

**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

**TONOPAH DIVISION**  
**80<sup>th</sup> Revised Sheet No. 239**  
 **Cancels 79<sup>th</sup> Revised Sheet No. 239**

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**RESERVED FOR FUTURE USE**

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

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**SECTION 1**

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**Senior Vice President**  
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**d/b/a Frontier Communications of Nevada**  
**P.O. Box 340 Elk Grove, CA 95759**  
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**TONOPAH DIVISION**

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Convenience Fee

50 (N)

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**Senior Vice President**  
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**SECTION 2**

**TARIFF FOR SYMBOLS**

**Symbols Used In Tariffs**

<b><u>Meaning</u></b>	<b><u>Symbol</u></b>
To signify changed listing, rule or condition which may affect rates or charges . . . . .	(C)
To signify discontinued material, including listing, rate, rule or condition . . . . .	(D)
Grandfathered - No longer offered; present customers may continue service until move or change of service occurs . . . . .	(G)
To signify increase . . . . .	(I)
To signify material relocated from or to another part of tariff schedules, with no change in text, rate, rule or condition . . . . .	(L)
To signify new material including listing, rate, rule or condition . . . . .	(N)
To signify reduction . . . . .	(R)
To signify change in wording of text, but not change in rate, rule or condition . . . . .	(T)

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Aloa J. Stevens  
Director  
State Government Affairs

**SECTION 3**

**TARIFF FOR PRELIMINARY STATEMENTS**

- I. CITIZENS TELECOMMUNICATIONS COMPANY OF NEVADA, hereinafter referred to as "Company", renders exchange, toll, telegraph, private line and certain special communication services in its service areas in Nye and Esmeralda Counties in the State of Nevada.
- II. The tariffs, containing Rules and Regulations and Rates, are on file with the Public Utilities Commission of the State of Nevada and are effective as of the dates indicated thereon.
- III. A complete file of all of the Company's tariffs is maintained in the Company's business office in Tonopah, Nevada, and is available for public information during regular business hours on regular business days.
- IV. The tariffs on Definitions and on Rules and Regulations are the tariffs covering the services governing the procedures to be followed by the Company in rendering the services. The tariffs also explain phrases and terms used.

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**Director**  
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**SECTION 4**

**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 Esmeralda and Nye Counties.

**III. RATES**

		Rate Per Month		
		<u>Business</u>	<u>Residence</u>	(T)
1.	Primary service listings for customers who have telephone service in an exchange served by the directory	No Charge	No Charge	
2.	Additional Listing	\$0.75	\$0.50	
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	(T)
7.	Foreign Listing, each <sup>(1)</sup>	1.50	1.00	(N)
8.	Non-Listing	3.60	3.60	

(1) See Special Condition 13.

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**Jack Phillips**  
**Director**  
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**CITIZENS TELECOMMUNICATIONS COMPANY OF NEVADA**  
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**P.U.C.N. Tariff No. 1-B**

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**2<sup>nd</sup> Revised Sheet No. 246**  
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**Jack Phillips**  
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**SECTION 4**

**DIRECTORY LISTINGS**  
**(Continued)**

**IV. SPECIAL CONDITIONS (Continued)**

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.

(N)

(N)

(N)

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**TONOPAH DIVISION**  
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(L) Special Conditions 7 through 13 relocated to Sheet No. 246.2.

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**Vice President**  
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**SECTION 4**

**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. (L)
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. (L)

(N)  
(N)

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**P.O. Box 340 Elk Grove, CA 95759**  
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**TONOPAH DIVISION**  
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- (L) Special Condition 14, items a. through d. relocated to Sheet No. 246.3.
- (L) Special Conditions 7 through 13 relocated from Sheet No. 246.1.

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**Vice President**  
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SECTION 4

DIRECTORY LISTINGS  
(Continued)

IV. SPECIAL CONDITIONS (Continued)

14. Nonpublished Service

- 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.

15. Non-Listing

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

(N)  
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(N)

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Director  
Government & External Affairs

SECTION 4

DIRECTORY LISTINGS  
(Continued)

(L)

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.

(L)

(N)

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Government & Regulatory Affairs



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

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**SECTION 5**

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SECTION 5

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.

Airline 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 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.

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)  
(N)

Billing Code: Billing Codes are used to identify rate items of service and for billing purposes and tax applicability.

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Director  
State Government Affairs

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**SECTION 5**

**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)

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**Director**  
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**SECTION 5**

**Rule and Regulation No. 1**

**DEFINITIONS**  
**(Continued)**

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 requested by a customer or applicant. (See Access Line).

