemption form certifying the applicant's impairment. When these conditions are met:
 - (a) Residence service may be exempt when a member of a household cannot use the directory due to a certified visual or other physical impairment.
 - (b) An individual access line, two-party line or suburban business service may be exempt when it is provided to a small business where all owner(s) and employees of the business on the premises have a certified visual or other physical impairment.
 - (c) A business service may be exempt when it is provided to an organization established specifically for the purpose of assisting the visually impaired. Such organizations may employ the services of both sighted and certified visually impaired individuals.
 - (d) A certified physically impaired individual may make a Directory Assistance call from any telephone and charge it to his/her exempt telephone number or credit card. No charge will apply to this type of call.
 - (2) Local Directory Assistance (411) calls for information regarding customers within the exchanges of the Company are exempt.

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Issued By:
Aloa J. Stevens
Director
State Government Affairs

Schedule No. A-30

DIRECTORY ASSISTANCE SERVICE
(Continued)

V. SPECIAL CONDITIONS (Continued)

1. Exemptions (Continued)

b. Direct dialed calls to Directory Assistance placed from public telephones are exempt from the charge shown above. However, the charge shown above will apply to operator assisted calls placed to Directory Assistance from public telephones.

2. The Utility shall not be liable for any loss or damages to a customer or any other person arising out of any act or omission of the company or any authorized agent which provides Directory Assistance under contract with the Utility, unless such act or omission results from the willful misconduct or gross negligence of the company or authorized agent providing such service.

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Issued By:
Aloa J. Stevens
Director
State Government Affairs

Schedule No. A-31

SWITCHED 56 DATA SERVICE (SWITCHED 56)

I. APPLICABILITY

Switched 56 Data Service (Switched 56) is a digital access line that provides customers with circuit switched digital transmission at 56 Kbps.

Switched 56 is designed for digital data applications with a full duplex, digital, synchronous 56 Kbps data transmission rate.

The customer must provide a compatible Channel Service Unit/Data Service Unit (CSU/DSU) with digital capability or a compatible Data Unit (DU) in addition to the inside wire required to connect the Utility.

Outgoing calls may be placed to Switched 56 capable access circuits served from the same switch, other equipped intraLATA serving wire centers, or over an Interexchange Carrier wide area network to InterLATA and international destinations.

II. SPECIAL CONDITIONS

- a. Switched 56 is classified as a business service.
- b. Switched 56 is offered only from exchanges served by the Company where suitable facilities are available. The Company is under no obligation to provide Switched 56 at a distance from the central office that exceeds the technical limitations of the service.
- c. Switched 56 does not support the following services:
 - Analog Voice and Voice Services.
 - Analog data services or subrates.
 - 411, 811, 900, 976, or 0+.
 - 900 and 976 blocking.
 - Custom Calling Features.

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Aloa J. Stevens
Director
State Government Affairs

Schedule No. A-31

SWITCHED 56 DATA SERVICE (SWITCHED 56)
(Continued)

II. **SPECIAL CONDITIONS** (Continued)

d. Switched 56 performance is measured in Error Free Seconds (EFS), Severely Errored Seconds (SES), and Bit Error Rate. The minimum design performance for both IntraLATA and the Company's portion of InterLATA calls is the following:

- 95% EFS on 99% of calls of 5 minutes duration over one month.
- .03% SES over 24 hours.
- 8.9 E-8 Bit Error Rate.

The above are only design minimums; the Company does not guarantee these levels.

e. The Company makes no guarantee that any transmission speed or bit error rate will be achieved on any given call.

III. **RATES**

The following rates and charges are for each Switched 56 equipped access line.

	Monthly Rate
2 Wire	\$ 45.00
4 Wire	\$ 45.00

NOTE: Installation charge will be waived during the first 60 days this new service is available. After this first 60 day period, existing non-recurring charges per Schedule No. A-12 will apply.

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Aloa J. Stevens
Director
State Government Affairs

Schedule No. A-32

ACCESS LINE HUNTING SERVICE

I. **APPLICABILITY**

Access Line Hunting (ALH) Service is an optional service available to customers with more than one business access line. Where the utility's central office facilities permit, access lines will be arranged to have incoming calls to a busy line automatically switched to one of the customer's non-busy lines.

II. **TERRITORY**

Within the exchange areas of all exchanges as said areas are defined where service is furnished from the central office on the maps filed as part of the tariff schedules.

III. **RATES**

	Monthly Recurring Charge
Each Business Access Line Arranged	\$ 1.00

IV. **SPECIAL CONDITIONS**

1. The rate for each access line arranged for ALH is in addition to the regular access line rate. In Digital Central Offices, ALH charges are applicable to Multi-Line Hunting, Circular Hunting, Directory Number Hunting or other type of hunting arrangements.
2. The Service Connection Charges identified in Schedule No. A-12, are applicable for the establishment, change to or from, or to rearrange ALH Service.

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Aloa J. Stevens
Director
State Government Affairs

Schedule No. A-33

VOICE MAIL SERVICE(1)
(Discontinued)

I. APPLICABILITY

Voice Mail is an optional central office based voice message system with the capability to record and store messages for subsequent playback in a voice mailbox arrangement.

II. TERRITORY

Exchange areas of all exchanges as shown on maps filed as part of the tariff schedules.

III. REGULATIONS

- A. Voice Mail is furnished only from digital central offices that have been equipped to provide this feature.
- B. Voice Mail is subject to applicable service order charges.
- C. Call Waiting takes precedence over Basic Call Forward and Call Forward Busy/No Answer to a Voice Mail mailbox. (T)

IV. DESCRIPTION

- A. Voice Mail is a software-controlled system that records and stores voice messages for subsequent playback in a Voice Mail mailbox arrangement.
- B. Each Voice Mail mailbox answers a call with the subscriber's personalized greeting and invites the caller to leave a message. The mailbox provides usage prompts, customer tutorial, mnemonic commands, passcode security, time-date stamp on each message and name confirmation upon customer entry.

(1) This service offering is limited to all existing subscribers at their existing locations as of May 1, 2013.

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Senior Vice President
Regulatory Affairs

Schedule No. A-33

VOICE MAIL SERVICE(1)
(Discontinued)

IV. **DESCRIPTION** (Continued)

C. Frontier Residential Mailbox Packages

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, and message composition.

1. Frontier Residential Essentials Voice Mail

No passcode is required when dialing from home. Messages begin to play immediately with no action required by subscriber. All messages are saved after they are played. Subscriber can interrupt playing of messages to replay or delete at any time. At the end of playing all messages the subscriber is prompted to press * for more options.

Includes the following features:

- Maximum Greeting Length: 60 seconds
- Message Capacity: 10
- Maximum Message Length: 60 seconds
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Message Notification⁽¹⁾ Stutter dial tone or visual light or both
- Voice Mail Call Fwd Busy/No Answer
- Message Skipping

2. Frontier Residential Basic Voice Mail

Includes the following features:

- Maximum Greeting Length: 90 seconds
- Message Capacity: 20 messages
- Maximum Message Length: 90 seconds per message
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Message Notification⁽¹⁾ Stutter Dial Tone or Visual Message Waiting Indicator or both
- Special Delivery Options
- Call Forward Busy/No Answer
- Message Skipping

(T)

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Note 1: Offered only where technically available.

(1) This service offering is limited to all existing subscribers at their existing locations as of May 1, 2013.

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VOICE MAIL SERVICE(1)
(Discontinued)

IV. **DESCRIPTION** (Continued)

C. Frontier Residential Mailbox Packages (Continued)

3. Frontier Residential Deluxe Voice Mail

Includes the following features:

- Maximum Greeting Length: 120 seconds
- Message Capacity: 40 messages
- Maximum Message Length: 120 seconds per message
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Group Messaging⁽¹⁾
 - Reply to a Message
 - Copy/Forward a Message
- Message Notification⁽²⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification⁽³⁾
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request)
- Wake-Up Service
- Call Forward Busy/No Answer
- Extended Absence Greeting
- Message Skipping
- Cut Through to Pager

(T)

Note 1: This feature works within the Company's exchange groups only.

Note 2: Offered only where technically available.

Note 3: Alphanumeric or numeric Notification to pager.

(1) This service offering is limited to all existing subscribers at their existing locations as of May 1, 2013.

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VOICE MAIL SERVICE(1)
(Discontinued)

IV. DESCRIPTION (Continued)

C. Frontier Residential Mailbox Packages (Continued)

4. Frontier Residential Deluxe Voice Mail with Sub Boxes

In addition to the main mailbox, this package allows up to six (6) users to share a single account while maintaining separate and private messages. A subscriber can have up to six different mailboxes (one main and five subs) per household or family. Only the main mailbox will have the ability to customize greetings, set up reminder service, future delivery, wake-up service and program group lists. The remaining users can play, save and delete messages, change their name responses, and change their passwords. Mailbox capacity of 40 messages is shared between all users, on a "first-come, first-served" basis. This mailbox package cannot be used in conjunction with the Constant Touch™ feature.

Includes the following features:

- Maximum Greeting Length: 120 seconds
- Message Capacity: 40 messages
- Maximum Message Length: 120 seconds per message
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Group Messaging⁽¹⁾
 - Reply to a Message
 - Copy/Forward a Message
- Message Notification⁽²⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification⁽³⁾
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request)
- Wake-Up Service⁽²⁾
- Call Forward Busy/No Answer
- Extended Absence Greeting
- Message Skipping
- Cut Through to Pager

(T)

Note 1: This feature works within the Company's exchange groups only.

Note 2: Offered only where technically available.

Note 3: Alphanumeric or numeric notification to pager.

(1) This service offering is limited to all existing subscribers at their existing locations as of May 1, 2013.

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Schedule No. A-33

VOICE MAIL SERVICE(1)
(Discontinued)

(T)
(N)

IV. **DESCRIPTION** (Continued)

(D)

D. Frontier Business Mailbox Packages

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, message composition, and revert to attendant functions.

1. Frontier Business Essentials Voice Mail

Includes the following features:

- Maximum Greeting Length: 60 seconds
- Message Capacity: 15
- Maximum Message Length: 90 seconds
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Message Notification⁽¹⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Call Forward Busy/No Answer
- Message Skipping

(D)

Note1: Offered only where technically available.

(1) This service offering is limited to all existing subscribers at their existing locations as of May 1, 2013.

(N)

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Kenneth Mason
Vice President
Government & Regulatory Affairs

Schedule No. A-33

VOICE MAIL SERVICE(1)
(Discontinued)

IV. **DESCRIPTION** (Continued)

D. Frontier Business Mailbox Packages (Continued)

2. Frontier Business Basic Voice Mail

Includes the following features:

- Maximum Greeting Length: 90 seconds
- Message Capacity: 30 messages
- Maximum Message Length: 120 seconds per message
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Group Messaging⁽¹⁾
 - Reply to a Message
 - Copy/Forward a Message
- Mailbox Forwarding
- Message Notification⁽²⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification⁽³⁾
- Operator Revert
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy/No Answer
- Cut Through to Pager (T)
- Fax Mail⁽²⁾
- Extended Absence Greeting
- Message Skipping (T)

Note 1: This feature works within the Company's exchange groups only. May be used in conjunction with a closed user group.

Note 2: Offered only where technically available.

Note 3: Alphanumeric or numeric Notification to pager.

(1) This service offering is limited to all existing subscribers at their existing locations as of May 1, 2013.

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Regulatory Affairs

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VOICE MAIL SERVICE(1)
(Discontinued)

IV. **DESCRIPTION** (Continued)

D. Frontier Business Mailbox Packages (Continued)

3. Frontier Business Deluxe Voice Mail

Includes the following features:

- Maximum Greeting Length: 2 @ 90 seconds per greeting
- Message Capacity: 60 messages
- Maximum Message Length: 3 minutes per message
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Fax Mail⁽²⁾
- Group Lists: 10 lists maximum, up to 99 addresses per list
- Group Messaging⁽¹⁾
 - Reply to a Message
 - Copy/Forward a Message
- Mailbox Forwarding
- Message Notification⁽²⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification⁽³⁾
- Operator Revert
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy/No Answer
- Cut Through to Pager (T)
- Constant Touch⁽²⁾
- Extended Absent Greeting
- Multiple Greetings
- Message Skipping (D)
(T)

Note 1: This feature works within the Company's exchange groups only. May be used in conjunction with a closed user group.

Note 2: Offered only where technically available.

Note 3: Alphanumeric or numeric notification to pager.

(1) This service offering is limited to all existing subscribers at their existing locations as of May 1, 2013.

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VOICE MAIL SERVICE(1)
(Discontinued)

(T)
(N)

IV. **DESCRIPTION** (Continued)

(D)

D. Frontier Business Mailbox Packages (Continued)

4. **Frontier Business Announcement Only Mailbox**

A Voice Mail mailbox equipped to play a personal greeting or announcement and then disconnect. The calling party is not able to leave a message. The maximum announcement length is five (5) minutes. Maximum of one call forward path. Includes call forward busy and no answer.

(D)

(1) This service offering is limited to all existing subscribers at their existing locations as of May 1, 2013.

(N)

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Schedule No. A-33

VOICE MAIL SERVICE (1)
(Discontinued)

IV. **DESCRIPTION** (Continued)

D. Frontier Business Mailbox Packages (Continued)

5. Frontier Business Basic Voice Mail with Sub Boxes

In addition to the main mailbox, this package allows up to six (6) users to share a single account while maintaining separate and private messages. A subscriber can have up to six different mailboxes (one main and five subs) per household or family. Only the main mailbox will have the ability to customize greetings, set up reminder service, future delivery, wake-up service and program group lists. The remaining users can play, save and delete messages, change their name responses, and change their passwords. Mailbox capacity of 40 messages is shared between all users, on a "first-come, first-served" basis. This mailbox package cannot be used in conjunction with the Constant Touch™ feature.

Includes the following features:

- Maximum Greeting Length: 90 seconds
- Message Capacity: 30 messages
- Maximum Message Length: 120 seconds per message
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Group Messaging⁽²⁾ (T)
 - Reply to a Message
 - Copy/Forward a Message
- Mailbox Forwarding
- Message Notification⁽³⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both (T)
- Pager Notification⁽⁴⁾ (T)
- Operator Revert
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy/No Answer (T)
- Cut Through to Pager (T)
- Fax Mail⁽³⁾ (T)
- Extended Absence Greeting
- Message Skipping

(1) This service offering is limited to all existing subscribers at their existing locations as of May 1, 2013. (T)

(2) This feature works within the Company's exchange groups only. May be used in conjunction with a closed user group. |

(3) Offered only where technically available. (T)

(4) Alphanumeric or numeric notification to pager. (T)

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VOICE MAIL SERVICE (1)
(Discontinued)

IV. **DESCRIPTION** (Continued)

D. Frontier Business Mailbox Packages (Continued)

6. Frontier Message Routing

With this service, callers are greeted with customized announcements and then allowed a single-digit touch calling selection (1-9). The caller may then hear another personalized greeting when routed to the selected mailbox, and will then be able to leave a message. The maximum greeting length is five minutes. Maximum of 9 mailboxes can be associated with this feature. Maximum of five call forward paths. Mailboxes with Constant Touch feature are NOT available with the Message Routing application.

Includes the following features:

- Call Routing to voice mailbox
- Closed User Group
- Call Forward Busy/No Answer ⁽²⁾

(T)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of May 1, 2013

(T)

⁽²⁾ If Remote Call Forward (RCF) is used instead of Call Forward Busy/No Answer with this product, applicable RCF monthly charges will apply in addition to the monthly charge for Message Routing. RCF cannot be used to by pass toll charges.

(T)

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VOICE MAIL SERVICE(1)
(Discontinued)

IV. **DESCRIPTION** (Continued)

E. Frontier Business Voice Mail – Optional Applications

1. **Alternate ID**

Up to 3 different numbers can be associated with one mailbox at no charge. For each set of 3 additional numbers a monthly charge will apply.

2. **Virtual Voice Mail**

This service provides a customer without a number that is remote call forwarded directly to a voice mailbox. Callers dial this number and hear the subscriber's personal greeting and are then prompted to leave a message. Subscriber must purchase Remote Call Forward and the desired voice mailbox at current tariff rates.

(T)

3. **Independent Voice Mail**

This service provides a customer with a voice mailbox that is independent from their individual phone number. Message Notification of stutter or visual message waiting indication is not available on this service. A separate charge will apply for assigning a number for these voice mailboxes.

4. **Constant Touch**

With Constant Touch subscriber can combine up to 3 telephone numbers (home, office, cellular, pager, etc.) into a single number that can reach subscriber anywhere. Voice Mail system will dial numbers programmed in subscriber's schedule. Once the subscriber is located, subscriber is able to identify the caller who is holding through information captured from caller.

5. **Operator Revert**

Allows the caller to press a single key and be transferred to the subscriber's personal assistant, dispatch center or answering service.

(1) This service offering is limited to all existing subscribers at their existing locations as of May 1, 2013.

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VOICE MAIL SERVICE(1)
(Discontinued)

(T)
(N)

IV. **DESCRIPTION** (Continued)

(D)

F. Feature Descriptions

Call Answering: Allows subscribers to divert calls on busy or ring/no answer. Calls will be answered with the subscriber's personal greeting inviting the caller to leave a message.

Constant TouchTM: This feature combines up to two additional subscriber's telephone numbers, (i.e., business, mobile, home or pager) into a single number that can reach them anywhere.

Date & Time Stamp: Appends the date and time of the message and allows a subscriber to hear when a message was delivered into the mailbox.

FAX Mail: Allows a subscriber to receive fax messages. Subscriber can receive, forward, save, or delete fax messages, just like any voice message.

Greeting Length: The time allotted for the greeting a caller hears when forwarded to a subscriber's mailbox.

Group Lists: Allows a subscriber to program multiple addresses to create a list for mass distribution of messages. Messages can be sent to other mailbox numbers, telephone numbers and other Group Lists.

Group Messaging: Allows a subscriber to reply to messages, redirect or forward messages, record and send messages, assign special delivery options to messages and use Group Lists to send messages to multiple destinations.

Mailbox Forwarding: Allows a subscriber to have copies of messages that have been deposited in their mailbox automatically forwarded to another mailbox.

Message Capacity: The maximum number of messages a subscriber's mailbox may contain.

Message Length: The maximum time, in minutes or seconds that a caller has to leave a message in the subscriber's mailbox.

Message Notification: Alerts a subscriber that a message has been deposited into his/her mailbox. Notification is delivered via indicators such as Stutter Dial Tone, Visual Message Waiting Indicator (message lights on telephones) or Pagers. Pager Notification is Alphanumeric or Numeric notification to a Pager.

(D)

(1) This service offering is limited to all existing subscribers at their existing locations as of May 1, 2013.

(N)

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VOICE MAIL SERVICE(1)
(Discontinued)

(T)
(N)

IV. **DESCRIPTION** (Continued)

(D)

F. Feature Descriptions (Continued)

Message Retention: The number of days a message is allowed to remain in the mailbox. The number of days retained may vary between new and saved messages.

Message Routing: Callers hear customized announcements, instructing them to make a one-digit selection from a list of possible mailboxes. The caller is then routed to the destination of their choice, where they may hear another personalized greeting and be prompted to leave a message. Maximum of 9 mailboxes allowed. Mailboxes with Constant Touch can NOT be associated with this application.

Message Skipping: Message Skipping allows the subscriber to skip through a message rather than save or delete it. If the subscriber chooses to skip a message, the message will be kept as new for the un-played retention period.

Operator Revert: Allows the caller to press a single key and be transferred to the subscriber's personal assistant, dispatch center or answering service.

Personal Greeting: A personal greeting is recorded by the subscriber, and plays when a caller connects to a subscriber's mailbox. The subscriber can change this greeting at any time. If the personal greeting is deleted or not recorded, a caller will hear a generic system greeting.

Reminder Service/Future Delivery: Allows a subscriber to create messages and have them delivered at a future date and/or time. Future Delivery messages can be delivered up to 30 days into the future. Future Delivery also allows the subscriber to send a deferred delivery message to themselves to serve as a personal memo or reminder.

Special Delivery Options: Allows a subscriber or caller to set delivery options on a message to indicate if it is Urgent or Private. A subscriber can also set a parameter to notify them should the recipient of their message not listen to the message – this feature is called Notification of Non-Delivery.

Wake-Up Service: Allows the subscriber to activate the delivery of a wake-up call to a designated telephone number (local or toll-free numbers only) at a pre-specified time. The customer will receive an "alarm/alert" from their voice mailbox. By programming the time and frequency (one time or daily) for the Wake-Up service, the customer can receive a call from the voice mail platform to a DID number at a specific time. When the subscriber receives the call, they can choose to acknowledge the call, or opt to receive another reminder in several minutes, or they can log into their mailbox.

(1) This service offering is limited to all existing subscribers at their existing locations as of May 1, 2013.

(D)

(N)

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Schedule No. A-33

VOICE MAIL SERVICE(1)
(Discontinued)

(T)
(N)

V. RATES AND CHARGES

(D)

- A. The following monthly rates are in addition to any applicable charges for main telephone service:

	<u>Monthly Charge</u>	<u>Billing Code</u>
Residential Packages		
-Frontier Essentials Voice Mail	\$ 3.95	VMESR
-Frontier Basic Voice Mail	5.95	VMBSR
-Frontier Deluxe Voice Mail	7.95	VMDXR
-Frontier Deluxe Voice Mail with Subs	7.95	VMFDR
Business Packages		
-Frontier Essentials Voice Mail	\$ 6.95	VMESB
-Frontier Basic Voice Mail	8.95	VMBSB
-Frontier Basic Voice Mail with Subs	9.95	VBBS
-Frontier Deluxe Voice Mail	12.95	VMDXB
<u>Business Optional Applications</u>		
-Frontier Announcement Only	5.95	VMANC
-Frontier Message Routing	9.95	VBCR
<u>Add-On Feature</u>		
-Constant Touch with Operator Revert	4.50	VMCTO
-Alternate ID ⁽¹⁾	5.00	VMAID
-Operator Revert	2.00	VMOPR

Note: (1) Per each additional set of 3 numbers.

(D)

(1) This service offering is limited to all existing subscribers at their existing locations as of May 1, 2013.

(N)

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VOICE MAIL SERVICE(1)
(Discontinued)

(T)
(N)

V. RATES AND CHARGES (Continued)

(D)

A. The following monthly rates are in addition to any applicable charges for main telephone service: (Continued)

Business Voice Mail Term and Volume Discounts

Quantity	Tier	<u>0 Months</u>	1 Year	2 Years	3 Years
1 - 4 Boxes		N/A	N/A	N/A	N/A
5 - 24 Boxes	1	\$ 3.00 (VDT10)	\$ 5.00 (VDT11)	\$ 7.00 (VDT12)	\$ 9.00 (VDT13)
25 - 49 Boxes	2	13.00 (VDT20)	18.00 (VDT21)	24.00 (VDT22)	29.00 (VDT23)
50 - 99 Boxes	3	37.00 (VDT30)	48.00 (VDT31)	59.00 (VDT32)	70.00 (VDT33)
100-200 Boxes	4	97.00 (VDT40)	119.00 (VDT41)	142.00 (VDT42)	164.00 (VDT34)
200 Plus Boxes		ICB*	ICB*	ICB*	ICB*

Discounts (as stated above) will be applied to the customer's total monthly bill when they purchase five or more mailboxes. Customers with 1 to 4 mailboxes will pay the tariff rate for each mailbox. This discount pricing applies to Frontier Business Basic and Frontier Business Deluxe packages only.

B. The minimum charge for services provided is one month.

*Customers requesting more than 200 mailboxes will be handled on an Individual Case Basis (ICB).

(D)

(1) This service offering is limited to all existing subscribers at their existing locations as of May 1, 2013.

(N)

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VOICE MAIL SERVICE(1)
(Discontinued)

(T)
(N)

VI. SPECIAL CONDITIONS

(D)

- A. Voice Mail service requires a touch-tone (dual tone multi-frequency DTMF) compatible telephone set.
- B. Rotary hunting services may not be compatible with Voice Mail service.
- C. Partitioning of Voice Mail mailboxes into sub-mailboxes does not increase the storage capacity of the Voice Mail mailbox. Partitioning subdivides the storage capacity of the mailbox.
- D. Voice Mail service may be offered to a customer as a stand-alone service and can be provisioned without requiring the customer to subscribe to local exchange service.
- E. Some operating conditions, facilities restrictions and limitations may prevent Wake-Up/Reminder from activating at the precise time designated by the subscriber.
- F. The number out-dialed for pager notification, Constant Touch, Wake-Up Service, Operator Revert or Special Delivery is restricted to local or toll free calls only.
- G. Visual MWI is offered only where technically available. Purchase of additional equipment may be required.
- H. If requested, the Company will furnish one alphabetical directory listing, without charge, per telephone number not associated with an access line used in conjunction with Voice Mail service.

(D)

(1) This service offering is limited to all existing subscribers at their existing locations as of May 1, 2013.

(N)

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Schedule No. A-34

INFORMATION SERVICES CALL BLOCKING

I. APPLICABILITY

Information Services Call Blocking (ISCB) is a central office call blocking service that allows the Utility's residential and single line business customers to block directly dialed calls placed from their telephone to all 900 Information Access Services programs.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Information Services Call Blocking as said exchanges are defined on the maps contained in this tariff.

III. RATES

The Utility shall, upon request from the customer, provide blocking pursuant to rates below.

The Utility will provide to all residential customers a one-time opportunity to subscribe free of charge to 900 Information Access Services.