(D)

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 Provided Terminal Equipment: Devices or apparatus provided by a customer, which does not constitute a communications system and which, when connected to the communications path of the telephone system, are so connected either electrically, acoustically or inductively.

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d/b/a Frontier Communications of Nevada  
P.O. Box 340 Elk Grove, CA 95759  
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**SECTION 5**

**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)  
|  
(N)

Directory Listings: Essential information in the telephone directory whereby telephone users may ascertain the telephone number of a customer's station.

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.

Emergency: A situation, which exists when serious sickness, public safety, or necessity, or war conditions are involved.

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**d/b/a Frontier Communications of Nevada**  
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**TONOPAH DIVISION**  
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 **Cancels 1<sup>st</sup> Revised Sheet No. 251**

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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.

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SECTION 5

Rule and Regulation No. 1

DEFINITIONS

(Continued)

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)  
|  
(N)

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.

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.

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.

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Issued By:  
Kenneth Mason  
Vice President  
Government & Regulatory Affairs

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SECTION 5

Rule and Regulation No. 1

DEFINITIONS  
(Continued)

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 PBX service in an exchange area other than that in which the primary station or PBX service is located.

Grade of Service: Refers to the number of parties served on a telephone line such as one party, two party, four party, suburban, etc.

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.

(N)  
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(N)

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.

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.

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Aloa J. Stevens  
Director  
State Government Affairs

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SECTION 5

Rule and Regulation No. 1

DEFINITIONS  
(Continued)

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.

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 Section 5 Rule and Regulation No. 7 and service charges referred to in Section 6-III Rates.

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.

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.

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(D)

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Kenneth Mason  
Vice President  
Government & Regulatory Affairs

**SECTION 5**

**Rule and Regulation No. 1**

**DEFINITIONS**  
**(Continued)**

Mileage Charges: The additional charges for exchange telephone service based upon airline distance measurement for service furnished off the premises of the primary station.

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:

<b><u>N11 Code</u></b>	<b><u>Purpose</u></b>	
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.	

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Aloa J. Stevens  
Director  
State Government Affairs

**SECTION 5**

**Rule and Regulation No. 1**

**DEFINITIONS**

**(Continued)**

Nonpublished 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. 23 established for the release of nonpublished information. (L)

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. (L)

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 when all of the 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.

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**Aloa J. Stevens**  
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**State Government Affairs**

**CITIZENS TELECOMMUNICATIONS COMPANY OF NEVADA**  
**P.O. Box 340 Elk Grove, CA 95759**  
**P.U.C.N. Tariff No. 1-B**

**TONOPAH DIVISION**  
**1<sup>st</sup> Revised Sheet No. 256**  
**Cancels Original Sheet No. 256**

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(L) Formerly located on Sheet No. 255.

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**State Government Affairs**

**SECTION 5**

**Rule and Regulation No. 1**

**DEFINITIONS**

**(Continued)**

Primary Branch Exchange (PBX) Trunk Service: Exchange service furnished by means of a PBX 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 PBX stations and between such stations and the Utility's central office. Such PBX 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.

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Director  
State Government Affairs

**SECTION 5**

**Rule and Regulation No. 1**

**DEFINITIONS**

**(Continued)**

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.

Private Line Network: Two or more private line units of the same type which are permanently connected or may be connected by a switching arrangement. Mileage measurements are computed separately for each channel in such a network.

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.

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.

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Director  
State Government Affairs



**SECTION 5**

**Rule and Regulation No. 1**

**DEFINITIONS**  
**(Continued)**

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 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 Section 12A. (T)  
(T)  
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(D)

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Steve Crosby  
Senior Vice President  
Regulatory Affairs

**SECTION 5**

**Rule and Regulation No. 1**

**DEFINITIONS**

**(Continued)**

Special Rate Area: A portion of an exchange area shown on maps filed elsewhere in the tariff schedules in which special base rates apply.

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 canceled 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.

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Director  
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**SECTION 5**

**Rule and Regulation No. 1**

**DEFINITIONS**

**(Continued)**

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 PBX trunk line terminations, at a density of at least one per acre.

Subscriber: See Customer.

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.

Tariff Schedules: The entire body of effective rates, tolls, rentals, 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.

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**SECTION 5**

**Rule and Regulation No. 1**

**DEFINITIONS**  
**(Continued)**

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 PBX 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.

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. (N)  
(N)

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.