	<u>MONTHLY RATE</u>	<u>NON-RECURRING CHARGE</u>
1. <u>RESIDENCE:</u>		
New Connect, Each Line	N/A	\$0.00
Transfer of Service, Each Line	N/A	0.00
Company Initiated Call Blocking, Each Line	N/A	0.00
Remove Call Blocking, Each Line	N/A	9.00
2. <u>BUSINESS:</u>		
New Connect, Each Line	N/A	0.00
Transfer of Service, Each Line	N/A	0.00
Company Initiated Call Blocking, Each Line	N/A	0.00
Remove Call Blocking, Each Line	N/A	12.00

Note: There are no other charges associated with implementing ISCB.

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Director
State Government Affairs

(N)

(N)

Schedule No. A-34

INFORMATION SERVICES CALL BLOCKING
(Continued)

IV. SPECIAL CONDITIONS

(N)

1. ISCB is available only where facilities are available and technically feasible.
2. The customer can order ISCB by calling the Utility's business office.
3. ISCB will be disconnected only if the customer makes a written request to the business office to cancel the service. The customer will be charged the applicable rate(s) as shown in Schedule No. A-34, preceding.
4. If a customer with ISCB dials a 900 number, they will receive a recorded announcement that advises the customer that their call cannot be completed as dialed. The customer will be able to dial all other numbers.
5. The Utility shall make a one-time adjustment for 900 charges per customer account if it is established that:
 - a. The calls were made by the customer's minor children without parental consent;
 - b. The calls were not authorized by the customer; or
 - c. The customer was not aware that associated service charges applied.
6. A customer must request an adjustment within 60 days of the bill date on the bill in question. The customer will be informed of the availability of ISCB at the time of the adjustment. If the customer elects to have ISCB installed, contested 900 charges will be adjusted to the date blocking is placed on the customer's line.
7. The Utility may block access to 900 services for customers who fail or refuse to pay for associated charges, except charges for which an adjustment has been granted.
8. The Utility will not disconnect local exchange service for non-payment of 900 charges. The Utility will inform the customer, by mail, of the financial responsibility for Information Charges and that if they are not paid, the Utility will equip the customer's line(s) with ISCB.

(N)

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Schedule No. A-34

INFORMATION SERVICES CALL BLOCKING
(Continued)

IV. **SPECIAL CONDITIONS** (Continued)

- 9. Selective ISCB is not available.
- 10. The Utility will notify each customer when the 900 Service reaches \$100.00 informing the customer that blocking is available.

The Utility may temporarily block access to 900 Service if the 900 Service reaches \$100.00 and the Utility is unable to contact the customer.
- 11. ISCB is available to all customers at no charge at the time telephone service is established and for 60 days thereafter. The applicable Remove Call Blocking charge will apply after the 60-day period.

(N)

(N)

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Schedule No. A-35

N11 SERVICES

211 SERVICE

(N)

I. APPLICABILITY

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.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing N11 Services as said exchanges are defined on the maps contained in this tariff.

III. RATES

1. A Business Service Order Charge listed in Schedule A-12 of the tariff will apply and is in addition to the rates below.
2. A Service Establishment charge will apply per point-to number.
3. 211 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Service lines, etc.), (listed in Schedule A-1 of the tariff) used for transporting and terminating messages at the 211 subscriber's designated premises.
4. The Central Office Switch Activation charge listed below will apply per central office translated to the point-to number and to change the point-to number.

5. Charges applicable to 211 Service are as follows:

	Nonrecurring Charge
a. Service Establishment Charge	
• Per Point-to Number	\$150.00
b. Central Office Switch Activation Charge	
• Per Central Office Switch translated	\$50.00
c. Number Change Charge	\$50.00

(N)

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Schedule No. A-35

N11 SERVICES
(Continued)

211 SERVICE (Continued)

(N)

IV. SPECIAL CONDITIONS

1. 211 Service is available in the Company's territory only. To provide 211 access to end users in another Local Exchange Telephone Company's (LEC) territory, or to a Competitive Local Exchange Carrier's (CLEC) end user, the 211 subscriber must make appropriate arrangements with the LEC or CLEC serving that territory.
2. This service is provided subject to the availability of the 211 code.
3. 211 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
4. All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services requested in the 211 Service shall apply.
5. Directory listings may be provided for 211 under the terms, conditions, rates and charges specified in Schedule A-5 of this Tariff.
6. Access to 211 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. The 211 subscriber is restricted from selling or transferring the 211 code to an unaffiliated entity, either directly or indirectly.
8. 211 will not provide calling number information in real time to the 211 subscriber. If the 211 subscriber needs this type of information, the 211 subscriber must subscribe to a compatible Caller Identification Service as specified in Schedule A-28 of this Tariff.

(N)

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Schedule No. A-35

N11 SERVICES
(Continued)

211 SERVICE (Continued)

IV. SPECIAL CONDITIONS (Continued)

9. Calls to the 211 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 provided will be advised that the service is not available from their number.
10. Disputes regarding geographic coverage by two or more 211 subscribers will be referred to the Public Utilities Commission of Nevada.
11. 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 Company provisions the service.

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.
12. 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.
13. This service is available only where facilities are available and technically feasible.
14. The 211 subscriber should 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.

(N)

(N)

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Schedule No. A-35

N11 SERVICES
(Continued)

211 SERVICE (Continued)

(N)

IV. SPECIAL CONDITIONS (Continued)

15. 211 will be provided under the following conditions:

- a. The 211 subscriber will subscribe to adequate telephone facilities, both initially and subsequently as required in the judgment of the Company to handle calls to 211 without impairing the Company's general telephone service or telephone plant.
- b. The 211 subscriber is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
- c. The 211 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, action, 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.
- d. Suspension of 211 Services is not allowed.
- e. The 211 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 211. At the Company's request, the 211 subscriber will assist in responding to complaints made to the Company concerning the subscriber's 211 service.
- f. 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 measure up to and including termination at any time and without further notice. The Company may take protective measure when the 211 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

(N)

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Schedule No. A-35

N11 SERVICES
(Continued)

211 SERVICE (Continued)

(N)

IV. SPECIAL CONDITIONS (Continued)

16. The following conditions apply if the 211 subscriber provides a pre-recorded announcement:
 - a. The 211 subscriber will provide announcements. The Company will provide only delivery of the call.
 - b. The Company's provision of access to the 211 network for transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
 - c. 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.
 - d. The 211 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
17. The Company may take all legal and practical steps to disassociate it from 211 subscribers whose business and/or public conduct (whether demonstrated or proposed) generate unacceptable levels of complaints by end users.
18. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment, facilities or for any act, omission, or failure of performance by the Company, its employees or agents, in connection with this Tariff. The company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
19. Calls placed to the 211 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

(N)

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Schedule No. A-35

N11 SERVICES
(Continued)

511 SERVICE

(N)

I. APPLICABILITY

511 Service (511) is a three-digit local dialing arrangement available in specified areas for the delivery of travel information services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 91-105, the 511 code is assigned for access to travel information services.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing N11 Services as said exchanges are defined on the maps contained in this tariff.

III. RATES

1. A Business Service Order Charge listed in Schedule A-12 of the tariff will apply and is in addition to the rates listed below.
2. A Service Establishment charge will apply per point-to number.
3. 511 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Service lines, etc.), (listed in Schedule A-1 of the tariff) used for transporting and terminating messages at the 511 subscriber's designated premises.
4. The Central Office Switch Activation charge listed below will apply per central office translated to the point-to number and to change the point-to number.

5. Charges applicable to 511 Service are as follows:

	Nonrecurring Charge
a. Service Establishment Charge	
• Per Point-to Number	\$150.00
b. Central Office Switch Activation Charge	
• Per Central Office Switch translated	\$50.00
c. Number Change Charge	\$50.00

(N)

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Schedule No. A-35

N11 SERVICES
(Continued)

511 SERVICE (Continued)

(N)

IV. SPECIAL CONDITIONS

1. 511 Service is available in the Company's territory only. To provide 511 access to end users in an another Local Exchange Telephone Company's (LEC) or to a Competitive Local Exchange Carrier's (CLEC) end user, the 511 subscriber must make appropriate arrangements with the LEC or CLEC serving that territory.
2. This service is provided subject to the availability of the 511 code.
3. 511 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
4. All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services requested in the 511 Service shall apply.
5. Directory listings may be provided for 511 under the terms, conditions, rates and charges specified in Schedule A-5 of this Tariff.
6. Access to 511 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 511 subscriber will not be completed.

7. The 511 subscriber is restricted from selling or transferring the 511 code to an unaffiliated entity, either directly or indirectly.
8. 511 will not provide calling number information in real time to the 511 subscriber. If the 511 subscriber needs this type of information, the 511 subscriber must subscribe to a compatible Caller Identification Service as specified in Schedule A-28 of this Tariff.

(N)

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Schedule No. A-35

N11 SERVICES
(Continued)

511 SERVICE (Continued)

(N)

IV. SPECIAL CONDITIONS (Continued)

9. Calls to the 511 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 511 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 511 from areas where 511 Service is not provided will be advised that the service is not available from their number.
10. Disputes regarding geographic coverage by two or more 511 subscribers will be referred to the Public Utilities Commission of Nevada.
11. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 511 subscriber will be billed the nonrecurring charge when the Company provisions the service.

If during this period, the 511 subscriber has failed to establish service or decides to discontinue service establishment, the 511 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.
12. 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.
13. This service is available only where facilities are available and technically feasible.
14. The 511 subscriber should 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 511.

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Schedule No. A-35

N11 SERVICES
(Continued)

511 SERVICE (Continued)

(N)

IV. **SPECIAL CONDITIONS** (Continued)

15. 511 will be provided under the following conditions:

- a. The 511 subscriber will subscribe to adequate telephone facilities, both initially and subsequently as required in the judgment of the Company to handle calls to 511 without impairing the Company's general telephone service or telephone plant.
- b. The 511 subscriber is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
- c. The 511 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, action, 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.
- d. Suspension of 511 Services is not allowed.
- e. The 511 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 511. At the Company's request, the 511 subscriber will assist in responding to complaints made to the Company concerning the subscriber's 511 service.
- f. The Company will provide both oral and written notification when a 511 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 511. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 511 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

(N)

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Schedule No. A-35

N11 SERVICES
(Continued)

511 SERVICE (Continued)

(N)

IV. SPECIAL CONDITIONS (Continued)

16. The following conditions apply if the 511 subscriber provides a pre-recorded announcement:
 - a. The 511 subscriber will provide announcements. The Company will provide only delivery of the call.
 - b. The Company's provision of access to the 511 network for transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
 - c. The 511 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.
 - d. The 511 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
17. The Company may take all legal and practical steps to disassociate it from 511 subscribers whose business and/or public conduct (whether demonstrated or proposed) generate unacceptable levels of complaints by end users.
18. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment, facilities or for any act, omission, or failure of performance by the Company, its employees or agents, in connection with this Tariff. The company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
19. Calls placed to the 511 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

(N)

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Schedule No. A-35

N11 SERVICES
(Continued)

811 SERVICE

(N)

I. APPLICABILITY

811 Service (811) is a three-digit local dialing arrangement available to the state's one call notification system for the purpose of providing advance notice of excavation activities to the owners and operators of underground facilities.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing N11 Services as said exchanges are defined on the maps contained in this tariff.

III. RATES

1. A Business Service Order Charge listed in Schedule A-12 of the tariff will apply and is in addition to the rates listed below.
2. A Service Establishment charge will apply per point-to number.
3. 811 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Service lines, etc.), (listed in Schedule A-1 of the tariff) used for transporting and terminating messages at the 811 subscriber's designated premises.
4. The Central Office Switch Activation charge listed below will apply per central office translated to the point-to number and to change the point-to number.

5. Charges applicable to 811 Service are as follows:

	Nonrecurring Charge
d. Service Establishment Charge	
• Per Point-to Number	\$150.00
e. Central Office Switch Activation Charge	
• Per Central Office Switch translated	\$50.00
f. Number Change Charge	\$50.00

(N)

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Schedule No. A-35

N11 SERVICES
(Continued)

811 SERVICE (Continued)

(N)

IV. SPECIAL CONDITIONS

1. 811 Service is available in the Company's territory only. To provide 811 access to end users in an another Local Exchange Telephone Company's (LEC) or to a Competitive Local Exchange Carrier's (CLEC) end user, the 811 subscriber must make appropriate arrangements with the LEC or CLEC serving that territory.
2. This service is provided subject to the availability of the 811 code.
3. 811 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
4. All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services requested in the 811 Service shall apply.
5. Directory listings may be provided for 811 under the terms, conditions, rates and charges specified in Schedule A-5 of this Tariff.
6. Access to 811 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 811 subscriber will not be completed.

7. The 811 subscriber is restricted from selling or transferring the 811 code to an unaffiliated entity, either directly or indirectly.
8. 811 will not provide calling number information in real time to the 811 subscriber. If the 811 subscriber needs this type of information, the 811 subscriber must subscribe to a compatible Caller Identification Service as specified in Schedule A-28 of this Tariff.

(N)

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Schedule No. A-35

N11 SERVICES
(Continued)

811 SERVICE (Continued)

(N)

IV. SPECIAL CONDITIONS (Continued)

9. Calls to the 811 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 811 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 811 from areas where 811 Service is not provided will be advised that the service is not available from their number.
10. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 811 subscriber will be billed the nonrecurring charge when the Company provisions the service.
11. 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.
12. This service is available only where facilities are available and technically feasible.

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Schedule No. A-35

N11 SERVICES
(Continued)

811 SERVICE (Continued)

(N)

IV. SPECIAL CONDITIONS (Continued)

13. 811 will be provided under the following conditions:
- a. The 811 subscriber will subscribe to adequate telephone facilities, both initially and subsequently as required in the judgment of the Company to handle calls to 811 without impairing the Company's general telephone service or telephone plant.
 - b. The 811 subscriber is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
 - c. The 811 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, action, 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.
 - d. Suspension of 811 Services is not allowed.
 - e. The 811 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 811. At the Company's request, the 811 subscriber will assist in responding to complaints made to the Company concerning the subscriber's 811 service.
 - f. The Company will provide both oral and written notification when a 811 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 811. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 811 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

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Schedule No. A-35

N11 SERVICES
(Continued)

811 SERVICE (Continued)

(N)

IV. SPECIAL CONDITIONS (Continued)

14. The following conditions apply if the 811 subscriber provides a pre-recorded announcement:
 - a. The 811 subscriber will provide announcements. The Company will provide only delivery of the call.
 - b. The Company's provision of access to the 811 network for transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
 - c. The 811 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.
 - d. The 811 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
15. The Company may take all legal and practical steps to disassociate it from 811 subscribers whose business and/or public conduct (whether demonstrated or proposed) generate unacceptable levels of complaints by end users.
16. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment, facilities or for any act, omission, or failure of performance by the Company, its employees or agents, in connection with this Tariff. The company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
17. Calls placed to the 811 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

(N)

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Schedule No. A-36

ELECTRONIC BILL PRESENTMENT AND PAYMENT (EBPP)

I. APPLICABILITY

EBPP provides residential and business customers an option to receive their telephone bill electronically and pay their bill online.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing EBPP Services as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

Frontier Online Bill Payment program is an optional service that allows customers to view and/or pay their telephone bill on-line. The electronic bill will include the bill face (front and back), and bill messages. Frontier customers can visit the website Frontieronline.com to register, view invoices and make either one time or recurring payments, via Credit Card or Automated Clearing House (ACH) transaction payments. Business Customers will only have the option of making payments via the Automated Clearing House method. Once a customer registers for EBPP, they will be provided a paper bill and an electronic bill for a two-month period. After two billing cycles of duplicate billing, the paper bill will be discontinued and the customer will continue to receive the on-line version of their bill. If a customer chooses to continue to receive both a paper copy and an electronic copy of their bill after the initial two-month period, the following monthly recurring charge will apply.

IV. RATES

Monthly Rate

Rate for both a paper copy and an electronic bill copy \$2.00

V. SPECIAL CONDITIONS

1. The EBPP is an optional Service.
2. The Company will send an electronic notification to the customer's designated email address when the bill is available on-line.
3. EBPP is available where technically feasible.
4. Service Charges as specified in Schedule No. A-12 do not apply to this service. (T)
5. Bill Inserts will be provided separately either electronically or via U.S. Mail service.

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Steve Crosby
Senior Vice President
Regulatory Affairs

Schedule No. A-37

BUSINESS TRAFFIC STUDY SERVICE

I. APPLICABILITY

Applicable to business customers requesting Business Traffic Study Service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Business Traffic Study Service as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

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.

IV. RATES

Set up Charge and first week per access line or trunk group	\$60.00
Each additional week per access line or trunk group	\$25.00

V. SPECIAL CONDITIONS

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

(T)

Schedule No. A-38

(T)

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)

I. APPLICABILITY

Applicable to Integrated Services Digital Network - Primary Rate Interface, (ISDN-PRI), an optional telephone service arrangement for residential and business customers, in exchanges where facilities are furnished for such service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing ISDN-PRI service as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

1. ISDN-PRI is an intraLATA group of offerings supported by the ISDN architecture.
2. ISDN-PRI provides a method of access to the telephone network called Primary Rate Access. Primary Rate Access is an ISDN based, DS1 access link to the telecommunications network and provides integration of multiple voice and data transmission channels on the same line. The service will initially provide connectivity between an ISDN PBX or other ISDN compatible CPE and a serving central office. The basic channel structure for Primary Rate Access is twenty-three (23) 64 Kbps B channels and one (1) 64 Kbps D channel. Options are available for plus or minus 23 B channels. These channels may be used to connect the customer's CPE to the Public Circuit Switched Network (i.e. outward, inward, two-way trunks, and WATS/800 Service access lines).
3. ISDN-PRI is a service for the transmission of digital signals only. Clear Channel Capability and Extended Superframe Format are inherent to the service.
4. Unless specified the regulations for ISDN-PRI apply in addition to the regulations set forth in the Rules and Regulations of this tariff.
5. ISDN-PRI is provided within a LATA from central offices where appropriate ISDN facilities are available. Service inquiries will be necessary to determine availability.

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Schedule No. A-38

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)
(Continued)

IV. RATES

1. All usual and applicable Service Charges as specified in the Schedule No. A-12, apply to the activation, move, or change of channel equivalents within ISDN-PRI service packages as well as for installation of the basic system. (T)
2. ISDN-PRI Service Components

The service components listed below are required at a minimum, for the customer to have ISDN-PRI Service.

		<u>NRC/ Installation</u>	<u>Monthly Rate</u>
Primary Rate Access Line (per PRI Link)	Per ISDN Circuit		
-Month-To-Month	1-4	\$1,500.00	\$230.00
-One Year Contract	1-4	1,500.00	220.00
-Two Year Contract	1-4	1,500.00	215.00
-Three Year Contract	1-4	1,500.00	210.00
Primary Rate Interface (per PRI Link)	Per ISDN Circuit		
-Month-To-Month	1-4	-*	\$940.00
-One Year Contract	1-4	-*	875.00
-Two Year Contract	1-4	-*	830.00
-Three Year Contract	1-4	-*	810.00
Backup D-Channel**			
-Month-To-Month		\$100.00	\$50.00
-One Year Contract		100.00	40.00
-Two Year Contract		100.00	35.00
-Three Year Contract		100.00	30.00

* Installation Nonrecurring Charges for Primary Rate Access Line as specified on Sheet 144.39 are all inclusive for ISDN circuits.

** In a Facility Associated Signaling (FAS) arrangement for a customer with more than one (1) trunk group, a backup D-channel will be required for each trunk.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)
(Continued)

IV. **RATES** (Continued)

3. Optional Feature

The following are optional features that may be ordered with ISDN-PRI.

	<u>NRC/ Installation</u>	<u>Monthly Rate</u>
Call by Call Integrated Service Access Feature Selection (Per PRI Link)		
-Month-To-Month	\$100.00	\$50.00
-One Year Contract	100.00	40.00
-Two Year Contract	100.00	35.00
-Three Year Contract	100.00	30.00
Incoming Call Identification (ICI, Per PRI Interface)		
-Month-To-Month	\$100.00	\$50.00
-One Year Contract	100.00	40.00
-Two Year Contract	100.00	35.00
-Three Year Contract	100.00	30.00

4. Service Charges

a. Service Installation Charges are applicable for each ISDN-PRI Link (which includes the Primary Rate Access Line and Primary Rate Interface) ordered, for receiving and recording information and or taking action in connection with a customer’s request, and processing the necessary data. These charges include engineering design, common centralized testing, and coordination. (T)

b. Service Order Charge - Subsequent is applicable for receiving and recording information and or taking action in connection with a customer’s inside move or transfer of service responsibility request, and processing the necessary data on an existing PRI Link (which includes the Primary Rate Access Line and the Primary Rate Interface. A Service Order Charge - Subsequent is applicable for each PRI Link associated with the customer request (in lieu of a Service Installation Charge). (T)

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)
(Continued)

IV. RATES (Continued)

4. Service Charges (Continued) (T)

c. Premise Visit Charges are applicable per Primary Rate Access Line, for the termination of a channel at a customer's premises or for termination change at the same premises. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time.

d. Charges for ISDN-PRI Service

(1) Service Change Charge per PRI Link

**Nonrecurring
Charge**

Changes in 'D' channel or Trunk Group configurations \$350.00

(2) Premises Visit Charge per PRI Link

**Nonrecurring
Charge**

Premises Visit Charge (Per Visit) See Note 1

Note 1 – Refer to Schedule No. A-12, Sheet 84 of this Tariff for applicable rates.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)
(Continued)

V. SPECIAL CONDITIONS

1. ISDN Service is furnished only from central offices that have been equipped to provide this capability and is subject to central office switching capacity, availability of features, and outside plant facilities.
2. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of PRI, render any facilities provided by the customer obsolete, requiring modification or alteration of such equipment or system, or otherwise affect its use or performance.
3. The customer will be responsible for providing compatible Customer Premise Equipment (CPE) with the ISDN-PRI Interface.
4. Digital transmission rates at speeds less than those indicated may occur as a function of the particular CPE furnished by the user.
5. Temporary suspension of service is not available with ISDN-PRI.
6. Minimum subscription period is month-to-month.
7. Verification and Emergency Interrupt service is not available for ISDN-PRI.
8. Telephone numbers transmitted via the optional Incoming Call Identification feature are intended solely for the use of the ISDN-PRI subscriber. Resale of this information is prohibited by this tariff.
9. In a Facility Associated Signaling (FAS) arrangement for a customer with more than one (1) trunk group, a backup D-channel will be required for each trunk.
10. Each ISDN-PRI digital transport facility can support a maximum of 4 trunk groups per T-1 facility. Within the two-way digital transport facilities, for all 24 trunks or up to 4 trunk groups on each ISDN-PRI, only one telephone number can be pointed to that group. Each group cannot have 24 individual telephone numbers and or 24 individual trunk groups.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)

(Continued)

V. SPECIAL CONDITIONS (Continued)

11. Non-facility Associated Signaling (NFAS) provides the capability to serve multiple DS1's over a single D-Channel (NB+D). This feature can be ordered where switch capabilities exist as stipulated in the vendor technical documentation. When NFAS is selected, the customer will order one ISDN-PRI service arrangement with twenty-three (23) B channels and one (1) D channel. Additional ISDN-PRI service arrangements are ordered with twenty-four (24) B channels at rates and charges provided in Schedule No. A-38, IV. Rates 4.d.(1). The D channel activated on the initial arrangement serves the additional ISDN-PRI arrangements. If a customer desires, he may also request a back-up D channel with the NFAS option (NB+2D). It is recommended that D channels be provisioned in separate ISDN-PRI service arrangements. (T)
12. Customer(s) requesting route or type of construction, which is feasible but differs from that determined by the Utility, and the Utility concurs, shall be responsible for the additional cost in accordance with "Line Extension". Charges described in the Utility's tariff Schedule No. A-11.

VI. DEFINITIONS

B Channel - A bi-directional synchronous channel capable of supporting 64 Kbps of digital transmission.

D Channel - A 64 Kbps digital signaling only channel for call establishment when used with Primary Rate Access.

64 Kbps Clear Channel Capability (CCC) - A B channel connection that provides end-to-end digital connection in which all 64 Kbps of bandwidth are available for customer use.

PRI Link - A PRI Link is comprised of a Primary Rate Access Line and a Primary Rate Interface.

VII. APPLICATION OF RATES

1. ISDN-PRI Primary Rate Access Lines furnished between a serving central office and the customer-designated premise will be charged at rates per each Primary Rate Access Line.
2. Nonrecurring charges will not be applicable for the Primary Rate Access Line or interoffice channel facilities when upgrading an existing DS1 Service to an ISDN-PRI service arrangement.
3. ISDN-PRI Primary Rate Access Line rates if applicable apply in addition to Primary Rate Interface.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)
(Continued)

VIII. SERVICE COMPONENTS

1. The customer may choose any number of channels up to twenty-three (twenty-four with NFAS described below) per Primary Rate Access (facility) to be active with a corresponding number of services (i.e. inward/outward trunks, WATS Lines, 800 Service) selected. The customer may also choose to have more services selected than channels available for specific applications. The total number of communication paths may not exceed the number of channels subscribed.
2. The components of ISDN-PRI Service will be as follows:
 - Primary Rate Access Line
 - Primary Rate Interface
 - a. Primary Rate Access Line - will provide a four-wire access loop from the customer premises to the serving central office. The transmission of this loop supports Clear Channel Capability.
 - b. Primary Rate Interface - provides the multiplexing to support up to twenty-three (23) B channels at 64 Kbps and one (1) D channel for signaling also at 64 Kbps. When Non-Facility Associated Signaling (NFAS) is ordered, the Primary Rate Interface can provide up to twenty-four (24) B channels at 64 Kbps.
 - (1) Voice calls may be completed to both ISDN and non-ISDN lines.
 - (2) Data Transmission on the B channel will be circuit switched at 64 Kbps within the switch and between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices may be potentially subjected to analog transmission or sub-rated to 56 Kbps.
 - (3) The customer may choose to subscribe to additional non-exchange based services. Initial choices for these services will be WATS and 800 Service. The subscription to these services is in addition to the charges for ISDN-PRI service.