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Aloa J. Stevens  
Director  
State Government Affairs

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SECTION 5

Rule and Regulation No. 1

DEFINITIONS

(Continued)

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 PBX 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.

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.

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State Government Affairs

**SECTION 5**

**Rule and Regulation No. 2**

**DESCRIPTION OF SERVICE**

**A. General**

Exchange Service is available by means of facilities owned and maintained by the Company, 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 zones of the Utility 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.

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, reterminations, 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.

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Director  
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**SECTION 5**

**Rule and Regulation No. 2**

**DESCRIPTION OF SERVICE**

**B. Service**

The Utility 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 Telephone Service
  - (c) Lifeline Telephone Service

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**SECTION 5**

**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) Private Branch Exchange Service	B.R.A. and S.A.
(e) Key Telephone Service	B.R.A. and S.A.

**NOTE**

B.R.A. - Base Rate 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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**SECTION 5**

**Rule and Regulation No. 2**

**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 or private branch exchange 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 occupant of the premises on which the station is to be installed has access line service.

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State Government Affairs

**SECTION 5**

**Rule and Regulation No. 2**

**DESCRIPTION OF SERVICE**  
(Continued)

**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. 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.

**G. Shared Tenant Service (STS)**

A. 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.

B. 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.

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**SECTION 5**

**Rule and Regulation No. 2**

**DESCRIPTION OF SERVICE**  
**(Continued)**

**G. Shared Tenant Service (STS) (Continued)**

**B. Definitions (Continued)**

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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**SECTION 5**

**Rule and Regulation No. 2**

**DESCRIPTION OF SERVICE**

(Continued)

**G. Shared Tenant Service (STS) (Continued)**

C. 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.

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**SECTION 5**

**Rule and Regulation No. 2**

**DESCRIPTION OF SERVICE**

**(Continued)**

**G. Shared Tenant Service (STS) (Continued)**

**C. Regulations (Continued)**

**3. Responsibility of the Company (Continued)**

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.

(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.

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**SECTION 5**

**Rule and Regulation No. 2**

**DESCRIPTION OF SERVICE**  
**(Continued)**

**G. Shared Tenant Service (STS) (Continued)**

C. Regulations (Continued)

3. Responsibility of the Company (Continued)

- 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: (Continued)
    - (d) The provider requests an expedited construction beyond normal timeframes, 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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**SECTION 5**

**Rule and Regulation No. 2**

**DESCRIPTION OF SERVICE**  
**(Continued)**

**G. Shared Tenant Service (STS) (Continued)**

C. 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 Section B of this tariff.

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**SECTION 5**

**Rule and Regulation No. 2**

**DESCRIPTION OF SERVICE**  
**(Continued)**

**G. Shared Tenant Service (STS) (Continued)**

C. Regulations (Continued)

4. Responsibility of the Provider (Continued)

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 the Company before the provider establishes service with the end user.
  - (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.
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**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**

**TONOPAH DIVISION**  
**Original Sheet No. 274**  
**Cancels Sheet No.**

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**SECTION 5**

**Rule and Regulation No. 2**

**DESCRIPTION OF SERVICE**

**(Continued)**

**G. Shared Tenant Service (STS) (Continued)**

**C. 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:(Continued)
  - (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.
- (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.

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

**TONOPAH DIVISION**  
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**SECTION 5**

**Rule and Regulation No. 2**

**DESCRIPTION OF SERVICE**  
**(Continued)**

**G. Shared Tenant Service (STS) (Continued)**

C. Regulations (Continued)

4. Responsibility of the Provider (Continued)

b. To the End User (Continued)

- (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.

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**SECTION 5**

**Rule and Regulation No. 2**

**DESCRIPTION OF SERVICE**  
**(Continued)**

**G. Shared Tenant Service (STS) (Continued)**

C. Regulations (Continued)

4. Responsibility of the Provider (Continued)

b. To the End User (Continued)

- (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.
- (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.

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**SECTION 5**

**Rule and Regulation No. 2**

**DESCRIPTION OF SERVICE**  
**(Continued)**

**G. Shared Tenant Service (STS) (Continued)**

C. Regulations (Continued)

4. Responsibility of the Provider (Continued)

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 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.