IX. OPTIONAL FEATURES

1. Call-by-Call/Integrated Service Access Feature Capability - This optional feature will allow the customer to dynamically allocate the use of channels for ISDN-PRI service. The customer may also choose to subscribe to more services than channels and dynamically change the services in use.
2. Incoming Call Identification - This optional feature provides the customer with the telephone number of the calling party. Incoming call identification is provided via the D channel associated with incoming calls on a B channel to a PBX.

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Schedule No. A-39

ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE

(N)

I. APPLICABILITY

Applicable to Enhanced 9-1-1 (E 9-1-1) emergency telephone service furnished to political subdivisions and municipal corporations.

II. TERRITORY

Applicable to the territory within the exchange areas, located in Elko, Esmeralda and Nye Counties, where service is provided from Central Offices and / or Operating Systems capable of providing E 9-1-1 service as said exchanges are defined on maps contained in this tariff.

III. DESCRIPTION OF SERVICE

Citizens Telecommunications Company of Nevada (hereafter referred to as the Company) will provide E 9-1-1 Emergency Telephone Service to contracted Emergency Service Agencies (ESAs) through the Company's central offices (where facilities permit) to accommodate E 9-1-1 emergency calling from company exchanges to each designated ESA Public Safety Answering Point (PSAP).

IV. RATES

1. 9-1-1 Emergency Service

a. Each 9-1-1 access line

	<u>Nonrecurring Charge*</u>	<u>Monthly Rate</u>
(1) From a serving central office in this Company's exchange	See Schedule A-12	Schedule A-1
(2) From a serving central office in a connecting exchange	Applicable rate of Connecting Company.	

b. 9-1-1 Dedicated Facilities

Rates and charges are as filed in Citizens' intrastate tariff for dedicated services.

* In addition to applicable service charges shown in Schedule No. A-12.

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Schedule No. A-39

ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE
(Continued)

(N)

IV. **RATES** (Continued)

2. 9-1-1 Network Service Features

Nonrecurring <u>Charge*</u>	Monthly <u>Rate</u>
--------------------------------	------------------------

a. 9-1-1 Special Trunk

Applicable private line rates
Schedule Nos. G-1.

b. Per trunk termination
Intra- and Inter- exchange
9-1-1 service.

Applicable private line rates
Schedule Nos. G-1.

3. Database Administration Service

Database Administration Service (DAS) is required to process the Utility's End User telephone and address records for Selective Routing, Automatic Number Identification (ANI) and Automatic Location Identification (ALI) in the Database Management System (DBMS). It also includes processing all the necessary additions, changes and deletions in the Master Street Address Guide (MSAG) database from the Utility's portion of the Counties MSAGs received from the County Coordinators or Planning Departments.

Monthly Rate

Database Administration Service per 1000 Records

\$ 100.00

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Schedule No. A-39

ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE
(Continued)

(N)

V. **GENERAL**

1. 9-1-1 Emergency Telephone Service, also referred to as 9-1-1 Service, is a telephone exchange communication service whereby one or more Public Safety Answering Points (PSAP) designated by the Emergency Service Agency (ESA) may receive telephone calls dialed to the telephone number 9-1-1. 9-1-1 Service includes a line and equipment necessary for the answering, transferring, and dispatching of public emergency telephone 9-1-1 calls originated by persons within the serving area. 9-1-1 Service may include Selective Routing, Automatic Number Identification, and Automatic Location Identification.
2. The ESA must be a municipality or other state or local governmental unit or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The ESA must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency law enforcement, fire, or other emergency services within the telephone central office areas arranged for 9-1-1 calling.
3. The 9-1-1 emergency number is not intended to replace the telephone service of the various Public Safety Agencies which may participate in the use of this number. The ESA must subscribe to additional local exchange service at the PSAP for administrative purposes, the placing of outgoing calls, and for receiving other emergency calls, including any which might be relayed by Company operators.
4. This offering is limited to the use of central office number 9-1-1 as the emergency number, and only one 9-1-1 Service will be provided within any geographical area.
5. 9-1-1 Service is provided by the Company where facility and operating conditions permit.
6. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.
7. It is the customer's responsibility to insure that CPE selected to operate E 9-1-1 system features is compatible with requirements of this tariff and with service furnished by the Company.
8. The customer purchasing the ANI and ALI features is also required to purchase, install and maintain CPE ANI / ALI Display Equipment compatible to the Company's network.

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ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE
(Continued)

(N)

V. **GENERAL** (Continued)

9. It is the customer's responsibility to insure that premises equipment selected that has Store and Forward feature be compatible with the service furnished by the Company.
10. The customer must subscribe to additional local exchange service at the PSAP location, for administrative purposes for placing of outgoing calls and for receiving other emergency calls, including any which might be relayed by Company operators.
11. Information obtained when purchasing Subscriber Records may only be used for the express purpose of provisioning E9-1-1 service.
12. Subscriber Records are names, addresses and telephone numbers of the Company's subscriber. In some areas, service address may be Box Number, Rural Route, etc. not house number or street name. Additional charges, calculated on an individual basis, will apply for any format revision of the data.
13. Subscriber Records information will be furnished for the sole and exclusive purpose of creating a E 9-1-1 data base and shall be used solely for that purpose. Disclosure or use of any information provided through Subscriber Records for other than response to a E 9-1-1 telephone call is prohibited.
14. Subscriber Records information provided by the company is proprietary and may not be duplicated and transferred to a third party except with written authorization from the Company. Duplicate copies can be made for database back –up to protect the integrity of the system. Upon termination of Subscriber Records Service, the customer will return the records to the Company, or upon the Company's approval, records may be destroyed by the customer.

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ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE
(Continued)

(N)

V. **GENERAL** (Continued)

15. To receive Subscriber Records data, the customer must sign an agreement and, as part of the agreement, the means of delivering the data from the Company to the customer will be described. If the customer elects to have the data delivered in other than electronic means, there may be additional costs, which will be assessed to the customer. It is the customer's responsibility to:
 - a. Provide CPE in the form of compatible computer hardware and software to facilitate the transmission and receipt of Subscriber Records information.
 - b. Designate an individual to administer the data, including preparation of a data base to accept Company-formatted records.
 - c. Develop methods and procedures to facilitate receiving and loading the data using a Company-specific format.
 - d. Create methods and procedures to ensure that the customer's E 9-1-1 computer is available to receive Company data at an assigned time.
 - e. Monitor the transmission of data for successful completion
 - f. Notify the Company within 24 hours of assigned receipt time if the transmission is not successful.
16. The customer must specify the geographical area for which Subscriber Records information is required. Subscriber Records will not be provided for less than an entire NXX serving area.
17. Charges for customer initiated changes and rearrangements affecting service addresses and ALI database records (i.e. street name and number changes, emergency services territory or name change, jurisdictional boundary changes and rearrangements, etc.) other than those processed in the normal daily updates will be upon the actual costs for such changes and rearrangements. A cost estimate will be provided to the customer prior to such work, if requested.
18. Application for E 9-1-1 Service must be executed in writing by the ESA. If application for service is made by an agent, then satisfactory evidence of the appointment must be provided in writing to the Company. At least one local law enforcement agency must be included among the participating agencies in any E 9-1-1 offering. The ESA is the customer to the Company.

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ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE
(Continued)

(N)

VI. CONDITIONS

1. The Company provides E 9-1-1 Service solely for the benefit of the ESA operating the PSAP. The provision of 9-1-1 Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the ESA.
2. The Company does not undertake to answer and forward 9-1-1 calls but furnishes the use of its facilities to enable the ESA's personnel to respond to such calls at the ESA's premises.
3. Temporary suspension of service is not provided for any part of the E 9-1-1 Service.
4. This service is furnished to ESA's only for the purpose of voice reporting of emergencies by the public.
5. E 9-1-1 information consisting of the names, addresses, and telephone numbers of end users whose listings are not published in directories or listed in the directory assistance records is treated as strictly confidential. (Except as indicated in A6 following.)
6. The 9-1-1 calling party forfeits the privacy afforded by nonpublished and nonlisted telephone number service to the extent that the telephone number associated with the originating station location is furnished to the PSAP. Information will be provided only for the purpose of responding to emergency calls.
7. The Company's entire liability to any person for interruption or failure of E 9-1-1 service shall be limited to the terms set forth in this schedule and other schedules of this tariff.
8. The ESA shall have the responsibility of discovering all errors, defects, and malfunctions in the transmission of calls and data, database(s), and overall operation of the system. The ESA shall make such operational tests as, in the judgment of the ESA, are required to determine whether the system is functioning properly for its use. The ESA shall promptly notify the Company in the event the system is not functioning properly.
9. Because the Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the ESA to make arrangements to handle all 9-1-1 calls that originate from telephones served by central offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the ESA's public safety jurisdiction.

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ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE
(Continued)

(N)

VI. **CONDITIONS** (Continued)

10. Any terminal equipment used in connection with E 9-1-1 Service shall be configured so that it is unable to extract any information from the ALI database other than information relating to a number (identified through the Automatic Number Identification (ANI) feature as the source) of an in-progress 9-1-1 call. PSAP equipment must be compatible with the Company's facilities.
11. The ESA must furnish the Company, in writing, with its agreement to the following terms and conditions:
 - a. That at least one PSAP will be provided and staffed on a 24-hour, seven-day per week basis.
 - b. That the ESA accepts responsibility for dispatching, or having others dispatch law enforcement, fire, ambulance, or other emergency services as required to the extent such services are reasonably available.
 - c. That the ESA will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the E 9-1-1 PSAP by calling parties.
 - d. That the ESA will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 9-1-1 lines recommended by the Company to be installed. (Applies to E 9-1-1 Service only).
 - e. The ESA has read, understands, and agrees to all the terms and conditions in this tariff.
12. It will be the intent of the Company to provide facilities designed to provide a call blocking probability at (P.01 grade of service) of one call per hundred during normal busy hours for E 9-1-1 service.
13. This service is offered solely as an aid in handling assistance calls in connection with fire, law enforcement, and any other emergencies and does not create any relationship or obligation, directly or indirectly, to any person other than the ESA contracting for 9-1-1 service. In the event of any interruption of the service, the Company shall not be liable to any person, corporation, or other entity for any loss or damage in an amount greater than an amount equal to the pro rata allowance of the tariff rate for the service or facilities provided to the ESA for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the ESA.

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ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE
(Continued)

(N)

VI. **CONDITIONS** (Continued)

14. The rates charged for E 9-1-1 Service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects, and malfunctions in the service, nor does the Company undertake such responsibility. The ESA shall make such operational tests as, in the judgment of the ESA, are required to determine whether the system is functioning properly for its use. The ESA shall notify the Company in the event the system is not functioning properly.
15. 9-1-1 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis. A minimum of two E 9-1-1 access lines are required from respective prefixed central office(s) in an exchange to the associated PSAP.
16. Where a 9-1-1 call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 9-1-1 call, the quality of the call, or any features that may otherwise be provided with E 9-1-1 Service.
17. The Company, its employees, agents, or representatives, except in cases of willful misconduct or gross negligence, shall not be liable for death or injury to the person or for damage to property as a result of undertaking, participating in, or carrying out duties involved in tracing a 9-1-1 call in an emergency situation where no name, address, or location of the 9-1-1 caller is available.
18. The ESA agrees to provide trained personnel for 24-hour coverage and receive all 9-1-1 calls routed to the PSAP. The ESA recognizes that addresses must first be verified from a calling party. The ESA accepts responsibility for dispatching, or the responsibility for having others dispatch, law enforcement, fire, rescue, or other emergency services as required.
19. Under normal circumstances, work will not be performed on E 9-1-1 circuits until an authorized release is obtained from the person responsible for the operation of the PSAP.
20. No charge will be made to a calling party for calls to the 9-1-1 service.
21. Database Administration Service (DAS) is the necessary process used by the Utility to provide its End User telephone and address records for the proper routing of its end users' 9-1-1 calls through the Database Management System's TN Database. The process provides for the daily database processing of all insert, delete, change, unlock and migrate activity associated with the Utility's subscriber records. Rates are based up a per 1,000 records rate of Utility's access line counts. The counts are rounded to the nearest 1,000 records and will be adjusted annually. No additional installation charges will be applied to the updated months.

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ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE
(Continued)

(N)

VI. **CONDITIONS** (Continued)

22. DAS also includes the processing of all add, delete and change activity to the Master Street Address Guide (MSAG) for the Utility's portion of the County's MSAG. The County Coordinator and/or Planning Department provide these additions, changes and deletions.

23. General Liability

Enhanced 9-1-1 Emergency Telephone Services, hereinafter collectively referred to as E 9-1-1 including Emergency Number Service (E 911), Enhanced Universal Emergency Number Service (E9-1-1) and Emergency Notification Service, are provided by the Company subject to the statutory limitation of liability found in NRS 707.500.

a. The Company's entire liability to the 9-1-1 Customer or any person for interruption or failure of any aspect of E 9-1-1 shall be limited by the terms set forth in this section, the Rules and Regulations section of this Tariff, and in any sections of other tariffs which apply to the provision of E 9-1-1 by the Company. E 9-1-1 is offered solely to assist the 9-1-1 Customer in providing E 9-1-1 in conjunction with applicable fire, police, and other public safety agencies. By providing E 9-1-1 to the 9-1-1 Customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the 9-1-1 Customer.

b. The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any act or omission of the Company or its employees, agents or contractors, in the design, development, installation, maintenance, or provision of any aspect of E 9-1-1 other than an act or omission constituting gross negligence or wanton or willful misconduct. However, in no event shall the Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariff rate for the service or facilities provided to the 9-1-1 Customer for the time such interruption to service or facilities continues, after notice by the 9-1-1 Customers to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the 9-1-1 Customer. In no event shall the Company be held liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of E 9-1-1.

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ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE
(Continued)

(N)

VI. **CONDITIONS** (Continued)

23. General Liability (Continued)

- c. The 9-1-1 Customer shall indemnify and hold harmless the Company from any damages, claims, causes of action, or other injuries whether in contract, tort, or otherwise which may be asserted by any person, business, governmental agency, or other entity against the Company as a result of any act or omission of the 9-1-1 Customer or any of its employees, directors, officers, contractors or agents except for Company acts of negligence, gross negligence or willful or wanton misconduct in connection with designing, developing, adopting, implementing, maintaining, or operating any aspect of E 9-1-1 or for releasing subscriber information, including non-published or unlisted information in connection with the provision of E 9-1-1 Service.
- d. The Company shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of E 9-1-1 when any 9-1-1 call originates from a system or line which makes the provision of special location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, or private telecommunications services, such as PBXs or shared tenant services and calls originating over Centrex lines.
- e. The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs or shared tenant services, unless provided to the Company by a Private Service provider (PSP). At the rates set forth herein, the Company will integrate any records provided to it by the PSP in a Company-standard format for inclusion in a 9-1-1 ALI Database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a PSP and shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of this government agency, or other entity against the Company.

(N)

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Kenneth Mason
Vice President
Government & Regulatory Affairs

Schedule No. A-39

ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE
(Continued)

(N)

VI. **CONDITIONS** (Continued)

23. General Liability (Continued)

- f. The Company shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of any aspect of E 9-1-1 when there is a failure of or interruption of E 9-1-1 due to the attachment of any equipment by a 9-1-1 Customer to Company facilities. The 9-1-1 Customer may, with the prior written consent of the Company, which consent shall not be unreasonably withheld, attached features, devices, or equipment of other vendors to the equipment or network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade E 9-1-1 ordered by the 9-1-1 Customer, Company facilities, or otherwise affect its telephone operations.
- g. The Company shall not be liable for any civil damages, whether in contract, tort, or otherwise, caused by an act or omission of the Company in the good faith release of information not in the public record, including non-published or non-listed subscriber information to Emergency Response Agencies responding to calls placed to an E 9-1-1 or Host Providers using such information to provide an E 9-1-1 Service.
- h. The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, E 9-1-1 to any subscriber to a non-regulated telephone service (e.g., shared tenant service). It is the obligation of the 9-1-1 Customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all E 9-1-1 telephone calls that originate from telephones within the 9-1-1 Customer's service area. Neither the 9-1-1 Customer nor the Company shall have any responsibility for E 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the 9-1-1 Customer's service area.
- i. The Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Company, or arising from the use of 9-1-1 Customer provided facilities or equipment.

(N)

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Vice President
Government & Regulatory Affairs

Schedule No. A-39

ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE
(Continued)

(N)

VII. DEFINITION OF TERMS

1. Automatic Location Identification (ALI): A feature by which the name and address associated with the calling party's telephone number (identified by the ANI feature as defined following) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off-premises, etc.) will be identified with the address of the telephone number at the main premises.
2. Automatic Number Identification (ANI): A feature by which the calling party's telephone number is forwarded to the PSAP's Display and Transfer Units via the 9-1-1 Control Office.
3. Database Administration Service (DAS) – DAS is a required process used by the Utility to provide its End User telephone and address records and all street address activity to the Database Management System (DBMS) in order for the Utility's End Users' 9-1-1 calls to be properly processed through the Enhanced 9-1-1 (E9-1-1) system using Selective Routing (SR), Automatic Number Identification (ANI) and Automatic Location Identification (ALI) to route and process the 9-1-1 call to the appropriate Public Safety Answering Point (PSAP). The DMS is comprised of two databases: the Master Street Address Guide (MSAG) and the Telephone Number (TN) Database. The Utility enters its End User order activity, including inserts, deletes, changes, unlocks and migrates, daily to the TN Database portion of the DBMS. The Utility also processes all street names, add, changes and delete activity for its portion of the County's MSAGs. The Utility periodically receives the street update requests from either the County Coordinator and/or the Planning Department. Once the requests are approved by the County Coordinator, who assigns the Emergency Service Number (ESN), the Utility enters the request in the MSAG portion of the DBMS.
4. MSAG - (Master Street Address Guide): A list provided by the ESA of all valid street names and house ranges for their particular jurisdiction as assigned to specific ESNs.

(N)

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Schedule No. A-40

FRONTIER MESSAGE CENTER

I. APPLICABILITY

Applicable to residence and business service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Message Center service as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

Frontier Message Center is an optional central office based voice message system with the capability to record and store messages for subsequent playback in a voice mailbox arrangement.

IV. REGULATIONS

A. Frontier Message Center service is furnished only from digital central offices that have been equipped to provide this feature.

B. Frontier Message Center is subject to applicable service order charges.

C. Call Waiting takes precedence over Basic Call Forward and Call Forward Busy/No Answer to a Voice Mail mailbox. (T)

V. DESCRIPTION

A. Frontier Message Center service is a software-controlled system that records and stores voice messages for subsequent playback in a Voice Mail mailbox arrangement.

B. Each Voice Mail mailbox answers a call with the subscriber's personalized greeting and invites the caller to leave a message. The mailbox provides usage prompts, customer tutorial, mnemonic commands, passcode security, time-date stamp on each message and name confirmation upon customer entry.

C. Frontier Residential Mailbox Packages

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, and message composition.

Schedule No. A-40

FRONTIER MESSAGE CENTER
(Continued)

(N)

V. **DESCRIPTION** (Continued)

C. Frontier Residential Mailbox Packages (Continued)

1. Frontier Residential Basic Voice Mail

Includes the following features:

- Maximum Personal Greeting Length: 90 seconds
- Message Capacity: 35 minutes
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Message Notification⁽¹⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Call Forward Busy/No Answer
- Busy Greeting
- Web Portal Access

2. Frontier Residential Deluxe Voice Mail

Includes the following features:

- Maximum Personal Greeting Length: 120 seconds
- Message Capacity: 100 minutes
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging
- Message Notification⁽¹⁾: Stutter Dial Tone, Visual Message Waiting Indicator or call to cell phone
- Pager Notification
- Reminder Service
- Call Forward Busy/No Answer
- Busy Greeting
- Call Return/Live Reply
- Web Portal Access

Note 1: This feature works within Frontier Voicemail box's on the same platform.

(N)

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Government & Regulatory Affairs

Schedule No. A-40

FRONTIER MESSAGE CENTER
(Continued)

(N)

V. **DESCRIPTION** (Continued)

C. Frontier Residential Mailbox Packages (Continued)

3. Frontier Residential Deluxe Voice Mail with Sub Boxes

Includes the following features:

- Maximum Personal Greeting Length: 120 seconds
- Message Capacity: 20 minutes per submailbox
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging⁽¹⁾:
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Call Forward Busy/No Answer
- Busy Greeting
- Call Return/Live Reply
- Web Portal Access
- Reminder Service
- Up to five Sub Mailboxes

D. Frontier Residential Voice Mail – Optional Applications

- Alternative ID

Up to 3 different numbers can be associated with one mailbox at no charge. For each set of 3 additional numbers a monthly charge will apply.

- Unified Messaging

This service includes the ability to display via a web portal fax and emails. Also provided Find-me Follow-me feature where the subscriber can set up routing of calls based on time of day, day of week and who is calling. Customers will also have the ability to forward voice mail messages to an email address and have a personal address book.

Note 1: This feature works within Frontier Voicemail box's on the same platform.

(N)

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Vice President
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Schedule No. A-40

FRONTIER MESSAGE CENTER

(Continued)

(N)

V. **DESCRIPTION** (Continued)

E. Frontier Business Mailbox Packages

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, message composition, and revert to attendant functions.

1. Frontier Business Basic Voice Mail

Includes the following features:

- Maximum Personal Greeting Length: 90 seconds
- Message Capacity: 75 minutes
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging⁽¹⁾
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Operator Revert
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy/No Answer
- Busy Greeting
- Extended Absence Greeting
- Web Portal Access

Note 1: This feature works within Frontier Voicemail box's on the same platform.

(N)

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Schedule No. A-40

FRONTIER MESSAGE CENTER

(Continued)

(N)

V. **DESCRIPTION** (Continued)

E. Frontier Business Mailbox Packages (Continued)

2. Frontier Business Deluxe Voice Mail

Includes the following features:

- Maximum Personal Greeting Length: 120 seconds
- Message Capacity: 200 minutes
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 99 addresses per list
- Mailbox to Mailbox Messaging⁽¹⁾
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Operator Revert
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy/No Answer
- Busy Greeting
- Extended Absent Greeting
- Call Return/Live Reply
- Web Portal Access

3. Frontier Business Announcement Only Mailbox

A Voice Mail mailbox equipped to play a personal greeting or announcement and then disconnect. The calling party is not able to leave a message. The maximum announcement length is five (5) minutes. Includes call forward busy and no answer.

Note 1: This feature works within Frontier Voicemail box's on the same platform.

(N)

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Schedule No. A-40

FRONTIER MESSAGE CENTER

(Continued)

V. **DESCRIPTION** (Continued)

E. Frontier Business Mailbox Packages (Continued)

4. Frontier Business Basic Voice Mail with Sub Boxes

Includes the following features:

- Maximum Personal Greeting Length: 90 seconds
- Message Capacity: 30 minutes per submailbox
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging⁽¹⁾
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Operator Revert
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy/No Answer
- Busy Greeting
- Extended Absence Greeting
- Web Portal Access
- Up to five Sub Mailboxes

5. Frontier Message Routing

With this service, callers are greeted with customized announcements and then allowed a single-digit touch calling selection (1-9). The caller may then hear another personalized greeting when routed to the selected mailbox, and will then be able to leave a message. The maximum greeting length is five minutes. Maximum of 9 mailboxes can be associated with this feature.

Includes the following features:

- Call Routing to voice mailbox
- Call Forward Busy/No Answer⁽²⁾

(T)

Note 1: This feature works within Frontier Voicemail box's on the same platform.

Note 2: If Remote Call Forward (RCF) is used instead of Call Forward Busy/No Answer with this product, applicable RCF monthly charges will apply in addition to the monthly charge for Message Routing. RCF cannot be used to by pass toll charges.

(T)

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Senior Vice President
Regulatory Affairs

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FRONTIER MESSAGE CENTER

(Continued)

(N)

V. **DESCRIPTION** (Continued)

F. Frontier Business Voice Mail --Optional Applications

Alternate ID

Up to 3 different numbers can be associated with one mailbox at no charge. For each set of 3 additional numbers a monthly charge will apply.

Unified Messaging

This service includes the ability to display via a web portal fax and emails. Also provides Find-me Follow-me feature where the subscriber can set up routing of calls based on time of day, day of week and who is calling.

G. Feature Descriptions

Call Return/Live Reply: the ability to call back the person who left you a message by simply pressing a designated key pad on the phone, after listening to the message.

Date & Time Stamp: Appends the date and time of the message and allows a subscriber to hear when a message was delivered into the mailbox.

Extended Absence Greeting: Plays when you are out of the office or away from your phone for a long period of time. Callers are required to listen to your greeting before they can leave a message.

Greeting Length: The time allotted for the greeting a caller hears when forwarded to a subscriber's mailbox.

Group Lists: Allows a subscriber to program multiple addresses to create a list for mass distribution of messages. Messages can be sent to other mailbox numbers, telephone numbers and other Group Lists.

Mailbox to Mailbox Messaging: Allows a subscriber to reply to messages, redirect or forward messages, record and send messages, assign special delivery options to messages and use Group Lists to send messages to multiple destinations.

(N)

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FRONTIER MESSAGE CENTER
(Continued)

(N)

V. **DESCRIPTION** (Continued)

G. Feature Descriptions (Continued)

Message Capacity: The maximum number of minutes a subscriber's mailbox may contain.

Message Notification: Alerts a subscriber that a message has been deposited into his/her mailbox. Notification is delivered via indicators such as Stutter Dial Tone, Visual Message Waiting Indicator (message lights on telephones).

Message Retention: The number of days a message is allowed to remain in the mailbox. The number of days retained may vary between new and saved messages.

Operator Revert: Allows the caller to press a single key and be transferred to the subscriber's personal assistant, dispatch center or answering service.

Personal Greeting: A personal greeting is recorded by the subscriber, and plays when a caller connects to a subscriber's mailbox. The subscriber can change this greeting at any time. If the personal greeting is deleted or not recorded, a caller will hear a generic system greeting.

Reminder Service: Allows you to record a message and set the Reminder Service to call your telephone at a pre-arranged time and play back that message. You can establish both a one-time Reminder and recurring Reminders. A one-time reminder can be scheduled up to 364 days in advance. Recurring reminders can be either weekday recurring or everyday recurring.

Special Delivery Options: Allows a subscriber or caller to set delivery options on a message to indicate if it is Urgent or Private. A subscriber can also set a parameter to notify them when the recipient of their message has listened to the message – this feature is called Receipt Request.

Web Portal Access: Allows a subscriber On-line access to voice mail messages that then can be played, saved or deleted. The ability to manage voice mail settings and Pin via the Web is also included.

(N)

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Vice President
Government & Regulatory Affairs

Schedule No. A-40

FRONTIER MESSAGE CENTER

(Continued)

(N)

VI. **RATES**

A. The following monthly rates are in addition to any applicable charges for main telephone service:

Monthly Charge

Frontier Residential Packages

-Frontier Basic Voice Mail	\$6.99
-Frontier Deluxe Voice Mail	8.99
-Frontier Deluxe Voice Mail with Subs	8.99

Frontier Business Packages

-Frontier Basic Voice Mail	\$9.99
-Frontier Basic Voice Mail with Subs	12.99
-Frontier Deluxe Voice Mail	13.99

Business Optional Applications

-Frontier Announcement Only	\$7.95
-Frontier Message Routing	9.95

Add-On Feature

-Alternate ID ⁽¹⁾	\$5.00
-Unified Messaging – Residential	1.99
-Unified Messaging – Business	3.99

Note: (1) Per each additional set of 3 numbers.

(N)

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FRONTIER MESSAGE CENTER
(Continued)

(N)

VI. RATES (Continued)

B. The following monthly discounts are in addition to any applicable charges for main telephone service:⁽¹⁾

Business Voice Mail Term and Volume Discounts

Quantity	Tier	<u>0 Months</u>	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>
1 - 4 Boxes		N/A	N/A	N/A	N/A
5 - 24 Boxes	1	\$ 3.00 (VDT10)	\$ 5.00 (VDT11)	\$ 7.00 (VDT12)	\$ 9.00 (VDT13)
25 - 49 Boxes	2	13.00 (VDT20)	18.00 (VDT21)	24.00 (VDT22)	29.00 (VDT23)
50 - 99 Boxes	3	37.00 (VDT30)	48.00 (VDT31)	59.00 (VDT32)	70.00 (VDT33)
100-200 Boxes	4	97.00 (VDT40)	119.00 (VDT41)	142.00 (VDT42)	164.00 (VDT34)
200 Plus Boxes		ICB*	ICB*	ICB*	ICB*

Discounts (as stated above) will be applied to the customer's total monthly bill when they purchase five or more mailboxes. Customers with 1 to 4 mailboxes will pay the rate listed in Section 8 of the Service Catalog for each mailbox. This discount pricing applies to Business Basic and Business Deluxe packages only.

Note: The minimum charge for services provided is one month.

* Customers requesting more than 200 mailboxes will be handled on an Individual Case Basis (ICB).

⁽¹⁾ The term and volume discounts are grandfathered to existing customers at existing locations. All other customers will be offered discounts on an Individual Case Basis (ICB).

(N)

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Schedule No. A-41

**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)
BUNDLED SERVICE**

(N)

I. GENERAL

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundled 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.

II. APPLICABILITY

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundled Service standards.

III. TERRITORY

Within all exchange areas as those areas are defined by maps filed as part of this tariff.

IV. RATES AND CHARGES

	<u>Monthly Rate</u>
A. <u>2-Year Term</u> ¹	
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
B. <u>3-Year Term</u> ¹	
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
C. <u>5-Year Term</u> ¹	
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

¹ Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.

(N)

Schedule No. A-41

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)
BUNDLED SERVICE
(Continued)

V. SPECIAL CONDITIONS

- A. ISDN PRI Bundled Service is available where technically feasible.
- B. 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.
- C. 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 Service Order Charge - Subsequent for the change and will pay the current rates in effect for the term commitment chosen. (T)
(T)
- D. 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).
- E. 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 Service Order Charge - Initial 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. (T)
(T)
- F. Ports will be provided at the T-1 level only.
- G. Customer provided equipment used to connect to ISDN-PRI Bundled Service must meet Company requirements.
- H. 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 Bundled 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.
- I. The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundled Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this tariff.
- J. 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 preceding.

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Steve Crosby
Senior Vice President
Regulatory Affairs

Schedule No. A-42

OPERATOR SERVICES

I. GENERAL

Operator Services are furnished to customers upon their request to assist in the completion of calls. The following services are offered:

- A. Busy Verification¹ (C)
The operator, at the request of the customer, will determine the status of an exchange access line (e.g., conversation in progress) and report the status to the customer.
- B. Busy Interrupt¹ (C)
The operator, at the request of the customer and being informed that an emergency exists, will interrupt conversation on the exchange access line and inform the called party that an attempt to place a call to that line is being made.
- C. Operator Assisted Station to Station
A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated).
- D. Collect
A billing arrangement by which the charges for a call may be billed to the called party, provided the called party agrees to accept the charges.
- E. 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.
- F. 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.
- G. 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.
- H. 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.

¹ Discontinued as of March 1, 2018.

(N)

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Allison Ellis
Senior Vice President
Regulatory Affairs

Schedule No. A-42

OPERATOR SERVICES

(Continued)

II. **RATES AND CHARGES**

	<u>Per Call</u>	
Busy Verification ¹	\$1.50	(C)
Busy Interrupt ¹	2.00	(C)
Operator Assisted Station to Station	2.00	
Collect	2.00	
Operator Assisted Person to Person	3.00	
Operator Assisted Time and Charges	1.50	
Operator Assisted – Corrections	2.00	
Billed to Third Number	2.00	

¹ Discontinued as of March 1, 2018.

(N)

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Allison Ellis
Senior Vice President
Regulatory Affairs

Schedule No. A-43

(N)

CONVENIENCE FEE

I. GENERAL

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.

II. REGULATIONS

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.

III. RATES AND CHARGES

Convenience Fee, per occurrence	<u>Nonrecurring Charge</u> \$10.00
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(N)

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Allison Ellis
Senior Vice President
Regulatory Affairs

Schedule No. B-1

INTRALATA MESSAGE TOLL TELEPHONE SERVICE

I. APPLICABILITY

Applicable to business and residence subscribers requesting a message telephone communication inside the local access transport area (LATA).

II. TERRITORY

Within the local access transport area known as the Reno LATA.

III. RATES

A. For message telephone communications originating and terminating between points within the Company's service area within the Reno LATA and within the State of Nevada:

1. The Company assents to, adopts, and concurs in Nevada Bell Telephone Company's tariff P.U.C.N. No. A.5.2.8 and A6.2, together with the amendments thereto and successive issues thereof, with the exception of the rates listed in A.2 below.
2. Rates charges are as follows:

<u>Rate Mileage</u>	<u>1st Minute</u>	<u>Each Additional Minute</u>
0-10	\$.10	\$.04
11-22	\$.15	\$.07
23-55	\$.21	\$.11
56-124	\$.25	\$.16

(D)

(D)

Issued: December 21, 2016

Effective: February 9, 2017

Advice No.: NV-16-14

Issued By:
Steve Crosby
Senior Vice President
Regulatory Affairs

Schedule No. G-1

**INTRALATA LOCAL AND INTEREXCHANGE LEASED LINE AND
PRIVATE LINE TELEPHONE SERVICE**

I. APPLICABILITY

Applicable to intraLATA leased line and private line telephone service furnished or made available by this company wholly within its exchange areas.

II. TERRITORY

Within each areas as said areas are defined on maps filed as part of the tariff schedules within the Local Access and Transport Area (LATA) where the Company's service areas are located.

III. RATES

1. Intra-exchange Service - service provided wholly within one exchange of this Utility:

	<u>Installation or Move Charge</u>	<u>Rate Per Month</u>
(a) Mileage Rate: 2 wire circuit		
Each local circuit or channel First 1/4 mile or fraction thereof, airline measurement	*	\$7.50
Each additional 1/4 mile or fraction thereof, airline measurement	*	\$2.50
(b) Mileage Rate: 4 wire circuit		
Each local circuit or channel First 1/4 mile or fraction thereof, airline measurement	*	\$15.00
Each additional 1/4 mile or fraction thereof, airline measurement	*	\$5.00

* Applicable Service Charges as outlined in Schedule No. A-12.

(T)

Issued: August 16, 2016

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Issued By:
Steve Crosby
Senior Vice President
Regulatory Affairs

Schedule No. G-1

**INTRALATA LOCAL AND INTEREXCHANGE LEASED LINE AND
PRIVATE LINE TELEPHONE SERVICE**
(Continued)

IV. SPECIAL CONDITIONS

1. The above rates apply to dedicated, non-switched Voice Grade Channels for the transmission of analog signals with an approximate bandwidth of 300 to 3000 Hz, between two or more customer locations within the same exchange.
2. Service does not include any enhanced signaling or optional features.
3. For Program Audio, narrowband, wideband, Digital Data, High Capacity Private Line Services, or any optional features, conditioning, bridging and multiplexing, rates contained in the Company's Access Service Tariff apply.
4. For Private Line Service furnished jointly with any other telephone company, or between exchanges of Citizens Telecommunications Company of Nevada, rates and conditions contained in the Company's Access Service Tariff apply.

Issued: February 15, 2002

Effective: April 18, 2002

Advice No.:

Issued By:
Aloa J. Stevens
Director
State Government Affairs

Rule and Regulation No. 1

DEFINITIONS

For the purpose of these tariff schedules the terms and expressions listed below shall have the meanings set forth opposite them.

Access Line: A Utility provided circuit of the class, type and grade requested by the customer/applicant that provides connection from the customer's premises to the central office. This circuit in conjunction with the central office switch provides access to the local and toll networks.

Access Line Hunting: (ALH) Service is an optional service available to customers with more than one business access line. Where the utility's central office facilities permit, access lines will be arranged to have incoming calls to a busy line automatically switched to one of the customer's non-busy lines.

Air Line Mileage: The shortest distance between the points involved, as measured in statute miles of 5,280 feet each.

Applicant: An individual or concern making application to the Utility for telephone service or installation of facilities.

Base Rate Area: A more closely built-up (urban) section of the exchange or central office area in which the local service exchange rates apply without mileage charges.

Basic Exchange Service: A telecommunications service for business and residence customers furnished by central office lines in a specific geographical area for local calling on a flat rate basis and for network access to message toll service.

Basic Exchange Telephone Radio Service (BETRS): A telecommunications service for business and residence customers, which is furnished by telephone radio services where facilities permit.

Battery Power: Electrical energy furnished by means of a circuit from a central office or other source of supply to a private branch exchange system or other equipment requiring battery power.

Bell: A device, which produces a resonant sound.

Billed Number Screening (BNS): A feature that permits the customer to choose not to allow any third-number and/or collect calls to be billed to the Access Line telephone number. (N)

Billing Code: Billing Codes are used to identify rate items of service for billing purposes and tax applicability. (N)

Issued: February 10, 2004

Effective: May 12, 2004

Advice No.: NV-04-06

Issued By:
Aloa J. Stevens
Director
State Government Affairs

Rule and Regulation No. 1

DEFINITIONS
(Continued)

Building: A non-mobile ground supported structure intended to give protection from the elements and usually enclosed by a system of essentially continuous exterior walls. A building may contain more than one premises. Carports, driveways, passageways, patios or similar connecting elements not intended for occupancy - covered or not - do not create a single building.

A pier or wharf for mooring one or more boats is treated as a single building.

A trailer pad improved for regular use is treated as a single building.

Each of several single occupancy townhouse living units constructed on a separate lot within a continuous property is treated as a separate building for the provision of service connections.

A building may be sub-divided by one or more interior walls preventing passage between portions of the building, as in a row of business establishments. All portions of a building need not have a single ownership, as in a condominium.

Buried Cable: A cable designed for use in underground construction and utilized in extending the Utility's telephone plant.

Business Service: Access line service furnished to individuals engaged in business, firms, partnerships, corporations, agencies, shops, works, tenants of office buildings, and individuals practicing a profession or operating a business who have no offices other than their residences and where the use of the service is principally or substantially of a business, professional or occupational nature.

(D)

(D)

Central Office: A Telephone Utility's switching office unit which allows one access line to be connected to another.

Central Office Line: A utility-provided line from the central office to the customer's premises to furnish basic exchange service of the class, type and grade ordered by a customer or applicant. (See Access Line).

Issued: March 27, 2007

Effective: May 23, 2007

Advice No.: NV-07-03

Issued By:
Aloa J. Stevens
Director
State Government Affairs

Rule and Regulation No. 1

DEFINITIONS

(Continued)

Class of Service: The various categories of service generally available to the customer: business, residence and public.

Company: (See Utility)

Consumer Bill of Rights: Regulations for the application of residential telephone service.

Continuous Property: A property owned or leased by an applicant or customer where all portions may be served without crossing a public thoroughfare or the property of another. The property of an applicant or customer when divided by a public thoroughfare is considered to be continuous provided the applicant or customer furnishes at his expense a pedestrian underground or enclosed pedestrian overhead passageway suitable for telephone circuits between the portions of the property separated by the public thoroughfare.

In the application of the Rule governing Line Extensions, Service Connections and Facilities on Premises of Customer only, a Continuous Property may contain two or more lots or parcels, each individually owned and aggregating less than the whole of the property, with each owner having an interest in the remainder of the property by virtue of his ownership of his lot or parcel (as in certain planned unit developments).

Customer: An individual or concern receiving service, other than from public telephone stations, from the Utility.

Customer Owned Pay Telephone (COPT): Customer-owned credit card or coin operated telephone instrument for public or non-public use.

Customer Owned Pay Telephone Service (COPTS): An individual business access line to be used exclusively with an approved customer-owned credit card or coin operated telephone instrument for public or non-public use.

Customer Provided Terminal Equipment: Devices or apparatus provided by a customer, which constitute a communications system and which, when connected to the communications path of the telephone system, are so connected either electrically, acoustically or inductively.

Issued: February 15, 2002

Effective: April 18, 2002

Advice No.:

Issued By:
Aloa J. Stevens
Director
State Government Affairs

Rule and Regulation No. 1

DEFINITIONS
(Continued)

Date of Presentation: The date upon which a bill or notice is mailed or delivered to the customer.

Demarcation Point: The point of interconnection between the Company's facilities and the wiring at a customer's premises. Customers are responsible for all inside wiring on the customer's side of the demarcation point which is located in the Company's Standard Network Interface equipment.

Dial Telephone Service: Service by means of a telephone system in which the central office equipment is of the automatic or machine-switching type and in which the customer's station telephone is equipped with a dial for use in originating calls therefrom.

Digital Channel Service (DCS): Service that transmits and receives digital signals between the serving wire center and the digital switching equipment located at the customer's premises. The service enables customers to channelize up to 24 voice grade DS0s on a single transport facility. It is comprised of two components; a digital port in the serving wire center and a digital transport facility between the serving wire center and the customer's premises.

Directory Assistance Call Completion (DACC): Allows customers the option to have their local or intralata calls completed to a requested number by either Directory Assistance Operator or Directory Assistance Audio Response System that provides the requested directory number. (N)
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(N)

Directory Listings: Essential information in the telephone directory whereby telephone users may ascertain the telephone number of a customer's station.

Digital Centrex Service: A central office based touch calling service provided for business customers from the Company's suitably equipped digital centrex office facilities.

Distribution Facilities: The Company's cables, wires and associated supporting structures and appurtenances, located in dedicated streets and Company easements, designed to serve more than one property and extending from the serving central office to the points of connection with service connections. (See Line Extensions and Service Connections).

District Area: A specific portion of an exchange area served by a particular central office or by a group of central offices common only to that portion.

Electronic Bill Presentment and Payment (EBPP): Electronic Bill Presentment Program (EBPP) is an optional service provided by the Company that allows customers to view and or pay their telephone bill on-line.

Issued: November 13, 2012

Effective: January 9, 2013

Advice No.: NV-12-14

Issued By:
Kenneth Mason
Vice President
Government & Regulatory Affairs

Rule and Regulation No. 1

DEFINITIONS
(Continued)

Emergency: A situation, which exists when serious sickness, public safety or necessity, or war conditions are involved.

Enhanced 9-1-1 Emergency Telephone Service: Allows a subscriber to report an emergency by dialing "911", "9911", or any three- or seven-digit number, as set up in translations, to reach the Emergency Service Bureau (ESB). (N)
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(N)

Enhanced Lifeline Service/Tribal Lands: Additional federal Lifeline (fourth tier) and Linkup assistance for qualifying low-income individuals living on federally recognized tribal lands (American Indian and Alaska Native) to reduce the cost of basic telephone service and offset initial connection charges and line extension costs associated with the initiation of service for those individuals.

Exchange: A telephone system providing service within a specified area as shown on maps filed elsewhere in the tariff schedules and within which communications are considered as exchange messages, except those messages between toll points.

(L) Material relocated from Sheet No. 151.

Issued: April 28, 2011

Effective: June 29, 2011

Advice No.: NV-11-06

Issued By:
Kenneth Mason
Vice President
Government & Regulatory Affairs

Rule and Regulation No. 1

DEFINITIONS
(Continued)

Exchange Area: An area shown on maps filed elsewhere in tariff schedules within which the Utility holds itself out to furnish exchange telephone service from one or more central offices serving that area.

Exchange Message: A completed telephone call or telephonic communication between exchange access lines in the same local service area.

Exchange Service: Telephone service furnished between customers' access lines within an exchange area or local service area.

Extended Area Service: Exchange service available to customers in a particular exchange for communication throughout that exchange and other designated areas in accordance with the provisions of the exchange tariffs.

Extension Service: A telephone set connected in addition to a primary station set on the same access line.

Farmer Line Service: Exchange service furnished in the suburban area of an exchange by means of lines owned and maintained in part by the customers of the service. Such lines connect to the Utility's facilities at the boundary of the base rate area or the city limits whichever is the farther from the central office.

All switching service is performed by the Utility at its central office. The customers own and maintain the telephones and batteries used in their services and maintain the facilities and instrumentalities owned by them. No more than ten primary stations should be connected to any one farmer line.

Fictitious Name: A name or style employed by an individual or concern to direct attention to a commodity or service or for any purpose other than the actual conduct of the business.

Flat Rate Service: Exchange access service furnished at a fixed periodic rate.

Foreign Exchange Service: Exchange service furnished by means of facilities connecting a customer's station with a central office in an exchange area other than the exchange area in which the station is located, or extension service or P.B.X. service in an exchange area other than that in which the primary station or P.B.X. service is located.

Foreign Listings: A Foreign Listing is a listing in a directory of an exchange other than the one in which the Primary Listing is furnished.

(N)
(N)

Grade of Service: Refers to the number of parties served on a telephone line such as one party, two party, four party, suburban, etc.

Issued: April 17, 2003

Effective: June 12, 2003

Advice No.: NV-03-05

Issued By:
Aloa J. Stevens
Director
State Government Affairs

Rule and Regulation No. 1

DEFINITIONS
(Continued)

Individual Access Line Service: Basic exchange service furnished by means of a central office line to which one customer is assigned.

Information Services Call Blocking: A central office call blocking service that allows the Utility's residential and single line business customers to block directly dialed calls placed from their telephone to all 900 Information Access Services programs.

Inside Wire: Inside wiring, which is the customer's responsibility, consists of wiring and jacks on the customer's side of the Standard Network Interface Demarcation Point excluding intra-system wiring.

Installation Charge: An initial, nonrecurring charge made under certain conditions to cover all or a portion of the cost of installing telephone services.

Instrumentalities: The telephone instruments, switching devices and associated equipment located on an applicant's or customer's premises (excluding inside wiring and protective apparatus). In Private Branch exchange service the instrumentalities include the switchboard.

Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI): ISDN is a new offering supported by ISDN architecture. ISDN-PRI is a local exchange telecommunications service that provides an integrated voice/data communications capability for the transmission of circuit switched voice, circuit switched data and packet switched data on an incoming and outgoing basis.

(N)
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(N)

Intrasystem Wiring: Includes all cable wiring and jacks located between the key system or PBX cabinet and the individual telephone sets.

Joint User: Any individual or concern authorized by the Utility and the customer to share in the use of the customer's business telephone service.

Key Telephone Service: Exchange service furnished by means of one or more individual key access lines, PBX, or private station lines and associated apparatus arranged for various combinations of cutoff, holding, intercommunicating, pickup and signaling within the capacity of the equipment.

Key Telephone Set: A telephone instrument used in providing key telephone service. It may consist of a key-in-base instrument, a key button separately mounted and associated with a non-button instrument or a non-button instrument connected to one of the lines or intercommunicating arrangements of a key telephone system.

Issued: July 12, 2007

Effective: September 26, 2007

Advice No.: NV-07-07

Issued By:
Aloa J. Stevens
Director
State Government Affairs

Rule and Regulation No. 1

DEFINITIONS
(Continued)

Lifeline Telephone Service: Service which provides a credit on residence network access line service monthly rates. This credit is only available to the single line serving the principal residence of low income customers meeting eligibility requirements established by the Commission. This service also provides exceptions to the Deposit rule referred to in Rule and Regulation No. 7 and Local Service and Charges referred to in Schedule No. A-1.

Line Extensions: An extension line in the outside plant required in addition to existing facilities to render telephone service, exclusive of instrumentalities or drop wire.

(L)
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(L)

Local Private Line Telephone Service: A line located wholly within an exchange, furnished for the customer's own use for communication or signaling between points on that line.

Local Service: See Exchange Service.

Local Service Area: An area within which are located the stations which customers may call at exchange rates, in accordance with the provisions of the exchange tariffs. The local service area may include the whole or a part of an exchange area, or parts or all of two or more exchange areas.

Mileage Charges: The additional charges for exchange telephone service based upon distance measurement for service furnished off the premises of the primary station.

Non-Published Service: Telephone service that is not listed in a telephone directory or directory assistance records at the specific request of the customer. This information, as well as call-forwarding information for such nonpublished telephone numbers, shall be released by the Utility in response to legal process or to certain authorized governmental agencies provided the requesting agency complies with Rule No. 25 established for the release of nonpublished information.

(L) Material relocated to Sheet No. 160.

(N)

Issued: March 2, 2012

Effective: June 6, 2012

Advice No.: NV-12-01

Issued By:
Kenneth Mason
Vice President
Government & Regulatory Affairs

Rule and Regulation No. 1

DEFINITIONS
(Continued)

N11 Services

Abbreviated three (3)-digit dialing codes which allow the caller to connect to a location in the local telephone network that otherwise would be accessible only through a seven or ten digit telephone number. The local telephone network must be preprogrammed to translate the three-digit code into the appropriate seven- or ten-digit telephone number and route the call accordingly. N11 codes are three-digit codes of which the first digit can be any digit other than 0 or 1, and the last two digits are both 1. The 0 and 1 are unavailable as the first digit because those numbers are used for switching and routing. N11 codes have been assigned by the FCC or designated by the telephone industry as follows:

<u>N11 Code</u>	<u>Purpose</u>	
211	Allows access to community information and referral services. Assigned by the FCC.	
311	Allows access to non-emergency police and government services. Assigned by the FCC.	
411	Traditionally allows access to local directory assistance services of local telephone companies. Not formally assigned by the FCC.	
511	Allows access to traveler information services. Assigned by the FCC.	
611	Traditionally allows access to local telephone company repair and business offices. Not formally assigned by the FCC.	(T)
711	Allows access to Telecommunications Relay Services (TRS) for individuals with hearing or speech disabilities. Assigned by the FCC.	
811	Federally mandated as the Nationwide Number for contractors and others to call before conducting excavation activities.	(N) (N)
911	Federally mandated as the national Emergency Number and allows access to emergency services. Assigned by the FCC and ordered by the United States Congress.	
011/111	Not available. "0" and "1" are used for switching and routing purposes.	

Issued: May 19,2005

Effective: July 12, 2005

Advice No.: NV-05-06

Issued By:
Aloa J. Stevens
Director
State Government Affairs

Rule and Regulation No. 1

DEFINITIONS
(Continued)

Party Line Service: Two party, four party and suburban service.

Permanent Disconnect: A discontinuance of service in which the facilities used in the service are immediately made available for use for another service.

Person: Any individual, public agency, partnership, corporation, or other organization operating as a single business entity.

Premises: Any room of a building, provided all of the room, or a portion thereof, is occupied by the subscriber in person or the subscriber's personnel.

Any two or more rooms located on the same floor of a building provided all rooms or portions of each of the rooms are occupied by the subscriber in person or the subscriber's personnel.

Any rooms on two or more successive or adjoining stories of a building provided all rooms or portions of each of the rooms are occupied by the subscriber in person or the subscriber's personnel.

That portion of an individual house or building entirely occupied by one family, or one flat or apartment occupied by one family. Private garages and caretaker's quarters and other locations such as private laundries, patios, garden houses and private swimming pools, which are a part of the subscriber's domestic establishment and used in connection with an individual residence are considered as a part of the premises of that residence if located on the same continuous property and not separated from the residence by a public highway.

Primary Location: The customer premises is the location of the primary service. The primary station set is located at the primary location.

Issued: April 17, 2003

Effective: June 12, 2003

Advice No.: NV-03-05

Issued By:
Aloa J. Stevens
Director
State Government Affairs

Rule and Regulation No. 1

DEFINITIONS

(Continued)

Primary Branch Exchange (P.B.X.) Trunk Service: Exchange service furnished by means of a P.B.X. switchboard, intercommunicating system, or mechanical equipment located on the subscriber's premises and local stations with local communication between them and communication to the general system by means of exchange trunks to the Company's central office. A service through which a company-owned trunk between a customer-provided PBX and the Utility central office provides access to the telephone network.

Private Branch Exchange Switchboard: Equipment located on a subscriber's premises by means of which circuits are interconnected for communication between the P.B.X. stations and between such stations and the Utility's central office. Such P.B.X. switchboards are classified as follows:

- (a) Cord Switchboard - A switchboard by means of which interconnections are established by the use of cords equipped with plugs.
- (b) Cordless Switchboard - A switchboard designed for interconnections to be made by means of keys.

Private Intercommunicating System: An intercommunicating system installed for connections on the premises only and without connection to the Company's central office. Any individual station on a private intercommunicating system may be arranged to receive exchange service through the Company's central office by means of additional equipment in accordance with the filed rates for such service.

Private Line: A line furnished for the subscriber's own use to which are permanently connected two or more telephone stations and which will not be connected for exchange service.

Public Utilities Commission: The Public Utilities Commission of the State of Nevada, sometimes referred to as the Commission.

Residence Service: Exchange access line service furnished a subscriber at a residence or place of dwelling where the actual or obvious use is for domestic purposes.

Ringin Power: Electrical Energy furnished to a private branch exchange system or other equipment for signaling stations connected thereto.

Issued: April 17, 2003

Effective: June 12, 2003

Advice No.: NV-03-05

Issued By:
Aloa J. Stevens
Director
State Government Affairs

Rule and Regulation No. 1

DEFINITIONS
(Continued)

Room: Space in a building surrounded by walls or closed partitions provided the opening, if any, between the top of such walls or partitions and the ceiling is less than two feet.

Rotary Service: Address signaling to the central office switching unit by means of a telephone set equipped with a dial producing dial-pulse signals.

Service Connection: Wire or cable, and associated underground supporting structure where used, from the demarcation point with the Utility's distribution facilities to the point of connection at the building served. A service connection serves only the continuous property on which it is located. An incidental segment may be located in the adjacent dedicated street or Utility easement. (See Distribution Facilities and Line Extension.)

Service Charges: Charges for the establishment and move or change of initial or subsequent service. These charges are in addition to all other installation and change charges that are designated in the tariff with a specific item of service. Service Charges are outlined in Schedule No. A-12.

(T)

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(D)

Special Rate Area: A portion of an exchange area shown on maps filed elsewhere in the tariff schedules in which special base rates apply.

Issued: August 16, 2016

Effective: October 31, 2016

Advice No.: NV-16-01

Issued By:
Steve Crosby
Senior Vice President
Regulatory Affairs

Rule and Regulation No. 1

DEFINITIONS

(Continued)

Start of Installation: An installation of service or a change applied for by an applicant or customer, is considered to have started when the Utility performs any work or incurs any expense in connection therewith, or in preparation therefore, which would not otherwise have been performed or incurred, provided:

- a) The applicant or customer has advised the Utility to proceed with the installation.
- b) The Utility has advised the applicant or customer that, in accordance with his order, it is commencing the installation, and
- c) The Utility has advised the applicant or customer in writing at the time the order was taken that charges are applicable in the event of a cancelled order.

Standard Network Interface (SNI): A registered interface device specified by the F.C.C. Registration Program, Part 68, for the purpose of connecting the Utility's facilities with those of the customer. All inside wiring on the customer's side of the SNI is the customer's responsibility.

Station: A telephone or other terminal equipment connected to a Utility telecommunication service at the customer's premises which enables the customer to establish the communications connection and to affect communications through such connections.

Subdivision: Improved or unimproved land under a definite plan of development wherein it can be shown that there are reasonable prospects within the next three years for five or more non-temporary main telephones and/or P.B.X. trunk line terminations, at a density of at least one per acre.

Suburban Area: The portion of an exchange area located outside of the base rate area.

Suburban Service: Multi-party line service furnished in the suburban area.

Supersedure: The transfer of a customer's complete service, including the telephone number, from one party to another including the responsibility for payment of outstanding charges against the service.

Issued: April 17, 2003

Effective: June 12, 2003

Advice No.: NV-03-05

Issued By:
Aloa J. Stevens
Director
State Government Affairs

Rule and Regulation No. 1

DEFINITIONS
(Continued)

Subscriber: See Customer.

Tariff Schedules: The entire body of effective rates, tolls, charges, classifications, and rules, as set forth herein.

Tariff Sheet: An individual sheet of the tariff schedules.

Telephone: A unit of equipment consisting of transmitter, receiver and associated apparatus.

Telephone Service: Telephone service consists of both local and toll service.

Temporary Disconnect: A temporary discontinuation of service without complete termination of the service, made at the request of the customer or on the initiative of the Utility, in which the facilities and telephone number are held available for resumption of service.

Temporary Service: Service to premises or enterprises the temporary nature of which can be determined in advance from the known limited duration of the contemplated operations, such as construction or exploration projects with their related housing and miscellaneous camp service facilities, summer or winter resorts, amusement or sports concerns, fairs, exhibit structures or places, and other enterprises of like limited duration.

Service for a specified short term to premises or enterprises normally permanent in nature.

Service to projects of abnormal risk or of unpredictable duration, such as mine development, oil well drilling or lumbering operations.

Tie Line: A circuit connecting two P.B.X. systems for the purpose of interconnecting the stations of one with those of the other without the use of trunks to the Utility's central office.

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Effective: June 12, 2003

Advice No.: NV-03-05

Issued By:
Aloa J. Stevens
Director
State Government Affairs

Rule and Regulation No. 1

DEFINITIONS
(Continued)

Toll Message: A completed telephone call or telephonic communication between exchange stations when the called station is not within the local service area of the calling station.

Toll Restriction: Toll restriction provides the customer with local dialing capabilities but blocks any call with long distance or premium service charges.

Touch Call Service: High-speed address signaling to the central office switching unit by means of a telephone set equipped with buttons producing multi-frequency tone signals.

Tract or Subdivision: Improved or unimproved land under a definite plan of development wherein it can be shown that there are reasonable prospects within the next three years for five or more main residential telephones.

Trade Name: The name or style under which an individual or concern conducts its business and by which it is generally known to the public.

Transmission Limits: Standard transmission limits as used herein is an airline distance of one-half mile measured from the primary station or P.B.X. switchboard.

Transmission: The science dealing with the transferring of information in electrical signals over a distance without unacceptable attenuation, distortion, masking by noise, crosstalk, or echo, and without losing information content.

Trenching Costs: Cost of excavating, backfilling and compacting, and, where necessary, cost of breaking and repaving pavement and of restoring landscaping.

Tribal Link Up: A national, consumer education and outreach program designed to promote universal service to low-income households and to get those who do not have service onto the telephone network.

(L)
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(L)

Trunk Line: A telephone circuit from one central office to another or between PBX system and a Utility central office.

Underground Supporting Structure: Conduit, manholes, handholes, and pull boxes where and as required plus trenching costs as defined above.

Utility: Citizens Telecommunications Company of Nevada.

(L) Material relocated from Sheet No. 154.

(N)

Issued: March 2, 2012

Effective: June 6, 2012

Advice No.: NV-12-01

Issued By:
Kenneth Mason
Vice President
Government & Regulatory Affairs

Rule and Regulation No. 2

DESCRIPTION OF SERVICE

A. General

Exchange Service is available by means of facilities owned and maintained by the Utility, and in multi-office exchanges is operated from the central office designated by the Utility. In certain exchanges, extended service is furnished with availability of exchange service to other exchange areas, central office districts or of a connecting Utility. Foreign exchange service from connecting Utilities is furnished in designated areas.

Toll Service is furnished either by means of the Company's toll lines or lines of a connecting Utility or both.

The exchange area is generally divided into one or more base rate areas, comprising in general the more built-up portion or portions of the territory served and one or more suburban areas outside the base rate areas. In certain exchanges, the territory served is divided into one or more base rate areas, one or more special rate areas and one or more suburban areas. In certain exchanges, a portion of the suburban area may be designated as a farmer line area in which farmer line service only is furnished.

When a suburban area adjacent to the base rate develops so that density and prospects for future growth indicate that the area is comparable to existing density inside the base rate area, a review of the area in question will be made to consider including such an area inside the base rate area.

The customer shall be responsible for installation, changes, re-terminations, rearrangements, activation, move or removal and maintenance of any inside wiring and associated jack(s) for non-key and non-switching systems for Individual, Two-Party and Four-Party services.

B. Service

The Company furnishes exchange service in its service territory in accordance with its effective tariff schedules and, in general, as follows:

1. Classes of Service Furnished
 - (a) Business Service
 - (b) Residence Service

2. Types of Service Furnished
 - (a) Flat Rate Service
 - (b) Coin-Transmission Line Service
 - (c) Lifeline Telephone Service

Issued: April 17, 2003

Effective: June 12, 2003

Advice No.: NV-03-05

Issued By:
Aloa J. Stevens
Director
State Government Affairs

Rule and Regulation No. 2

DESCRIPTION OF SERVICE
(Continued)

B. Service (Continued)

3. Grades of Service Furnished

In general, the following grades of service are furnished:

<u>Grade of Service</u>	<u>Area Applicable</u>
(a) Individual And Two-Party Line Service	B.R.A. and S.A.
(b) Four-party Line Service	S.A. and B.R.A.
(c) Suburban (Multi-party) Line Service	S.A.
(d) Farmer Line Service	S.A. and F.L.A.
(e) Private Branch Exchange Service	B.R.A. and S.A.
(f) Key Telephone Service	B.R.A. and S.A.

NOTE

B.R.A. - Base Rate Area
F.L.A. - Farmer Line Area

S.A. - Suburban Area

Individual line and two-party business and residence service, private branch exchange service and key telephone service are furnished in the suburban area at rates for such service in the base rate area. Miscellaneous service, private lines, and supplemental equipment are furnished by the Company in accordance with the tariff schedules.

Unless specifically identified as such, two and four wire circuits provided in this tariff are not intended to support high speed data applications.

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DESCRIPTION OF SERVICE

(Continued)

C. Restrictions

The Company reserves the right to remove service that interferes with the satisfactory operation of a network access line, and also to restrict the number of telephones in use.

D. Off-Premises Extension and Private Branch Exchange Stations

Extension stations or private branch stations will be installed off the premises on which the primary station or private branch exchange is located, in accordance with the following:

1. Same Subscriber

An off-premises extension station will be installed on a premises of the subscriber, except that a residence extension will not be installed on a business premises that does not have a business access line.

2. Different Subscribers

An off-premises extension station may be installed on a premises of a party other than the subscriber to the off-premises station service only when the premises on which the station is to be installed has access line service.

E. Suburban Service

Suburban Service will be furnished outside the base rate area but within an exchange area. In no case will the total number of primary stations connected to one circuit exceed ten.

F. Farmer Line Service

Farmer line service will be furnished outside the base rate area but within an exchange area, to less than five subscribers, provided the total minimum exchange revenue of each circuit is not less than that of five residence stations. The total number of primary stations connected to one circuit could not exceed ten.

G. Local Private Line Telephone Service

Local private line telephone service is a line wholly within an exchange. Such lines will not be connected with the Company's exchange access line service.

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DESCRIPTION OF SERVICE
(Continued)

H. Shared Tenant Service (STS)

General

Shared Tenant Services (STS) shall be subject to the following terms and conditions specified and providers shall comply with regulations and conditions of service applicable to business customers as set forth in this tariff.

Definitions

1. End User means a person who subscribes to telecommunication services from a provider of Shared Tenant Services or a person within the boundaries of a Shared Tenant environment who chooses to be a direct customer of the Company
2. Contiguous Property means a single parcel of land or adjoining parcels of land which are touching at a point, edge or along a boundary, without interruption, or would be touching at a point, edge or along a boundary if not intersected or traversed by a public thoroughfare or right-of-way.
3. Point of Demarcation means the point of interconnection between a telephone company's communications facilities and its protective apparatus which is regulated by the commission and the terminal equipment or wiring at a provider's premises which is not regulated by the commission as ascribed in Nevada Administrative Code (NAC) 704.681(2).
4. Provider means a person who subscribes to a Shared Tenant Service and redistributes the service to end users on contiguous property which is under the provider's common control or ownership. The term "provider" in this tariff does not include a person who provides telephone service accessible to providers of public pay phones, hotels, motels, universities or hospitals.
5. Shared Tenant Service (STS) means a business service provided by the Company to a provider which terminates at a point of demarcation. The service is redistributed by the provider to end users.
6. Transient Apartment means an apartment complex with multiple units, residential hotel, apartment hotel, a complex of time-share condominiums, or other complex on contiguous property, in which the average length of stay per tenant as calculated for the entire complex, is not more than 30 days.

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DESCRIPTION OF SERVICE
(Continued)

H. **Shared Tenant Service (STS)** (Continued)

Regulations

1. The Company will provide Shared Tenant Service to a provider who intends to provide service to end users who occupy business property and/or transient apartments, all on contiguous property, which is under the provider's common control or ownership.
2. The Company will furnish the prospective provider of Shared Tenant Services copies of this tariff regulating Shared Tenant Service and obtain a written acknowledgment from the provider of its receipt of these regulations prior to accepting an order for Shared Tenant Services by the provider.
3. Responsibility of the Company
 - a. Responsible to a provider only for furnishing facilities to the point of demarcation suitable for Shared Tenant Service and for maintaining and operating such facilities in a manner that ensures the timely delivery of the service.
 - b. Will notify the provider that it requires access to the facilities of the provider should an end user order service directly from the Company. The facilities will be provided as detailed in items c. and d. below.
 - c. If facilities to serve the end user are not available from the provider, the Company will provide the necessary facilities at the expense of the end user.
 - d. The Company may collect additional charges from the provider for the cost of special construction.
 - (1) Charges will be submitted to the Commission on a case by case basis, subject to approval by the Commission. Special construction charges are in addition to the standard rates and charges for Shared Tenant Service.

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Rule and Regulation No. 2

DESCRIPTION OF SERVICE
(Continued)

H. Shared Tenant Service (STS) (Continued)

Regulations (Continued)

3. Responsibility of the Company

- d. The Company may collect additional charges from the provider for the cost of special construction (Continued)
 - (2) Special construction charges apply if one or more of the following conditions exist:
 - (a) The Company has no other requirement for the facilities constructed at the request of the provider.
 - (b) The provider wishes to furnish telecommunications service using a type of facility, or via a route, other than that which the Company would otherwise use in furnishing the requested service, unless the deviation is less costly to the Company.
 - (c) The provider requests the construction of more facilities than are required to satisfy its order for service.
 - (d) The provider requests an expedited construction beyond normal time-frames, and compliance with the request results in added cost.
 - (e) The provider requests that the Company construct temporary facilities until permanent facilities are available.
 - (f) The order for service placed by the provider causes the Company to incur extraordinary costs resulting from the abandonment of facilities previously installed to provide service to the location served by the provider.
- e. The Company will respond only to service calls made by the provider or an agent of the provider who is designated in a letter of authorization received from the provider. All applicable service charges will apply if the Company visits the premises in response to a report of a problem and determines that the problem is on the provider's side of the point of demarcation.
- f. The Company will respond to a service call made by an end user only if that end user is a direct customer of the Company. All applicable service charges will apply if the Company visits the premises to respond to a report of a problem and determines that the problem is on the provider's side of the point of demarcation.

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Rule and Regulation No. 2

DESCRIPTION OF SERVICE
(Continued)

H. Shared Tenant Service (STS) (Continued)

Regulations (Continued)

4. Responsibility of the Provider

a. General

- (1) The provider of Shared Tenant Services shall comply with all regulations and conditions of service applicable to business customers of the Company as set forth in its tariffs.
- (2) The provider who requests Shared Tenant Service to serve end users in transient apartments must provide to the Company, at the time of the request and annually thereafter, a sworn verification, signed by an officer or other authorized representative of the provider, that the site to which Shared Tenant Service is or will be provided meets the definition of transient apartments as defined in Definitions preceding.
- (3) The provider must retain the written acknowledgment of the guidelines listed in b.(3) below for at least three (3) months after the termination of the service provided to the end user.

b. To the End User

- (1) The provider will not require end users to subscribe to its services.
- (2) The provider will inform an end user of the right to subscribe to telecommunication services directly from Citizens Telecommunications Company of Nevada before the provider establishes service with the end user.

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Rule and Regulation No. 2

DESCRIPTION OF SERVICE

(Continued)

H. **Shared Tenant Service (STS)** (Continued)

Regulations (Continued)

4. **Responsibility of the Provider** (Continued)

b. **To the End User** (Continued)

- (3) The provider must obtain written acknowledgment from each end user of Shared Tenant Service, at the time the end user requests service from the provider that:
- (a) the end user is aware of and may, at any time, obtain service from The Company at no charge from the provider to the end user.
 - (b) the provider is the sole contact for end users for all questions, service problems and billing disputes related to the services provided.
 - (c) the end user may subscribe to listings in the Company directory through the provider.
 - (d) the end user has unlimited access to local and intraLATA operator services, emergency 911 service and other emergency services.
 - (e) the end user is aware that the telephone numbers assigned to the provider for use by end users are the property of the local exchange company and not of the provider or the end user.
 - (f) the end user is aware that he may be required to pay applicable connection charges and charges for special construction from the point of demarcation to the premises where the telephone is located which are to be associated with establishing service with The Company if the provider ceases to provide Shared Tenant Services.
 - (g) the end user is aware that The Company may interrupt service if the provider fails to pay for the service.
 - (h) the end user in a transient apartment may access the long distance operator services of his choice by dialing an 800 access number or, where facilities permit, a 10XXX 0+ access number.

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Rule and Regulation No. 2

DESCRIPTION OF SERVICE

(Continued)

H. **Shared Tenant Service (STS)** (Continued)

Regulations (Continued)

4. **Responsibility of the Provider** (Continued)

b. **To the End User** (Continued)

- (4) The provider must retain the written acknowledgment identified in item 3 above for at least three (3) months after the termination of the service provided to the end user.
- (5) The provider will provide a telephone number for repair services to an end user when it establishes service with the end user.
- (6) The provider must separately identify all charges for local service that it provides on the bill of an end user.
- (7) The provider must not charge the end user for Shared Tenant Service if that end user is a customer of the Company.
- (8) The end user of a provider must contact the provider for any problems related to the services provided in connection with the Shared Tenant Service. The Company is not responsible to the end user for those services.
- (9) At the request of an end user of Shared Tenant Service:
 - (a) The provider will subscribe to the listings in the Company directory on behalf of the end user.
 - (b) The provider will contact the Company to initiate new listings in the directory and to cancel existing listings.
 - (c) The provider shall pay the applicable tariff rates for the listings.
- (10) The provider will inform end users of the method for obtaining access to the Company.
- (11) The provider will provide unlimited access to local and intraLATA operator services, emergency 911 service and other emergency services.

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Rule and Regulation No. 2

DESCRIPTION OF SERVICE
(Continued)

H. Shared Tenant Service (STS) (Continued)

Regulations (Continued)

4. Responsibility of the Provider (Continued)

b. To the End User (Continued)

- (12) The provider will provide end users with clear dialing instructions for access to the services described in item 11 above if the requested dialing sequence differs from that used by the Company.
- (13) The provider who serves a transient apartment must allow an end user who occupies the apartment access to the long distance operator services desired by the end user by dialing an 800 access number or, where facilities permit, a 10XXX 0+ access number.

c. Regarding Facilities/Routing

- (1) The facilities of a provider that are connected to the facilities of the Company must:
 - (a) be installed in accordance with 47 C.F.R. Part 68 as identified in Nevada Administrative Code (NAC) Chapter 704.
 - (b) comply with all other technical standards with which the Company must comply.
- (2) The provider may purchase or lease from the Company the existing inside wire facilities of the Company which are on the provider's side of the point of demarcation to provide its service to end users.
- (3) The provider is responsible for all cable facilities and all aspects of service on its side of the point of demarcation, including, but not limited to the installation, repair maintenance and replacement of such facilities.
- (4) The provider will verify to the best of its ability that any service problem is on the Company's side of the point of demarcation before reporting the problem to the Company.

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Rule and Regulation No. 2

DESCRIPTION OF SERVICE

(Continued)

H. Shared Tenant Service (STS) (Continued)

Regulations (Continued)

4. Responsibility of the Provider (Continued)

c. Regarding Facilities/Routing (Continued)

- (5) The provider must route all local calls to the Company.
- (6) The provider must hard wire all end users it serves directly to the switch used by the provider to serve those end users.
- (7) The provider may not provide an extension from its switch to end users in a single building or complex of buildings unless the extension is on the same contiguous property. The Company will provide extension service terminating at an answering service or at the private residence outside the contiguous property boundary if requested by the end user of Shared Tenant Service.
- (8) The provider is responsible for the through transmission of signals generated by the equipment of the provider, or for the quality or defects in that transmission.
- (9) The provider is responsible for reception of signals by the equipment or systems of the provider.
- (10) The provider is responsible for all damage to terminal equipment or systems of the provider because of testing by the provider.
- (11) The provider will grant to the Company at no charge:
 - (a) use of its inside wire facilities on the provider's side of the point of demarcation in order to provide service to end users who choose to subscribe directly to the telecommunications services of the Company.
 - (b) alternative pathways, such as conduit, easements or rights-of-way, if the Company needs to reinforce or install additional cable because the provider fails to furnish adequate telecommunication service to end users.

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Rule and Regulation No. 2

DESCRIPTION OF SERVICE
(Continued)

H. Shared Tenant Service (STS) (Continued)

Regulations (Continued)

4. Responsibility of the Provider (Continued)

d. Regarding Billing

- (1) The provider will collect bills rendered for its telecommunication and billing services and for the use of its facilities.
 - (a) The provider shall separately identify all charges for local service that it provides on the bill of its end user.
 - (b) The provider shall not charge an end user of the Company for Shared Tenant Service.
- (2) The provider will resolve billing disputes with its end users.
- (3) The provider will pay all local and toll charges and make appropriate deposits, as required, even if the provider cannot collect the fees for its services from its end user.
- (4) Should the provider fail to pay a bill, the Company may terminate service subject to applicable tariffs regarding termination of service.
- (5) Should the provider terminate service or the Company terminates service before the provider fully pays all charges for installation and special construction, the provider shall pay the balance of the charges in full.

Restrictions

1. Citizen Telecommunications Company of Nevada will not provide Shared Tenant Service to a prospective provider who intends to serve end users who occupy single-family residential dwellings or apartments in a complex with multiple units.

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Rule and Regulation No. 2

DESCRIPTION OF SERVICE

(Continued)

H. Shared Tenant Service (STS) (Continued)

Restrictions (Continued)

2. The provider must not resell intrastate long distance service unless the provider obtains a certificate of public convenience and necessity (CPCN) to provide long distance service.
 - (a) If the provider obtains a CPCN for the resale of long distance service, it will be subject to the regulations set forth in Nevada Administrative Code (NAC) Chapter 704 for that portion of its operations.
 - (b) The provider may not provide Shared Tenant Service and resell intrastate service out of the same switch unless the provider demonstrates that the switch is partitioned in such a way that the volume of telephone calls for the different classes of end users is clearly segregated to enforce the regulations, orders, decision and tariffs applicable to each class of service.
 - (c) The provider may not use intraLATA or interLATA networking of Shared Tenant Service switches.
3. The provider may obtain intraLATA private line service between exchanges directly from the Company, provided that the service terminates at the premises of the provider for the private use of the provider.

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Rule and Regulation No. 3

APPLICATION FOR SERVICE

The following rule is applicable to both business and residential customers. In addition, Rule and Regulation 24, the Consumer Bill of Rights, is also applicable to residential service.

A. Application for Service

The Utility shall require each applicant to provide the following information as a condition precedent to the initial establishment of service.

1. Date and place of application.
2. Location of premises to be served.
3. Date applicant will be ready for service.
4. Purpose for which service is to be used.
5. Address to which bills are to be mailed or delivered.
6. Whether applicant is the owner or tenant of, or agent for the premises.
7. Service desired - class, type and grade.
8. Information for listing in alphabetical and classified telephone directories.
9. Such other information as the Company may reasonably require.

Any application is merely a request for service and does not in itself bind the company to furnish the service except under reasonable conditions as set forth in the tariff schedules, nor does it bind the applicant to service, except as may be covered by written agreement.

B. Cancellation of Application

An application for service cancelled by the applicant or by the Company prior to the establishment of the service applied for is subject to the following conditions:

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Rule and Regulation No. 3

APPLICATION FOR SERVICE

(Continued)

B. Cancellation of Application (Continued)

1. Cancelled by Applicant

- (a) If cancellation is requested by the applicant prior to the time the facilities are connected to the applicant's premises, the application will be cancelled by the Company and no charge will be made to the applicant except as may be specifically covered by written agreement.
- (b) If cancellation is requested by the applicant subsequent to the time facilities are connected to the applicant's premises, but service has not been provided, the application will be cancelled by the Company and the Company will collect all charges applicable to the facilities actually installed at the time of the requested cancellation, or such other amounts as may be specifically provided for by written agreement.
- (c) If cancellation of an application for service is requested by the applicant subsequent to the time access lines or facilities are connected for service, such cancellation will be considered as an order to discontinue service and the conditions of paragraph (b) above the minimum requirements of the rate schedule under which service is furnished will apply.

2. Cancelled by the Company

- (a) If applicant refuses to comply with the requirements set forth in the Company's tariff schedules prior to the establishment of service, the Company may cancel the application, in which case any amounts collected from the applicant will be refunded, unless specifically provided for by written agreement.

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Rule and Regulation No. 3

APPLICATION FOR SERVICE
(Continued)

C. Limit of Conversation

Applications for multi-party service will be accepted with the understanding that the subscriber will so use the service as not to interfere with the equitable proportionate use of the service by other subscribers on the same line. Exchange calls of the subscriber of multi-party service may be limited to a maximum period of five minutes.

D. Responsibility for Payment of Bills

The subscriber for telephone service is held responsible for the payment of all exchange, toll, and other charges properly applicable to his service in accordance with the tariff schedules.

E. Service Not to be Immediately Used

The Company may refuse the installation of service that is not to be used within a reasonable period of installation.

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Rule and Regulation No. 4

CONTRACTS

Contracts will not be required as a condition precedent to service except:

1. Where required by provisions contained in a filed rate schedule, in which case the term of the contract will be that specified in the schedule;
2. Where the building of a line extension will be necessary, in which case the term of the contract will be three years;
3. Where temporary service is to be furnished under the provision of Rule and Regulation No. 13, in which case the term of the contract will be of sufficient length to cover the period of contemplated operations but not more than three years.

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Rule and Regulation No. 5

SPECIAL INFORMATION REQUIRED ON FORMS

A. Contracts

Each contract for telephone service will contain substantially the following provisions:

“This contract shall at all times be subject to such changes or modifications by the Public Utilities Commission of Nevada as said Commission may, from time to time, direct in the exercise of its jurisdiction.”

B. Subscribers' Bills

1. Regular/Annual Bills

Each regular bill for telephone service, except bills rendered on an annual basis, will contain on the face or back thereof the following statement:

“Your bill is due and payable upon presentation. It becomes delinquent if payment is not received within fifteen days from date of presentation. Payment of a bill by first class mail is timely if the payment is received by the utility not more than 3 days after the past due date. If you receive a disconnect notice, your service may be disconnected if we have not received payment within five days from the date of notice. If disconnection should become necessary, we will ask you for a Reconnect charge in addition to the full payment of the telephone charge before re-establishing service. A deposit may also be required.”

C. Deposit Receipts

Each receipt for a cash deposit to establish or re-establish credit for service will contain the following statements:

“Please note: This deposit less the amount of any unpaid service bills, will be refunded, together with any interest due, in accordance with rules and regulations approved by the State Regulatory Commission. Copies of such rules and regulations are available upon request.”

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Rule and Regulation No. 6

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

The following rule is applicable to both business and residential customers. In addition, Rule and Regulation 24, the Consumer Bill of Rights, is also applicable to residential service.

A. Establishment of Credit for Temporary Business Service

1. An applicant for temporary telephone service with no unpaid balance from any previous service will be required to establish credit by making payment of a deposit, in accordance with Rule No. 7, Deposits, before service is rendered.
2. An applicant for temporary service with any unpaid bill from any previous service will be required to pay such bills in full and to reestablish credit by making payment of a deposit, in accordance with Rule and Regulation No. 7, Deposits, before service is rendered.
3. In addition to A (1) or A (2) above, an applicant for temporary service requiring line extensions will be required to comply with Schedule No. A-11, Line Extension Charges.
4. Nothing in this rule and regulation shall be construed as limiting or in any way affecting the right of the utility to collect from the subscriber any other or additional sum of money which may become due and payable to the Utility from the subscriber by reason of the service furnished or to be furnished hereunder.

B. Establishment of Credit for Other Service

Each applicant for telephone service will be required to establish credit, before service is furnished, by qualifying under any of the following provisions:

1. Pays a deposit to the utility;
2. Has, during the 2 years preceding his request for service, been a customer of:
 - A. The utility and has established satisfactory credit; or

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Rule and Regulation No. 6

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

(Continued)

B. Establishment of Credit for Other Service (Continued)

2. Has, during the 2 years preceding his request for service, been a customer of: (Continued)

B. Another municipal or regulated telephone utility has made timely payments of each bill issued to him during the most recent 12 months of service, and his record of payment can be verified.

3. Uses a co-signer or guarantor at the option of the utility, with credit acceptable to the utility;

4. Receives benefits from a retirement plan or the Social Security Administration, unless he has unsatisfactory credit; or

5. Demonstrates his creditworthiness in any other manner satisfactory to the utility.

C. Failure to Maintain Satisfactory Credit

1. A subscriber's telephone service may be disconnected for failure to maintain satisfactory credit. If satisfactory credit is not maintained, the subscriber shall be required to make a deposit or to increase their deposit or otherwise establish credit as provided for in these rules and regulations.

D. Re-Establishment of Credit

1. A subscriber whose service has been disconnected may be required to pay any unpaid balance due the Utility for service furnished in accordance with applicable tariffs, and must establish credit as provided for in these rules and regulations, and pay a Reconnect Charge when applicable in order to have service restored. (T)

Rule and Regulation No. 7

DEPOSITS

The following rule is applicable to both business and residential customers. In addition, Rule and Regulation 24, the Consumer Bill of Rights, is also applicable to residential service.

A. Amount of Deposit for Temporary Business Service

1. The amount of deposit required to establish credit is an amount equal to the estimated usage, including local, toll, and other services, for two (2) months, or for the duration of the service if less than two (2) months.
2. If, at any time after service is established, the deposit is less than an estimated future two (2) months usage, including local, toll, and other services, or the duration of the service is less than two (2) months, based on billed and unbilled charges, the customer shall pay upon demand, within seven (7) days, an additional deposit equal to the increased usage. If the additional deposit is not paid within seven (7) days, the service may be temporarily disconnected without further notice.

B. Amount of Deposit for Other Types of Service

1. The amount of deposit required to establish credit is left to the discretion of the Utility with the understanding that it may not exceed three (3) times the estimated periodic bill, including local, toll, and other services, for service applied for or furnished.
2. No deposit is required of a Lifeline Telephone Service customer who chooses to add toll restriction functionality to their local service at no charge.

C. Return of Deposit

The Utility will refund a deposit in accordance with the following:

1. Temporary Service

- (a) The Utility will retain the deposit for the duration of service. When service is disconnected, the deposit, plus interest, will be applied to unpaid bills for any temporary service of the customer and the excess portion of the deposit, plus interest, will be refunded.

2. Other types of service

The Utility will notify the subscriber in writing when his deposit is subject to return and will refund the deposit in accordance with the following provisions:

- (a) When the service is ordered discontinued by the subscriber, except when there are charges due the Utility for the subscriber's telephone service, in which case the deposit will be applied to the unpaid portion, and the excess portion of the deposit, plus interest, will be refunded to the subscriber.

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Rule and Regulation No. 7

DEPOSITS
(Continued)

C. Return of Deposit (Continued)

2. Other types of service (Continued)

- (b) When the deposit has been held for twelve (12) consecutive months from the date of receipt thereof, and exchange service has been continuous, and all bills for telephone service have been paid in accordance with the tariff schedules, the deposit, plus interest, will be refunded to the subscriber.
- (c) When an application has been cancelled prior to the establishment of service, unless there are charges due the Utility for telephone service, in which case the deposit will be applied to the charges applicable in accordance with the tariff schedules, and the excess portion of the deposit, plus interest, will be refunded to the subscriber.
- (d) When the subscriber's credit may be otherwise established in accordance with Rule and Regulation No. 6 (B), and upon the subscriber's request, the deposit, plus interest, will be refunded.

D. Interest on Deposit

- 1. The Utility will pay interest on deposits at the rate computed, as set forth in N.R.S. 704.655, from the date of deposit until the date of settlement or withdrawal of deposit. When such deposit remains for a period of one (1) year or more and the person making the deposit continues to be a consumer, the interest on the deposit at the end of the year shall be either paid in cash to the depositor or applied on the depositor's account, as the depositor may desire.

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Rule and Regulation No. 8

NOTICES

A. Notices to Subscribers

Notices from the Company to a subscriber normally will be given in writing, either delivered to him or mailed to his address.

In emergencies, where delay may result in impaired service or in hazards to the subscriber, the public, or the Company's facilities, the Company may resort to verbal notices given by telephone or by personal contact.

B. Notices from Subscribers

Notices from a subscriber to the Company may be given verbally by him or his authorized agent at the Company's office, or by written communications mailed thereto.

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Rule and Regulation No. 9

RENDERING AND PAYMENT OF BILLS

A. Rendering of Bills

The following rule is applicable to both business and residential customers. In addition, rule and Regulation 24, the Consumer Bill of Rights, is also applicable to residential services.

1. Billing period

(a) Regular Billing Period

Regular bills for exchange and toll service will be rendered and coin boxes opened as nearly as practicable at regular intervals. The regular billing period will be once each month.

(b) Minimum Billing Period

When the period for which service is taken is less than one month in the case of service normally furnished on a monthly basis, and less than one year in the case of service normally furnished on a yearly basis, the total fixed charges will not be less than the minimum fixed charge for the particular service involved.

2. Regular Bills

(a) Flat Rate Exchange Service

Bills for flat rate exchange service for the period specified in the tariff schedules may be rendered in advance and are payable in advance.

(b) Toll Service

Bills for toll service will be rendered in arrears and in general will be presented with the bills for exchange service. Where it appears necessary or advisable, toll bills may be rendered at more frequent intervals.

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Aloa J. Stevens
Director
State Government Affairs

Rule and Regulation No. 9

RENDERING AND PAYMENT OF BILLS

(Continued)

A. Rendering of Bills (Continued)

3. Computation of Bills

- (a) Opening and closing bills, except those involving the minimum bills period, and bills for telephone service normally furnished on a monthly basis rendered for periods in excess of or less than a billing month, will be prorated in the proportion of the number of days in the period involved to the number of calendar days in the billing month. Each billing month will be considered to contain 30 days.
- (b) Bills for telephone service normally furnished on an annual basis, except those involving the minimum billing period, rendered for periods of less than one year will be prorated on the basis of one-twelfth of the annual rate for each full month of service or fraction thereof.

B. Payment of Bills

- 1. Payment of bills for telephone service should be made at the office of the Company or to a duly authorized collector of the Company. All charges for exchanges and toll service are payable in lawful money of the United States only.
- 2. Customers have the option of receiving their telephone bill electronically. The bill will include the bill face, (front and back), mandated messages and bill inserts, summary of current charges, section and service total information. It will also include call detail and adds and changes in detail options. See Tariff Schedule A-36 for rates and special conditions.
- 3. Regular bills, closing bills, special bills, bills rendered on vacation of premises, bills rendered to persons discontinuing exchange service, and bills for miscellaneous services are payable upon presentation. Service Charges and Line Extension Charges, and Deposits and Advance Payments for the establishment or re-establishment of credit or in conjunction with temporary service to speculative projects, and other advance payments are payable before service is installed or restored. Charges for moves and changes are payable upon completion of the work. Installment Billing on deposits and Service Charges can be arranged. (T)

(T)

(T)

(T)

(D)

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Steve Crosby
Senior Vice President
Regulatory Affairs

Rule and Regulation No. 9

RENDERING AND PAYMENT OF BILLS
(Continued)

B. Payment of Bills (Continued)

- | | | |
|----|---|---------|
| 4. | <u>Returned Checks</u> | (L)(T) |
| | When payment of any bill or deposit is made by check, and the check is returned unpaid for any reason, a charge of \$10.00 will apply for each returned check. This charge will apply on a per check returned basis only, regardless of the number of accounts to which payments were applied. |
(L) |
| 5. | <u>Late Payment Charge</u> | (T) |
| | A late payment charge of 1.5 percent applies to each customer's bill when a previous month's bill has not been paid in full, leaving an unpaid balance carried forward. The 1.5 percent charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill. | |
| 6. | <u>Deferred payment plan for residence customers only.</u> | (T) |
| | See Rule and Regulation No. 24, Sections 28.1 and 28.2. | |
| 7. | <u>Partial Payment Allocation for residence customers only.</u> | (T) |
| | See Rule and Regulation No. 24, Section 29. | |

(L) Material formerly located on Sheet No. 185.

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Director
State Government Affairs

Rule and Regulation No. 10

DISPUTED BILLS

The following rule is applicable to both business and residential customers. In addition, Rule and Regulation 24, the Consumer Bill of Rights, is also applicable to residential service.

In case of a dispute between the customer and the Company as to the correct amount of any bill rendered by the Company for telephone service furnished to the customer, the customer will deposit with the Company the amount claimed by the Company to be due.

Failure on the part of the customer to make such deposit within fifteen days after written notice by the Company, that such deposit must be made or service may be discontinued, shall warrant the Company in discontinuing the service to the customer without further notice.

In the event of dispute between the customer and the utility over any bill, charge or service, the utility shall immediately investigate the dispute, and report its findings to the customer. In the event that the complaint cannot be resolved, the utility shall notify the customer, in writing or otherwise, that both the customer and the utility can bring the matter to the Public Utilities Commission for resolution. The customer can be required to deposit the amount in dispute with the company, however the company may waive this requirement at the request of the Consumer Division.

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Rule and Regulation No. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

The following rule is applicable to both business and residential customers. In addition, Rule and Regulation 24, the Consumer Bill of Rights, is also applicable to residential service.

A. Nonpayment of Bills

1. All Classes, Types and Grades of Exchange and Toll Service

Service to a particular location, separately served and billed, may be discontinued for the nonpayment of a bill for the service furnished, provided the bill therefor has not been paid within:

Thirty calendar days after presentation when bills are rendered yearly;

Fifteen calendar days, plus three days mailing, after presentation of all other bills.

The only exception to this policy pertains to the provisioning of Lifeline Telephone Service, where the customer cannot be disconnected for the non-payment of Toll charges. Payment arrangements and toll restriction are available.

2. Application of Unused Portion of Prepayments or Deposits for Telephone Service

If telephone service has been disconnected, the amount of the charges therefor will be charged against the deposits on hand. Any amount of unused deposit will be returned to the customer.

3. Former Service

A subscriber's telephone service may be temporarily or permanently disconnected for nonpayment of a bill for the same class of service (residence or business) previously furnished at a location served by the Company, provided said bill is not paid within 15 days after the date of presentation at the location of the new or existing service. The utility may not discontinue or deny service at a premises where service provided to a prior customer was disconnected for nonpayment except where it is found the delinquent customer resides at the same premises or unless the customer has signed a written agreement to assure liability for the previous service. (See Rule and Regulation No. 24, Section 31.2. (b).)

4. Joint-user Service

The Company may refuse to establish the joint-user service or it may discontinue an existing joint-user service where the joint user or person or concern desiring joint-user service is indebted to the Company for business telephone service previously furnished.

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Rule and Regulation No. 11

DISCONTINUANCE AND RESTORATION OF SERVICE
(Continued)

B. Unsafe or Prohibited Facilities, Appliances, or Apparatus

The Company may refuse to furnish service on the premises of an applicant for telephone service any may disconnect a subscriber's telephone service on a premise if any of the facilities, appliances, or apparatus on such premises are found to be unsafe, or if their use is prohibited under any law, ordinance, or regulation, until such law, ordinance or regulation shall be repealed or be declared invalid by a court of competent jurisdiction; and may refuse to furnish telephone service on such premises until the applicant or subscriber shall have remedied the unsafe condition and complied with the laws, ordinances and regulations or legal requirements applicable to that premises.

C. Service Detrimental to Other Subscribers

The Company will not establish the service which will be detrimental to the service of its other subscribers, and will discontinue telephone service to any subscriber utilizing the telephone service in such a manner as to make it dangerous for occupants of the premises after having been directed by the Company to cease so doing.

D. Fraud

The Company shall have the right to refuse or to discontinue telephone service if the acts of the subscriber or the conditions upon his premises are such as to indicate intention to defraud the Company.

E. Failure to Meet Deposit Requirements

A subscribers telephone service may be discontinued for failure to make deposits required under Rule and Regulation No. 7.

F. Noncompliance

The Company shall have the right to discontinue telephone service to a subscriber for noncompliance with any of these rules and regulations if, after written notice of at least five days, he shall not have come into compliance therewith.

Conditions describing termination of residential service are more fully set out in Rule and Regulation No. 24, Sections 31, 32, 33, 34, 35, 36, 37 and 38.

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Rule and Regulation No. 11

DISCONTINUANCE AND RESTORATION OF SERVICE
(Continued)

G. Subscriber's Request for Service Discontinuance

A subscriber may have his telephone service discontinued by giving notice of his desire not less than two days before its effective date. The Company will hold the subscriber responsible for payment of all bills for service furnished until the date specified by the subscriber or the date the Company discovered the removal.

H. Back Bills

If the Company renders a back bill to a subscriber for service received and which has not theretofore been billed to the subscriber within a period of 90 days from the date the service was furnished, and if the subscriber has paid bills for service subsequent to the period covered by the back bill and prior to the time of rendering the back bill, then the Utility will not discontinue the subscriber's service for the failure to pay that back bill if questioned or disputed by the subscriber.

I. Reconnect Charge

(T)

As set forth in Schedule No. A-12, Service Charges, and in accordance with the provisions of this rule, the utility may collect:

(T)

1. A Reconnect Charge when restoring service which has been temporarily disconnected.

(T)

2. Service Charges when restoring service which has been permanently disconnected.

(T)

For additional conditions describing restoration of residential service, see Rule and Regulation No. 24, Sections 39 and 40.

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Senior Vice President
Regulatory Affairs

Rule and Regulation No. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

(Continued)

J. Directory Advertising Charges

A subscriber's telephone service will not be temporarily or permanently discontinued for failure of that subscriber to pay charges for advertising in the telephone directory.

K. Reasons for Disconnection of Residential Service

Reasons to refuse residence service, refuse to resume residence services, or termination of service without giving notice are contained in Rule and Regulation No. 24, Sections 35 and 37.

The Utility may not disconnect residential telephone service under the conditions outlined in Rule and Regulation No. 24, Sections 31 and 40.

The residence customer may contest a termination as outlined in Rule and Regulation No. 24, Section 36.

Reasons to postpone termination of residence service are contained in Rule and Regulation No. 24, Sections 28, 37, and 38.

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State Government Affairs

Rule and Regulation No. 12

RATES AND OPTIONAL RATES

A. Effective Rates

The rates to be charged by and paid to the Company for telephone service will be the rates legally in effect and on file with the Public Utilities Commission of Nevada. Schedules of rates for exchange service in effect in a particular territory will be kept at all times at a location where they will be available for public inspection. Notices indicating the place where such schedules are available will be posted in conspicuous places in the Company's business offices.

B. Optional Rates

Where two or more rate schedules are applicable to any class of service, each will be called to an applicant's attention and he will designate the schedule under which he then desires service.

C. New Rates

When new schedules of rates are established, the Company will use such means as may be practicable to bring them to the attention of those of its subscribers who may be affected thereby.

D. Change of Schedule by Subscriber

When a subscriber applies for service under a schedule different from that applicable to his present service, the rates for the new service will be applied on the effective date of the change.

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Rule and Regulation No. 13

TEMPORARY BUSINESS SERVICE

A. Establishment of Temporary Business Service

1. Temporary Business Service may be established if there is no undue service impairment to the existing customers of the utility. Establishment of Credit for Temporary Service will be made in accordance with Rule and Regulation No. 6 (A).

B. Change to Permanent Status

1. If a subscriber has maintained service on a temporary basis for thirty six (36) consecutive months, and has proven their permanency to the satisfaction to the utility, permanent status may be granted in accordance with Rule and Regulation No. 6 (B). Payment made pursuant to Rule and Regulation No. 6 (A.3) will be adjusted in accordance with Schedule No. A-11, Line Extension Charges.

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Rule and Regulation No. 14

INTERRUPTIONS AND FAILURES OF SERVICE

A. Credit

Upon request of the subscriber, the Company will allow credit in all cases where telephones are "out of service", except when the "out of service" is due to the fault of the subscriber, for periods of one day or more from the time the fact is reported by the subscriber or detected by the Company, of an amount equal to the total monthly fixed charges for exchange service multiplied by the ratio of the number of days of "out of service" to the number of calendar days in the billing month.

A day of "out of service" will be considered to exist when outgoing service is not available for a period of 24 hours. When any "out of service" period continues for a period of an even multiple of 24 hours, the total period upon which to determine the credit allowance will be taken to the next higher even 24-hour multiple.

In no case will the credit allowance for any period exceed the total fixed charges for exchange service for that period.

B. Temporary Suspension for Repairs

The Company shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making necessary repairs or changes in its system. When such suspension or interruption of service for an appreciable period is necessary, the Company will give the subscribers who may be affected reasonable notice thereof as circumstances will permit, and will prosecute the work with reasonable diligence, and, if practicable, at such times as will cause the least inconvenience to the subscribers.

When the Company is repairing or changing its facilities, it shall take appropriate precautions to avoid unnecessary interruptions of conversations or subscriber's service.

C. Errors in Transmitting, Receiving or Delivering Oral Messages by Telephone

The Company shall not be liable for errors in transmitting, receiving or delivering oral messages by telephone over the lines of the Company and connecting companies.

D. Loss Arising from Non-delivery of Written Messages

The Telephone Company shall be liable for loss or damage which may occur in the course of the employment of any messenger not to exceed twenty times the charge for such messenger service, and shall be liable for loss or damage that may occur in the transmission of any message over its lines not to exceed the amount received for sending same.

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Rule and Regulation No. 14

INTERRUPTIONS AND FAILURES OF SERVICE
(Continued)

E. Service Liabilities

(N)

In view of the fact that the customer has exclusive control of communications over the facilities furnished by the Company, and of the other users for which facilities may be furnished by the Company, and because of unavailability of errors incident to the services and to the use of such facilities of the Company, the services and facilities furnished by the Company are subject to the following terms, conditions and limitations.

1. Limitations

NO LIABILITY SHALL ATTACH TO THE COMPANY FOR DAMAGES ARISING FROM ERRORS, MISTAKES, OMISSIONS, INTERRUPTIONS, OR DELAYS OF THE COMPANY, ITS AGENTS, SERVANTS OR EMPLOYEES, IN THE COURSE OF ESTABLISHING, FURNISHING, REARRANGING, MOVING, TERMINATING, OR CHANGING THE SERVICE OF FACILITIES (INCLUDING THE OBTAINING OR FURNISHING OF INFORMATION IN RESPECT THEREOF OR WITH RESPECT TO THE CUSTOMERS OR USERS OF THE SERVICE OR FACILITIES) IN THE ABSENCE OF GROSS NEGLIGENCE OR WILLFUL MISCONDUCT.

2. Transmission

- a) The Company does not transmit messages but offers the use of its facilities, when available, for communications between parties, each of whom is present at a telephone.
- b) 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.

3. Connections with Other Telephone Companies

When the lines of other companies are used in establishing connection to points not reached by the Company's lines, the Company is not liable for any act or omission of the other company or companies and their agents, servants or employees.

4. Defacement of Premises

The Company shall not be liable for any defacement of, or damage to customer's premises resulting from the existence of the Company's instruments, apparatus, or wiring, on such premises, or caused by the installation or removal, when such defacement or damage is not the result of the negligence of the Company.

(N)

Rule and Regulation No. 15

LINE EXTENSIONS

Line Extensions furnished, where necessary, under charges and conditions provided for in Schedule No. A-11 and/or in accordance with General Order No. 9.

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Rule and Regulation No. 16

SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMERS

A. SERVICE CONNECTIONS ON SUBSCRIBER'S PREMISES

1. Except as otherwise provided in the tariff schedules, the Company will, at its own expense furnish, install and maintain service connection facilities necessary to service applicants or subscribers in accordance with its lawful rates and charges and in accordance with its established construction standards.
2. In districts in which underground construction would ordinarily be furnished by the Company, or where such construction is required by law, the Company will, at its own expense, extend the necessary underground construction to the property lines of the premises occupied by the application or subscriber, in accordance with its established construction standards, but will not, at its expense, provide the conduit on the premises occupied by the applicant or subscriber. The applicant or subscriber shall, at his expense, furnish, install and maintain on his premises the necessary conduit satisfactory to the Company; the Company will then furnish, install and maintain, in accordance with its construction standards, the necessary underground service connections on the applicant's or subscriber's premises without additional charge to the applicant or subscriber.
3. Except in districts where underground construction would ordinarily be furnished by the Company, or where such construction is required by law, the Company will not, at its expense, furnish and install underground service connections to or on the premises of an applicant or subscriber and, if the applicant or subscriber requests underground construction to or on his premises, he shall at his expense furnish, install and maintain the required conduit satisfactory to the Company; the Company will then furnish, install and maintain, in accordance with its construction standards, the necessary underground service connection without additional charge to the applicant or subscriber.
4. In districts where "buried wire" construction would ordinarily be furnished, the Company will not, at its expense, furnish and install underground service connections to and on the premises of an applicant or subscriber and, if the applicant or subscriber requests underground construction to or on his premises, he shall, at his expense, excavate and backfill a trench for the "buried wire" satisfactory to the Company and provide such protection for the "buried wire" as may be deemed necessary by the Company; the Company will then furnish, install and maintain, in accordance with its construction standards, the necessary "buried wire" without additional charge to the applicant or subscriber.

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Rule and Regulation No. 16

SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMERS
(Continued)

A. SERVICE CONNECTIONS ON SUBSCRIBER'S PREMISES (Continued)

5. In tracts or subdivisions where, under agreement with the tract owners or promoters, the Company has furnished and installed underground construction to the property lines of the individual lots of the Original subdivision of a tract, an applicant or subscriber shall, at his expense, furnish, install, own and maintain on his premises the required conduit satisfactory to the Company: the Company will then furnish, install and maintain, in accordance with its construction standards, the necessary underground service connections on the applicant's or subscriber's premises without additional charge to the applicant or subscriber. In tracts or subdivisions where underground construction has been placed, but due to a further subdivision or for other reasons, additional outlets are required which would necessitate additional underground construction, the Company will not, at its expense, except where required by law, furnish and install underground service connections to or on the premises of an applicant or subscriber. If the applicant or subscriber request underground construction to his premises he shall, at his expense, place the necessary conduit in accordance with the construction standards of the Company. The ownership of the conduit shall be vested in the Company. The applicant or subscriber shall, at his expense, also furnish, install, own and maintain on his premises the required conduit satisfactory to the Company. The Company will then furnish, install and maintain, in accordance with its construction standards, the necessary underground service connections on the applicant's or subscriber's premises without additional charge to the applicant or subscriber.

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Rule and Regulation No. 16

SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMERS

(Continued)

B. OWNERSHIP AND USE OF INSTRUMENTALITIES ON SUBSCRIBER'S PREMISES

1. The Company shall furnish, own, and maintain all facilities, up to and including the Standard Network Interface device except as may be specified otherwise in the tariff schedules.
2. Facilities furnished by the Company in connection with a subscriber's service shall be carefully used and only authorized employees of the Company shall be allowed to connect, disconnect, move, change, or alter in any manner any or all of such facilities.
3. The subscriber will be held responsible for loss or damage to any facilities furnished by the Company on his premises, unless such loss or damage is due to cause beyond his control.
4. No apparatus or device not authorized by the Utility shall be attached to or used in connection with facilities provided by the Utility, except as provided in the tariff and/or authorized by FCC part 68. The company shall have the right to disconnect the service during the continuance of such attachment or connection.
5. The responsibility for the maintenance of customer-owned terminal equipment and inside wire is strictly that of the customer. Should trouble arise and the problem be determined as originating in the equipment or wiring provided by the customer, service calls to the customer premises shall be billed to the customer in accordance with the Utility's applicable tariffs.

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Rule and Regulation No. 16

SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMERS

(Continued)

C. CONNECTION WITH CERTAIN SUBSCRIBER-OWNED FACILITIES

1. Facilities owned by the subscriber may be connected with the facilities of the Company to the extent and in accordance with part 68 of the Federal Communication Commission, Rules and Regulations.

D. RIGHT OF ACCESS

1. The Telephone Company's authorized employees may enter a subscriber's premises at all reasonable hours for any purpose reasonably pertinent to the furnishing of telephone service and the exercise of any and all rights secured to it by law or by the tariff schedules.

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Rule and Regulation No. 17

TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS

A. Ownership of Telephone Directories

Annually, upon receipt of a customer request, the company will furnish to its customers, without charge, white page directories. Copies of additional white page directories may be provided at a nominal charge. Each year the company will notify customers of its annual white pages directory availability and method for customers to request delivery at no charge for the initial directory. The notice will also provide customers other options for obtaining a directory. Regardless of a customer's choice for delivery of a white pages directory, all customers will receive business directory listings and the information pages in the annual distribution of yellow pages. The company reserves the right to voluntarily deliver white pages directories to all customers annually without requesting confirmation. (C)

B. Directory Listings

1. The Telephone Company will enter listings of telephone numbers of its subscribers in its telephone directories with essential information whereby telephone users may ascertain the numbers of the desired telephone stations, as set forth in the tariff schedules.

2. Liability for Errors and Omissions in Telephone Directories

The Telephone Company is liable for errors and omissions in the listings of its subscribers in telephone directories in accordance with the following:

(a) When a listing is furnished without additional charge in an alphabetical or a classified telephone directory, the liability will be an amount not in excess of the charge for the exchange service (excluding the charge for messages in excess of those included in the minimum monthly rate), during the effective life of the directory in which the error or omission occurs.

(b) When a listing is furnished at an additional charge in an alphabetical telephone directory, the liability will be an amount not in excess of the charge for that listing during the effective life of the directory in which the error or omission occurs.

3. The subscriber assumes full responsibility concerning the right to use any name as a directory listing and agrees to hold the utility harmless of and from any claims, loss, damage, or liability which may result from the use of such listing. The utility does not undertake to determine the legal, contractual, or other right to the use of a name to be listed in a telephone directory of the Company.

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Kenneth Mason
Vice President
Government & Regulatory Affairs

Rule and Regulation No. 17

TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS
(Continued)

C. Changes in Telephone Numbers

The assignment of a telephone number to a subscriber's telephone service will be made at the discretion of the Telephone Company. The subscriber has no proprietary right in the number and the Company will make such reasonable changes in telephone numbers and central office designations as the requirements of the service demand. The Company will give the subscribers who may be affected by such changes in telephone numbers as reasonable notice thereof as circumstances will permit.

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Director
State Government Affairs

Rule and Regulation No. 18

SUBSCRIBER'S PRIVATE SERVICE NOT FOR PUBLIC USE

Telephone service, other than "public" service, is furnished for the use of the subscriber, his family and persons residing in his home, or his employees or representatives, except as service may be extended to "joint users."

Flat rate and message rate services are not installed on premises of a public character in a location where the telephone would be accessible for use by the patrons of the subscriber or the public in general.

If it is found that the subscriber is permitting public use of service furnished him for his private use, the Company will thereafter provide "public" service, except where the subscriber consents to the instrumentalities being so located as to be inaccessible to the public or permits no further public use after the matter has been called to his attention.

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Rule and Regulation No. 19

BUSINESS AND RESIDENCE SERVICE

The applicability of business and residence rates is governed by the actual and obvious use made of the service. The use, which is to be made of the service will be ascertained from the applicant at the time of application for service.

A. Business Rates Apply at the Following Locations

1. In offices, stores, factories, and all other places of a strictly business nature.
2. In boarding houses and rooming houses with more than five rooms available for rent (except as noted under Paragraph B below), colleges, clubs, lodges, schools, libraries, churches, lobbies and halls of hotels, apartment buildings, hospitals, and private and public institutions.
3. At any location when the listing of "office is provided in the White Pages section of the Utility's directory, or when any title indicating a trade, occupation, or profession is listed (except as modified under the directory listing schedule) and at any location classified under Paragraph B below, regardless of the form of listing, when extension service is provided to a place not a part of a domestic establishment. (C) (C)
4. At a residence location when the subscriber has no regular business telephone service and the use of the service by himself, members of his household, or his guests is primarily or substantially of a business rather than a residential nature. (C) (C) (D) (D)
5. In general, in any place where the substantial use of the service is occupational rather than domestic.

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Rule and Regulation No. 19

BUSINESS AND RESIDENCE SERVICE
(Continued)

B. Residence Rates Apply at the Following Locations

In private residences or residential apartments of hotels and apartment houses when business listings are not provided and when all stations are in locations which are a part of a domestic establishment.

C. Change from Residence to Business Service

If it is found that a subscriber is primarily or substantially using residence service for business purposes, (C) the Company will thereafter require the subscriber to take business service, except in cases where the subscriber thereafter uses the service for residence and domestic purposes only.

D. Termination or Re-origination of Calls Received Over a Data Service

Other than for incidental usage, use of basic local service for the purposes of originating calls on behalf of a third party is an inappropriate use of service. If the Company finds basic residential service is being used for this purpose, then the Company will contact the Customer and notify the customer in writing of: (a) the Company's finding and (b) the potential that the Customer's access line(s) may no longer be classified as basic residential service. Upon receiving such notification, the Customer will be given the opportunity to either: (a) dispute the Company's finding, or (b) take corrective measures before the reclassification takes place. If the Customer does not dispute the Company's finding and elects to take corrective measures, then the Customer will be given at least 15 business days from the time of written notification to implement such corrective measures. During this period, the Customer's access line(s) will be continued to be classified as basic local service. If the Customer disputes the findings of the Company, such dispute will be resolved in accordance with the Company's Rule and Regulation No. 24, Section 26.

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Rule and Regulation No. 19

BUSINESS AND RESIDENCE SERVICE
(Continued)

B. Residence Rates Apply at the Following Locations

In private residences or residential apartments of hotels and apartment houses when business listings are not provided and when all stations are in locations which are a part of a domestic establishment.

C. Change from Residence to Business Service

If it is found that a subscriber is using residence service for business purposes, the Company will thereafter require the subscriber to take business service, except in cases where the subscriber thereafter uses the service for residence and domestic purposes only.

D. Termination or Re-Origination of Calls Received Over a Data Service

Other than for incidental usage, use of basic local service for the purposes of re-originating calls on behalf of a third party is an inappropriate use of service. If the Company finds that a residential Customer is using basic service for this purpose, then the Company will contact the Customer and notify the Customer in writing of: (a) the Company's findings and (b) the potential that the Customer's access line(s) may no longer be classified as basic service. Upon receiving such notification, the Customer will be given the opportunity to either: (a) dispute the Company's findings, or (b) cooperate with the Company to implement corrective measures before the reclassification takes place. If the Customer does not dispute the Company's findings and elects to cooperate with the Company to take corrective measures, then the Customer must take action to implement such corrective measures and/or agree to assist the Company in taking corrective measures no later than 20 business days from the postmarked date of mailing of written notification. As long as the customer cooperates with the Company, the Customer's access line(s) will continue to be classified as basic local service. If the Customer disputes the findings of the Company, such dispute will be resolved in accordance with the Company's Rule and Regulation No. 24, Section 26.

(N)

(N)

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Advice No.: NV-07-01 Supplemental 2

Issued By:
Aloa J. Stevens
Director
State Government Affairs

Rule and Regulation No. 20

PRIORITY OF ESTABLISHMENT AND SUPERSEDURE OF SERVICE

A. Priority of Service Application

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

Category I.

Access line service to the extent required for the proper discharge of duties essential to the activities of:

Official Army, Navy, Marine Corps and Coast Guard Units and the Veterans Administration;
Official Federal, State, county and municipal government services;
Official agencies of foreign governments;

Public or private organizations directly serving the public safety, health, or welfare, such as: hospitals, clinics, sanatoria; physicians, surgeons, dentists, nurses, nurses' registries, veterinarians, ambulance services, manufacturers or distributors (wholesale and retail) of drugs, surgical, medical, hospital or dental supplies or equipment; mortuaries, burial service organizations; the American Red Cross and similar agencies;

Philanthropic and eleemosynary organizations recognized as such by Bureau of Internal Revenue, including their fund raising offices; United Service Organizations and other similar organizations; religious establishments and their officiating clergy; Christian Science practitioners; public and private schools;

Press associates, newspapers, radio broadcasting stations;
Public transportation, pipe line companies, all types of public utilities;
Labor unions having bona fide collective bargaining agreements with business concerns identified in this category;

Public pay station service;
Temporary installation of residence main service when the immediate installation of service is essential to the protection of life;
Temporary installation of one residence extension telephone when it is essential in cases of serious illness;
One residence extension telephone and/or connection with an answering bureau for practicing physicians and surgeons;
Change of address of business service and of residence main service within the same central office area;
Service, other than listed above, required because of essentially or unreasonable hardship.

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Aloa J. Stevens
Director
State Government Affairs

Rule and Regulation No. 20

PRIORITY OF ESTABLISHMENT AND SUPERSEDURE OF SERVICE
(Continued)

A. Priority of Service Application (Continued)

Category II.

Changes of address of business service within the same exchange or within such other area as is defined by the Company's established practices, except as provided in Category I, above.

Category III.

New business service for an enterprise which is substantially owned and principally operated or managed by a veteran who applies for service within twenty-four months after being honorably separated or placed on terminal leave from the armed forces of the United States or the merchant marine, provided such enterprise is expected to be the veteran's principal means of livelihood. The applicant for service must certify to these facts in writing.

Category IV.

Business service other than that included in the above categories.

Category V.

Residence main service where:

The attending physician or surgeon certifies in writing that there exists a condition of serious illness or pregnancy involving serious complications, that he must be called repeatedly at unpredictable intervals for emergency treatment and that in view of all the circumstances telephone service is essential. Such service shall be terminated within 30 days of the termination of the conditions specified above.

A person lives alone and the attending physician certifies in writing that such person is confined to residence quarters for a protracted period by reason of serious illness or physical disability and that in view of all the circumstances telephone service is essential; residence main service where a blind person lives alone. The phrase "lives alone" includes a person who is alone all day or during the day or night working hours, except for one or more children aged fifteen years or younger or another person either blind or similarly certified to be confined to residence quarters by reason of serious illness or physical disability. Such service shall be terminated within 30 days after the termination of the conditions specified above.

A seriously disabled veteran of the armed forces of the United States who applies for service within twenty-four months after being honorably separated from the armed forces. For the purpose of this paragraph, a veteran will be considered seriously disabled if he is receiving disability payments of \$50 a month or more from the Veteran's Administration. The applicant for service must certify to these facts in writing.

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Aloa J. Stevens
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Rule and Regulation No. 20

PRIORITY OF ESTABLISHMENT AND SUPERSEDURE OF SERVICE

(Continued)

A. Priority of Service Application (Continued)

Category VI.

Changes of address of residence main service within the same exchange or within such other area as is defined by the Company's established practices, except as provided in Category I. above.

Category VII.

New residence access line service to the extent required for the proper discharge of duties essential to the following activities.

The hiring of substantial numbers of people;

The furnishing of material, equipment or facilities under prime or subcontracts to the armed forces of the United States and by suppliers to such prime or subcontractors; the converting of war plants to peacetime operations; and the re-establishing under the same ownership of businesses which were obliged to close during the war because of lack of materials or manpower or because of wartime regulations; persons (such as engineers, architects, contractors, chemists, lawyers and accountants) who perform special services for these activities or for public works projects;

The production and wholesale distribution of fuel and lumber and other construction materials and construction equipment and mining equipment; mining operations and mining engineers;

The maintaining or servicing of equipment essential to the following: the armed forces, production for the armed forces or conversion from such production, public works projects, public transportation, public utilities, pipe line companies, mining operations, and producers of fuel, lumber and other construction materials and construction equipment and mining equipment.

Food processing, food distribution (wholesale and retail) and food storage and production of substantial quantities of food;

Labor unions having bona fide collective bargaining agreements with business concerns identified in this category.

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Aloa J. Stevens
Director
State Government Affairs

Rule and Regulation No. 20

PRIORITY OF ESTABLISHMENT AND SUPERSEDURE OF SERVICE

(Continued)

A. Priority of Service Application (Continued)

Category VII.(Continued)

New residence access line service for:

The wife of a member of the armed forces of the United States or the merchant marine who is on active duty away from home, where she is pregnant and there is no one else in her household, or where her household consists only of herself and one or more children aged fifteen years or younger; and under the same circumstances for a widow whose husband died since January 1, 1940 while a member of the armed forces of the United States or the merchant marine. For the purpose of this paragraph the presence of one or more persons who are blind or confined to residence quarters by reason of serious illness or physical disability shall be disregarded. The applicant for service must certify to these facts in writing.

Those who discontinued residence service upon entering the armed forces of the United States or the merchant marine and who apply for service within twenty-four months after being honorably separated or placed on terminal leave from the armed forces or the merchant marine.

Category VIII.

A veteran who is head of a family (that is, who maintains in one household one or more individuals other than himself who are connected with him by blood relationship, relationship by marriage, or by adoption) and who applies for service within twenty-four months after being honorably separated or placed on terminal leave from the armed forces of the United States or the merchant marine. The applicant for service must certify to these facts in writing.

Category IX.

New residence access line service other than that included in the above categories.

Category X.

Residence terminal equipment other than that specifically set forth in Category I above.

Records

Documents supporting the establishment of service applications in the above categories will continue to be retained in the files of the Company during the effective period of this regulation.

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Aloa J. Stevens
Director
State Government Affairs

Rule and Regulation No. 20

PRIORITY OF ESTABLISHMENT AND SUPERSEDURE OF SERVICE

(Continued)

B. Supersedure

An applicant who otherwise qualifies for the immediate establishment of service under Section (A) of this rule and regulation may supersede the service of a subscriber discontinuing that service, when the applicant is to take service on the premises where that service is being rendered when a written notice to that effect from both the subscriber and applicant is presented to the company and where an arrangement acceptable to the Company, is made to pay outstanding charges against the service.

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Issued By:
Aloa J. Stevens
Director
State Government Affairs

Rule and Regulation No. 21

PROMOTIONAL CAMPAIGNS

- A. The Company will be able to conduct special promotional campaigns to stimulate sales of all service, except for basic local exchange service, by premium offers, waivers of ordering fees, use of special pricing or other inducements.
- B. The following information to be used in the promotional campaign will be given to the Public Utilities Commission not less than thirty (30) days prior to the date of the promotion.
1. The period of time the promotion will be conducted. This period is not to exceed ninety (90) days.
 2. The description of the promotional activity to be undertaken and the limitations to be placed on offerings. This information is to include the method of customer contact, sales procedures to be employed, specific inducements to be offered, and the promotional materials to be used.
 3. A history of acceptance and retention from previous campaigns to include a cost analysis and revenues generated. Tracking of expenses and revenues will be in conformance with the Uniform System of Accounts.
 4. The estimated expenses, revenues and payback period for proposed campaign.
- Submission of this information allows the Commission Regulatory Operations Staff to evaluate the promotion and authorize approval after thirty (30) days notice. If the Company does not satisfactorily meet the outline requirements, the promotional campaign will be subject to suspension and further Commission review.
- C. Revised tariff page(s) describing the provisions and time period of the promotional offering.
- D. Activation of this promotional tariff does not alter or void approved non-promotional rate for services involved. No rate will be permanently effected as a result of this tariff.
- E. Authorization of this promotional tariff does not effect the jurisdiction or authority of the Public Utilities Commission over the services provided by the Telephone Company.

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Issued By:
Aloa J. Stevens
Director
State Government Affairs

CITIZENS TELECOMMUNICATIONS COMPANY OF NEVADA
P.O. Box 340 Elk Grove, CA 95759
P.U.C.N. Tariff No. 1-B

ELKO DIVISION
Original Sheet No. 211
Cancels Sheet No.

Rule and Regulation No. 22

RESERVED FOR FUTURE USE

Issued: February 15, 2002

Effective: April 18, 2002

Advice No.:

Issued By:
Aloa J. Stevens
Director
State Government Affairs

Rule and Regulation No. 23

NONPUBLISHED SERVICE - RELEASE OF INFORMATION

- A. Upon a customer's request, customer name, address, and telephone number are not listed in any telephone directory, street address directory, or in the directory assistance records available to the general public under rates set forth in Schedule No. A-5, Directory Listings, Nonpublished information, as well as call-forwarding information from such unlisted telephone numbers, shall be released by the telephone Company in response to legal process or to certain authorized governmental agencies provided the requesting agency complies with the rules herein established for the release of nonpublished information.
- B. **Procedure for release of nonpublished information to authorized agencies.**
- (1) The telephone Company shall only provide nonpublished information to persons within authorized agencies who are either (a) peace officers who are lawfully engaged in a criminal investigation in their official capacity, or (b) health officers who are acting in their official capacity and are lawfully investigating a matter involving a serious communicable disease or life-threatening situation, or (c) employees of an authorized federal agency acting in an official capacity pursuant to a responsibility enumerated in B(2) below, or (d) employees of an agency listed in C below when engaged in an investigation involving arson or when engaged in firefighting duties in which there is immediate peril to life or property.
 - (2) Nonpublished information shall be released by the telephone Company to an authorized agency upon the agency's written request provided that the agency has previously furnished the utility with a statement, signed by the head of the agency, requesting that nonpublished information be provided to the agency upon its written request, and listing designated persons, by name, and title, who are authorized to request, in writing, nonpublished information. The written request for the nonpublished information must be signed by the head of the agency or by a previously designated person and the request must state that the nonpublished information is necessary for a lawful investigation being conducted by the agency pursuant to its responsibilities.

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Aloa J. Stevens
Director
State Government Affairs

Rule and Regulation No. 23

NONPUBLISHED SERVICE - RELEASE OF INFORMATION

(Continued)

B. Procedure for release of nonpublished information to authorized agencies (Continued)

- (3) Nonpublished information shall also be released by a telephone Company to an authorized agency upon the agency's telephonic request, provided the agency has previously furnished the utility with a statement. It must be signed by the head of the agency, requesting that nonpublished information be provided to the agency upon telephonic request and listing designated persons, by name, title, and telephone number, who are authorized to request, by telephone, nonpublished information. The telephonic request for nonpublished information must be made by the head of the agency or by one of the previously designated persons.

The nonpublished information requested by telephone shall be provided by the Company only on a call-back verification basis.

The requesting agency shall, within five working days after making the telephonic request, mail the Company a letter confirming the request.

C. Agencies authorized to receive nonpublished information:

- (1) Any Nevada public agency that employs persons who are peace officers.
- (2) An agency of the federal government that is lawfully authorized to:
- a. Conduct investigations or make arrests for violations of the criminal laws of the United States; or,
 - b. prosecute violations of the criminal laws of the United States; or,
 - c. enforce civil sanctions that are ancillary to criminal statutes; or,
 - d. conduct investigations into matters involving the national security of the United States; or,
 - e. protect federal or foreign officials; or,
 - f. protect public health and safety; or,
 - g. conduct emergency rescue operations.

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Aloa J. Stevens
Director
State Government Affairs

Rule and Regulation No. 23

NONPUBLISHED SERVICE - RELEASE OF INFORMATION
(Continued)

C. **Agencies authorized to receive nonpublished information:** (Continued)

- (3) Any public health agency of the State of Nevada or of a city, county, or other local government.
- (4) State Fire Marshall and Local Fire Departments or Fire Protection Agencies.

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Issued By:
Aloa J. Stevens
Director
State Government Affairs

Rule and Regulation No. 24

CONSUMER BILL OF RIGHTS

GENERAL

The following section of this tariff (Consumer Bill of Rights) applies only to residential customers. The regulations in this rule are in addition to other regulations from other parts of this tariff.

The utility incorporates, by reference, the provisions contained in the Consumer Bill of Rights. The utility has attempted to remove all inconsistent provisions throughout its tariffs. However, to the extent the provisions in the consumer Bill of Rights are not clearly consistent with the rules and regulations contained in this tariff for residential customers, the provision of the consumer Bill of Rights will apply. To the extent the provisions of the consumer Bill of Rights are consistent with the rules and regulations contained in this tariff for residential customers, the tariff applies.

The consumer Bill of Rights, which became effective January 4, 1989, and amended by NPUC order December 28, 2004, was promulgated by order of the Public Utilities Commission in accordance with the Administrative Procedure Act of the State of Nevada. Consequently, neither the Consumer Bill of Rights, nor this tariff can be amended, except by order of the Public Utilities Commission in accordance with the Administrative Procedure Act of the State of Nevada. (C)
(C)

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Issued By:
Aloa J. Stevens
Director
State Government Affairs

Rule and Regulation No. 24

CONSUMER BILL OF RIGHTS

(Continued)

Section 1.

Chapter 704 of NAC is hereby amended by adding thereto the provisions set forth as sections 2 to 44, inclusive, of this regulation.

Section 2.

The provisions of sections 2 to 44, inclusive, of this regulation:

1. Apply only to telephone service provided to residential customers.
2. Do not apply to services provided by:
 - (a) A carrier between local areas of transport and access, as defined in NAC 704.7463.
 - (b) A reseller as defined in NAC 704.7463; or
 - (c) A utility having less than 10,000 access lines.

Section 3.

As used in Sections 20 to 44, inclusive, of this regulation, unless the context otherwise requires, the words and terms defined in Sections 4 to 17, inclusive, of this regulation have the meanings ascribed to them in those sections.

Section 4.

“Connection fee” means the charge for establishing service to a customer, defined in the tariff of the utility as the installation or Service Charge.

(T)

Section 5.

“Co-signer” means a person who assumes liability for the payment for service provided by a utility if a customer fails to pay for the service.

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**Issued By:
Steve Crosby
Senior Vice President
Regulatory Affairs**

Rule and Regulation No. 24

CONSUMER BILL OF RIGHTS
Rule and Regulation No. 24

Section 6.

“Customer” means a person:

1. Who receives or applies to receive any residential telecommunication service from a utility; or
2. In whose name such service is or is to be provided, as evidenced by:
 - (a) A signature on the application or contract for such service; or (T)
 - (b) In whose name such service is or is to be provided, as may be established by other demonstrable evidence that the person requested the utility to provide such service in that person’s name. (C)
(C)

Section 7.

“Deposit” means money provided by a customer to ensure payment for service provided by a utility.

Section 8.

“Division” means the Division of consumer Relations of the Commission.

Section 9.

“Elderly” means a person who is 60 years of age or older.

Section 10.

“Especially dangerous to health” means a condition or event likely to cause serious impairment to the health of a person who appears to be unable, without assistance, to manage his own resources, carry out activities of daily living or protect himself from neglect or a hazardous situation.

Section 11.

“Guarantor” means a person who assumes liability for the payment of a deposit if a customer fails to pay the deposit.

Rule and Regulation No. 24

CONSUMER BILL OF RIGHTS
(Continued)

Section 12.

“Handicapped” means a person who has a physical or mental disability for which he receives benefits from a governmental agency.

Section 13.

“Local service” means exchange service that is provided by a local telephone company within a local area of transport and access as defined in NAC 704.7515.

Section 13.5.

“Satisfactory credit” means credit that is not unsatisfactory credit.

Section 14.

“Termination of service” means the intentional cessation of service by a utility to a customer that has not been requested by the customer.

Section 15.

“Third person” includes any person or public agency other than the customer making the designation or the utility.

Section 16.

“Unsatisfactory credit” means the credit of a customer who, within the preceding 12 months:

- (a) Has had his service terminated for nonpayment of a delinquent bill or any installment due on such a bill; or
- (b) Has had dishonored two or more checks drawn by him in payment for service.

Section 17.

“Utility” means a public utility, as defined in NRS 704.020, that furnishes local telephone service.

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Aloa J. Stevens
Director
State Government Affairs

Rule and Regulation No. 24

CONSUMER BILL OF RIGHTS

(Continued)

Section 18.

1. Except as otherwise provided in subsection 2, a customer may make an application for service by mail or by telephone.
2. If there is reason to believe that a customer applying for service has defrauded, is defrauding or intends to defraud the utility, or if other good cause exists, the utility may refuse to accept an application for service made by mail or by telephone.

Section 19.

1. A utility may require a customer to establish credit before it:
 - (a) Furnishes service; or
 - (b) Resumes service after termination of service, if the customer:
 - (1) Has not previously paid a deposit to the utility; or
 - (2) Has paid a deposit, but it has been returned to him in whole or in part, applied to his account, or treated as part of a new deposit.
2. For the purposes of this section, a customer establishes credit if he:
 - (a) Pays a deposit to the utility;
 - (b) Has, during the 2 years preceding his request for service, been a customer of:
 - (1) The utility and has established satisfactory credit; or
 - (2) Another municipal or regulated telephone utility, has made timely payments of each bill issued to him during the most recent 12 months of service, and his record of payment can be verified.
 - (c) Uses a co-signer or guarantor at the option of the utility, with credit acceptable to the utility;

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State Government Affairs

Rule and Regulation No. 24

CONSUMER BILL OF RIGHTS

(Continued)

Section 19. (Continued)

2. For the purposes of this section, a customer establishes credit if he: (Continued)
 - (d) Receives benefits from a retirement plan or the Social Security Administration, unless he has unsatisfactory credit; or
 - (e) Demonstrates his creditworthiness in any other manner satisfactory to the utility.
3. Except as otherwise provided in Section 21 of this regulation, a customer may not be required by a utility to establish credit in any particular manner described in subsection 2.
4. Upon the request of a customer, a utility shall provide him with a form to use in requesting his credit history from another utility.

Section 20.

1. A co-signer or guarantor must be a customer of the utility providing service to the customer for whom the co-signer or guarantor is acting.
2. The liability of the:
 - (a) Co-signer ceases after the customer has made 12 consecutive timely monthly payments to the utility.
 - (b) Guarantor is limited to the amount of the deposit owed by the customer and ceases after the date the deposit is required to be returned to the customer pursuant to Section 23 of this regulation.
3. A co-signer or guarantor who is required to make any payment for a customer may pay the amount owed within a period not to exceed 3 months.

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State Government Affairs

Rule and Regulation No. 24

CONSUMER BILL OF RIGHTS

(Continued)

Section 21.

1. A customer may be required to pay a deposit or the balance of a deposit if he has unsatisfactory credit or cannot establish credit in any other manner permitted by subsection 2 of Section 19 of this regulation and:
 - (a) He has not previously paid a deposit;
 - (b) He has paid less than the full amount of the deposit otherwise required pursuant to subsection 4; or
 - (c) His deposit has been returned to him in whole or in part, applied to his account, or treated as part of a new deposit.
2. If a customer cannot establish credit in any other manner permitted by subsection 2 of Section 19 of this regulation, the utility may, for the purpose of determining if the customer will be required to pay a deposit, consider:
 - (a) Whether he has been continuously employed by the same employer for at least 1 year;
 - (b) In the case of a customer who has recently been divorced or separated and is applying for service in his own name, the record of payment for any service previously furnished to his household; and
 - (c) Any other factor set forth in the tariff of the utility.
3. Any deposit paid by a customer must be paid in cash. Unless there is reason to believe that the customer has defrauded, is defrauding or intends to defraud the utility, or other good cause exists, a deposit may be paid by mail.
4. The amount of any deposit required or held by a utility may not exceed:
 - (a) In the case of a customer with unsatisfactory credit for whom the utility can determine actual usage, twice his average monthly bill for service, including toll service;

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Rule and Regulation No. 24

CONSUMER BILL OF RIGHTS
(Continued)

Section 21. (Continued)

4. The amount of any deposit required or held by a utility may not exceed: (Continued)
- (b) In the case of a customer who qualifies for assistance under the Tribal Link Up, except one to whom paragraph (a) applies, 50 percent of the amount established pursuant to paragraph (c), unless toll restriction is requested, in which case no deposit is required; or (C)
 - (c) In any other case, \$100 or an amount equal to twice the average estimated monthly bill for service, whichever is less.

Section 22.

1. A customer who pays a deposit or a connection fee, or both, may:
- (a) Be required to pay the entire amount of the deposit and connection fee before service is provided; or
 - (b) Enter into an agreement with the utility for payment of the deposit and connection fee in installments if his credit is satisfactory and the total amount of the deposit and connection fee:
 - (1) Exceeds \$50.00; or
 - (2) Is less than \$50, if the customer contacts the utility and indicates the existence of circumstances that would result in hardship if the customer were required to pay the deposit and connection fee in one installment.
2. If there is an agreement for payment in installments:
- (a) The customer may be required to pay:
 - (1) An amount equal to at least one-third of the total amount of the deposit and connection fee, before service is provided;
 - (2) The remainder of the deposit and connection fee, if not more than two equal installments, not later than 30 and 60 days, respectively, after the date of the agreement; and
 - (3) Interest, at a rate set forth in the tariff of the utility, on any unpaid portion of the deposit or connection fee.

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Issued By:
Kenneth Mason
Vice President
Government & Regulatory Affairs

Rule and Regulation No. 24

CONSUMER BILL OF RIGHTS

(Continued)

Section 22. (Continued)

2. If there is an agreement for payment in installments: (Continued)

- (b) The service of the customer may be terminated for a failure to pay any part of the deposit or connection fee as agreed and, in such a case, the customer may be required to pay the full amount of the deposit and connection fee, plus any other money owed the utility, before service is restored.
- (c) Service to the customer may be terminated without any further notice if:
 - (1) The customer fails to pay any bill for service received or any part of the deposit or connection fee; and
 - (2) The agreement is in writing and contains a statement, in boldface type, of the right of termination.
- (d) The customer must be informed of the provisions of this subsection at the time he enters into the agreement.

Section 23.

If a deposit has been paid by a customer and the customer has established a record of timely payments for 12 consecutive months, the utility shall return the deposit to the customer.

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Aloa J. Stevens
Director
State Government Affairs

Rule and Regulation No. 24

CONSUMER BILL OF RIGHTS
(Continued)

Section 24.

Each bill for service issued by a utility to a customer must set forth:

1. Any previous balance;
2. The amount due for service provided during the current billing period;
3. Sufficient information upon which to calculate any charge for late payment;
4. Any other authorized charge or tax;
5. Any unregulated charge;
6. The total of the preceding amounts;
7. The first and last day of the billing period for local service;
8. The date the bill is past due;
9. A summary of the provisions of Section 26 of this regulation, as required by subsection 4 of that section; and
10. The telephone number of the utility where the customer may obtain information about his bill or the service provided.

Section 25.

1. A utility shall, if it verifies that a credit is required under provisions of this section, credit the account of a customer for incomplete calls, unanswered calls, wrong numbers or poor quality of transmission.
2. The requirements of this section apply only to:
 - (a) IntraLATA toll calls; and
 - (b) InterLATA toll calls for which the utility is directed to allow a credit by the carrier or its agent.

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Aloa J. Stevens
Director
State Government Affairs

Rule and Regulation No. 24

CONSUMER BILL OF RIGHTS
(Continued)

Section 26.

1. If a customer disputes any bill, charge or service, the utility shall promptly investigate the matter and report its determination to the customer. If the customer so requests, the report must be made in writing. Whether or not a written report is requested, upon an adverse determination by the utility, it shall inform the customer of his right to file a complaint with the Division.
2. If the customer is not satisfied with the utility's determination, he may file a complaint with the Division.
3. Except as otherwise provided, if the customer files a complaint with the Division, the customer may be required by the utility to pay any disputed amount to the utility pending resolution of the complaint, unless the utility agrees to waive the requirement. If such a payment is made, the utility shall refund any money found by the Commission to have been charged improperly. (T)
(C)
4. A summary of the provision of this section must be:
 - (a) Printed on the front or back of each bill or notice of termination issued by a utility; or
 - (b) Set forth in a section of each telephone directory issued by a utility. If this method is used, a reference to that section of the directory must be included on the front or back of each bill or notice of termination issued by a utility. The summary must include the mailing address, telephone number and toll-free telephone number of the Division.

Section 27.

1. A bill for service issued by a utility is due:
 - (a) Upon deposit of the bill with the United States Postal Service for delivery to the customer by first class mail; or
 - (b) In the case of delivery by other means, upon delivery of the bill to the billing address of the customer.

Rule and Regulation No. 24

CONSUMER BILL OF RIGHTS
(Continued)

Section 27. (Continued)

2. A customer may pay the bill:
 - (a) Unless there is reason to believe that he has defrauded, is defrauding or intends to defraud the utility, or other good cause exists, by depositing payment with the United States Postal Service for delivery to the utility by first class mail.
 - (b) By making payment at the business office of the utility; or
 - (c) By making payment to any person authorized by the utility to accept payment.
3. Except as otherwise provided in this subsection, the date a bill is past due may not be earlier than 15 days after its issuance. If the last day for payment before the past due date falls on a Sunday, legal holiday or any other day on which the office of a utility used for the payment of bills is closed, the last day for payment is the next business day. Payment of a bill by first class mail is timely if the payment is received by the utility not more than 3 days after the past due date. (C)
4. A utility may charge a customer a fee, as set forth in its tariff, for the return of an unpaid check or the late payment of a bill, or the use of a credit card to make a payment. (T)
(C)

Section 28.

1. Except as otherwise provided in subsection 2, if a customer is delinquent in the payment of any bill and requests that the utility accept deferred payment, the utility shall do so if the customer signs a written agreement to pay:
 - (a) At least 40 percent of the delinquent amount of the bill at the time of the agreement;
 - (b) The balance of the bill, in three equal monthly installments, within 90 days after the date of the agreement, and
 - (c) All future bills when due.

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Rule and Regulation No. 24

CONSUMER BILL OF RIGHTS
(Continued)

Section 28. (Continued)

2. Unless the utility otherwise agrees, a customer may not make deferred payment pursuant to this section if, during the preceding 12 months:
 - (a) He has made another deferred payment pursuant to this section; or
 - (b) His service has been terminated for nonpayment of a delinquent bill or any installment due on such a bill.

Section 29.

If a utility receives from a customer a partial payment for local and toll service, with no explanation of the manner in which the payment is to be applied, the utility shall apportion the payment in the ratio that the charge for local service bears to the charge for toll service. The only exception to this policy pertains to the provisioning of Lifeline Telephone Service, where partial payments are first applied to Local Service charges with the remainder applied to Toll Service charges.

Section 30.

Except as otherwise provided in Sections 31, 35 and 37 of this regulation, a utility may terminate service to a customer without the consent of the customer, after giving any notice required by Sections 32 and 33 of this regulation, for any of the following reasons: (T)

1. Failure of the customer or any co-signer of the customer to pay a delinquent bill or any installment due on such a bill, including a bill for service received:
 - (a) At a previous location; or
 - (b) If the customer receives service at more than one location, at any such location.
2. Failure of the customer or any guarantor of the customer to pay any required deposit or connection fee or any installment due on either.
3. Failure of the customer to pay toll charges appearing on the bill, except that if the customer files a complaint with the Division to dispute the toll charges and complies with the provisions of section 40 of this regulation, the utility may not terminate local service under this section, unless the Commission resolves the complaint against the customer. (C)
|
(C)

Rule and Regulation No. 24

CONSUMER BILL OF RIGHTS
(Continued)

Section 30. (Continued)

4. Violation by the customer of any rule of the utility set forth in its tariff. As used in this subsection, "rule" means a provision that establishes the application of rates, charges and standards for service and is not included in a rate schedule.

Section 31.

A utility may not terminate:

1. The service of a customer because of his failure to pay a delinquent bill for another class of service.
2. The service of a customer:
 - (a) On a weekend, a holiday or on the day before a weekend or a holiday, unless:
 - (1) Extraordinary circumstances exist; or
 - (2) The operations of the utility allow it to reestablish service immediately in an emergency.
 - (b) Because of a delinquent bill incurred by a previous occupant of the location, unless the customer has signed a written agreement to assure liability for the previous service.

Section 32.

1. Except as otherwise provided in Section 35 of this regulation, a utility that intends to terminate service to a customer shall give written notice of the termination to the customer and make a reasonable effort to notify any: (T)
 - (a) Co-signer or guarantor of the customer; and
 - (b) Third person designated by the customer pursuant to Section 34 of this regulation.

Rule and Regulation No. 24

CONSUMER BILL OF RIGHTS
(Continued)

Section 32. (Continued)

2. Except as otherwise provided in subsection 1, the notice must be served upon each person described in that subsection at least 5 business days before the date of the termination by personal delivery or by first class mail addressed to his last known mailing address. Service of the notice shall be deemed complete as of the date of mailing or personal delivery. (C)
3. The notice must be clearly set forth:
 - (a) The account number and telephone number of the customer affected;
 - (b) The date on or after which the termination will occur;
 - (c) The reason for the termination;
 - (d) If the termination is for nonpayment of a delinquent bill or any installment due on such a bill, the total amount of money owed to the utility by the customer and the minimum payment required to avoid termination;
 - (e) The telephone number at which the customer may obtain information from the utility concerning his bill or service;
 - (f) A statement that the customer may contest the termination before the division as provided in Section 36 of this regulation; and
 - (g) If required by that section, the statement required by Section 36 of this regulation.

Rule and Regulation No. 24

CONSUMER BILL OF RIGHTS
(Continued)

Section 33.

Unless extraordinary circumstances exist, a utility which receives notice that a termination of service would be especially dangerous to the health of the customer or other person who is a permanent resident of the premises affected shall make a reasonable effort to give notice of the termination as provided in this section. This notice is in addition to the notice required by Section 32 of this regulation and must be given in person or by telephone, at least 48 hours before the scheduled time of the termination, by a representative of the utility to the customer or to some adult resident of the location affected. The representative shall explain to the customer or resident each item of information required by subsection 3 of Section 32 of this regulation to be included in a notice given pursuant to that section.

Section 34.

1. A customer may, at any time, designate in writing a third person to receive notice of any pending termination of service of the customer. A person so designated is not, because of that designation or because of any notice given pursuant to this section, liable for any obligation of the customer.
2. If a utility intends to terminate the service of the customer and notice of termination is required pursuant to Section 32 or 33 of this regulation, the utility shall make a reasonable effort to notify any person designated pursuant to subsection 1. A utility that complies with the provisions of this subsection does not incur any liability because of a failure to give actual notice to the designated person.
3. Each customer who applies for service must be given notice by the utility of the provisions of this section if he gives notice to the utility that he is elderly or handicapped.

Section 35.

A utility may refuse service, refuse to resume service or terminate service without giving the notice otherwise required by Section 32 of this regulation:

1. If an unsafe or hazardous condition related to the service exists on the premises of the customer;

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CONSUMER BILL OF RIGHTS

(Continued)

Section 35. (Continued)

2. If the use of the service on the premises of the customer is determined by the utility to be detrimental or damaging to the facilities or service of the utility or its customers;
3. Upon the order of any court or competent jurisdiction or the Commission;
4. Upon a written determination by a magistrate that there is probable cause to believe that the service:
 - (a) Is prohibited by law; or
 - (b) Is used or to be used, directly or indirectly, to violate or assist in a violation of the law;
5. If the utility determines, based upon the acts of the customer or the condition of his premises, that the customer has defrauded, is defrauding or intends to defraud the utility, unless the conditions constituting the fraud have been corrected;
6. If an event in the nature of force majeure or vis major occurs that requires the termination of the service; or
7. If the location at which the service is provided has been abandoned.

Section 36.

1. A customer whose service is terminated or is scheduled to be terminated by a utility may contact the Division to contest the propriety of the termination.
2. A statement of the provisions of subsection 1 must be set forth:
 - (a) In any notice of termination issued pursuant to Section 32 of this regulation; or
 - (b) In a section of each telephone directory issued by a utility. If this method is used, a reference to that section of the directory must be included in the notice of termination.

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CONSUMER BILL OF RIGHTS
(Continued)

Section 36. (Continued)

3. The statement required by subsection 2 must be accompanied by:
- (a) The mailing address and telephone number of the office of the division nearest the customer;
 - (b) The statewide toll-free telephone number of the Division;
 - (c) If a bill is in dispute, a statement that the customer may be required by the utility to pay any disputed amount to the utility pending resolution of the appeal, subject to a refund if the appeal is successful;
 - (d) A statement that special arrangements for the payment of any bill may be made if the customer is unable to pay immediately the full amount of the bill; and
 - (e) A statement that a fee for reconnection or a deposit, or both, may be collected if service is terminated and subsequently restored.

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CONSUMER BILL OF RIGHTS

(Continued)

Section 37.

1. Unless extraordinary circumstances exist, if the local service of a customer is being terminated, the utility shall postpone the termination for 30 days after it receives both of the following:
 - (a) A statement from a licensed physician or public health official certifying that the termination would be especially dangerous to the health of the customer or other person who is a permanent resident of the premises affected. The physician or health official may consider the feebleness, advanced age, physical disability or handicap, mental incapacity, serious illness, or other infirmity of the person affected. Except as otherwise provided in this paragraph, the statement must be in writing and include:
 - (1) The address where service is provided;
 - (2) The name of the person whose health would be especially endangered;
 - (3) A clear description of the nature of the emergency; and
 - (4) The name, title and signature of the physician or official making the statement.The statement may be made by telephone if a written statement is sent for confirmation to the utility within 5 days after the oral statement is made.
 - (b) A statement signed by the customer that he is presently unable to pay the bill or installment. Before the period of postponement expires, the customer must arrange with the utility to pay the bill or installment.

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CONSUMER BILL OF RIGHTS

(Continued)

Section 37. (Continued)

2. The postponement may be extended once for an additional 30 days if the utility receives a renewed medical certificate before the expiration of the original period of postponement.
3. The utility shall allow an installment period of up to 90 days for the customer to pay his bills. The utility may impose toll restriction upon the customer, for which the customer shall pay the rates and charges set forth in the tariff of the utility.
4. If the utility again intends to terminate service after a customer has obtained a postponement pursuant to subsection 1, the utility shall give written notice of its intended action:
 - (a) To the Division; and
 - (b) To the customer and any co-signer or guarantor of the customer in the manner provided by Sections 32 and 33 of this regulation.

Section 38.

1. If the service of a customer is being terminated for nonpayment of a delinquent bill or any installment due on such a bill, the utility may postpone the termination, regardless of whether the customer is qualified to make deferred payments pursuant to Section 28 of this regulation, if the utility determines that the customer is able to pay the amount owed and the customer signs a written agreement to make payment.
2. In determining whether a customer is able to pay the amount owed, the utility shall consider:
 - (a) The amount owed;
 - (b) The length of time the bill or installment is past due;
 - (c) The date the account was established;

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Rule and Regulation No. 24

CONSUMER BILL OF RIGHTS
(Continued)

Section 38. (Continued)

2. In determining whether a customer is able to pay the amount owed, the utility shall consider:
(Continued)
- (d) The history of payment maintained by the customer with the utility;
 - (e) The credit history of the customer;
 - (f) The period for payment;
 - (g) Any commitment of money made on behalf of the customer by a governmental agency or an organization that assists persons unable to pay their bills, whether or not the money has actually been disbursed;
 - (h) Whether the customer is elderly or handicapped;
 - (i) Any other extraordinary circumstances of the case; and
 - (j) Any information presented to the utility by the customer.

Section 39.

1. A utility shall resume service to a customer:
- (a) If he has complied with the requirements of the utility set forth in its tariff;
 - (b) Upon the order of any court of competent jurisdiction or the Commission; or
 - (c) Immediately upon a determination that failure to resume service would be especially dangerous to the health of the customer or any person who is a permanent resident of the premises where the service is being provided.
2. If a utility temporarily suspends service to a customer because of nonpayment and the customer or another person or entity on behalf of the customer subsequently pays the utility in an amount that is sufficient to resume service, the utility shall resume service to the customer:
- (a) Within 24 hours after the time when the payment is received by the utility, if the payment is received by the utility on a day other than a Friday, Saturday, Sunday, or legal holiday, or;
 - (b) By the end of the next business day, if the payment is received by the utility on a Friday, Saturday, Sunday or legal holiday.
3. A utility may charge a fee, as set forth in its tariff, to resume service to a customer.
- (N)
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(N)
(T)

Rule and Regulation No. 24

CONSUMER BILL OF RIGHTS
(Continued)

Section 40.

1. If a customer fails to pay disputed toll charges and files a complaint with the Division the utility shall continue to furnish local service to the customer pending resolution of the dispute if the customer:
 - (a) Brings current all outstanding charges for local service; (T)
|
(T)
 - (b) If toll restriction is available from the utility, the customer shall pay the rates and charges for toll restriction set forth in the tariff of the utility. (C)
2. If the Commission resolves the complaint in favor of the customer, the utility shall reimburse the customer for:
 - (a) Any disputed charges which the customer paid to the utility and which are resolved by the complaint; (T)
(T)
 - (b) Any rates and charges for toll restriction which the customer paid to the utility and which are related to the complaint; and, (C)
 - (c) Any other amounts which the customer paid to the utility and which are related to the complaint. (C)
3. The utility shall notify the customer of his right to obtain local service pursuant to this section as soon as the Commission resolves the complaint against the customer:
 - (a) The customer shall pay toll charges that the customer owes the utility, and the utility shall transfer toll charges to the appropriate provider of telecommunications service that provided the service to the customer. (D)
(C)

Section 41.

Each utility shall make available to each of its customers, upon request, information describing the services it provides and specifying the rates and charges for those services.

Rule and Regulation No. 24

CONSUMER BILL OF RIGHTS
(Continued)

Section 42.

1. A utility shall notify each customer that special programs may be available for customers who are elderly or handicapped or have other special needs.
2. The notice required by subsection 1 must:
 - (a) Be made by means of a notice on a bill or enclosed with a bill; (C)
 - (b) Be made not less frequently than once each year; (T)
 - (c) State that information concerning these programs may be found in Sections 2 to 44, inclusive, of this regulation or obtained from the business office of the utility, and
 - (d) Be printed in a type size that is not smaller than 12-point type or font.

Section 43.

1. Each utility shall prepare and maintain records for at least 1 year.
2. The records must contain:
 - (a) The number of accumulated amounts of deposits that have been collected and returned; and
 - (b) For each of its customers:
 - (1) His payment performance;
 - (2) The amount for each billing period;
 - (3) The number and general description of the written complaints filed with the utility;
 - (4) The number of agreements for payment entered into by the utility; and
 - (5) The number of terminations and reconnections of service.
3. Upon the request of the Commission, a utility shall submit to the Commission, in writing, a summary of the information contained in those records.

Rule and Regulation No. 24

CONSUMER BILL OF RIGHTS
(Continued)

Section 43.1.

Except for information contained in its telephone directory list, a utility may not provide any information concerning its customers to any person for commercial purposes without the approval of the Commission. Nothing in this section shall be deemed to preclude a utility from providing any person, including any other utility or carrier between local areas of transport and access, with information necessary to provide utility services.

Section 44.

1. Except as otherwise provided in subsection 2, a utility may not enter into any agreement with a customer under terms that are inconsistent with the provisions of Section 2 to 44, inclusive, of this regulation, unless it informs the customer of his rights under those sections.
2. Notwithstanding the provisions of Sections 2 to 44, inclusive, a utility may enter into an agreement with a customer under terms that are more favorable to the customer than those provided by those sections, if the more favorable terms are consistent with the tariffs of the utility or are extended to all customers of the utility.

(C)
|
(C)

Section 45.

1. The utility adopts by reference:
 - (a) The slamming rules and remedies of the Federal Communications Commission, inclusive, and all definitions applicable to them; and
 - (b) Any amendments made to those rules and remedies and definitions by the Federal Communications Commission.
2. The utility shall change the preferred long distance carrier of the subscriber in accordance with the procedures established by the slamming rules and remedies of the Federal Communications Commission.
3. Charges for telecommunications services based on units of time, shall be assessed and billed to the customer in units of minutes or seconds.

(N)

Section 46.

If the utility temporarily disconnects basic service to a customer because of nonpayment, the utility shall, if it has the technology, continue to provide the customer with access to: 1) Emergency 911 service; 2) At least one telephone number for reporting trouble to the utility; and 3) At least one telephone number for the business office of the utility.

(N)