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**SECTION 5**

**Rule and Regulation No. 2**

**DESCRIPTION OF SERVICE**

(Continued)

**G. Shared Tenant Service (STS) (Continued)**

C. Regulations (Continued)

4. Responsibility of the Provider (Continued)

c. Regarding Facilities/Routing (Continued)

- (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.
- (5) The provider must route all local calls to this 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 Services.
- (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

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**SECTION 5**

**Rule and Regulation No. 2**

**DESCRIPTION OF SERVICE**  
**(Continued)**

**G. Shared Tenant Service (STS) (Continued)**

C. Regulations (Continued)

4. Responsibility of the Provider (Continued)

c. Regarding Facilities/Routing (Continued)

- (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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**SECTION 5**

**Rule and Regulation No. 2**

**DESCRIPTION OF SERVICE**  
**(Continued)**

**G. Shared Tenant Service (STS) (Continued)**

C. 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 Company services 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.

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**SECTION 5**

**Rule and Regulation No. 2**

**DESCRIPTION OF SERVICE**  
**(Continued)**

**G. Shared Tenant Service (STS) (Continued)**

**D. 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.
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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**SECTION 5**

**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 canceled 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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**SECTION 5**

**Rule and Regulation No. 3**

**APPLICATION FOR SERVICE**  
**(Continued)**

**B. Cancellation of Application (Continued)**

1. Canceled 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 canceled 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 access lines or facilities are connected to the applicant's premises, but service has not been provided, the application will be canceled 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. Canceled 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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**SECTION 5**

**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 or party line 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 after installation.

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**SECTION 5**

**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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**SECTION 5**

**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 change or modification by the state agency which regulates public utility companies in the exercise of their jurisdiction."

**B. Subscriber's 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 disconnection 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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**SECTION 5**

**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 an 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 Section 21, Line Extension and Special Construction 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;

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**SECTION 5**

**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:
  - A. The utility and has established satisfactory credit; or
  - 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)

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Steve Crosby  
Senior Vice President  
Regulatory Affairs

**SECTION 5**

**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 two (2) 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.

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**SECTION 5**

**Rule and Regulation No. 7**

**DEPOSITS**

**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.
- (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 canceled 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.

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**SECTION 5**

**Rule and Regulation No. 7**

**DEPOSITS**

**D. Interest on Deposit**

1. The Utility will pay interest on deposits at the rate computed, as set forth in Chapter 704-655 of NRS, 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. (T)

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**SECTION 5**

**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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**SECTION 5**

**Rule and Regulation No. 9**

**RENDERING AND PAYMENT 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 service.

**A. Rendering of Bills**

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.

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**SECTION 5**

**Rule and Regulation No. 9**

**RENDERING AND PAYMENT OF BILLS**  
**(Continued)**

**A. Rendering of Bills (Continued)**

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.

3. Computation of Bills

(a) Opening and closing bills, except those involving the minimum billing 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.

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SECTION 5

Rule and Regulation No. 9

RENDERING AND PAYMENT OF BILLS

(Continued)

**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 Section 43 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)
4. Returned Checks  
  
When payments of any bill or deposit is made by check, and the check is returned unpaid for any reason, a charge of \$5.00 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. (T)
5. Late Payment Charge  
  
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. Deferred Payment Plan For Residence Customers Only.  
  
See Rule and Regulation No. 24, Sections 28.1 and 28.2.

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Senior Vice President  
Regulatory Affairs



7. Partial Payment Allocation For Residence Customers Only.

See Rule and Regulation No. 24, Section 29.

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**Senior Vice President**  
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**SECTION 5**

**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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**SECTION 5**

**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 temporarily or permanently 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 for 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 non-payment of Toll charges. Payment arrangements and Toll Restriction are available.

2. Application of Unused Portion of Prepayments of 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.

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Director  
State Government Affairs

**SECTION 5**

**Rule and Regulation No. 11**

**DISCONTINUANCE AND RESTORATION OF SERVICE**  
**(Continued)**

**A. Nonpayment of Bills (Continued)**

3. Former Service

A subscriber's telephone service may be 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 that 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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**SECTION 5**

**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 and 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 disconnected for failure to make deposits required under Rule and Regulation No. 7.

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**SECTION 5**

**Rule and Regulation No. 11**

**DISCONTINUANCE AND RESTORATION OF SERVICE**  
**(Continued)**

**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.

**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 Company will not discontinue the subscriber's service for the failure to pay that back bill if questioned or disputed by the customer.

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**SECTION 5**

**Rule and Regulation No. 11**

**DISCONTINUANCE AND RESTORATION OF SERVICE**  
**(Continued)**

**I. Reconnect Charge** (T)

As set forth in Section 12A, 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.

**J. Directory Advertising Charges**

A customer's telephone service will not be disconnected for failure of that subscriber to pay charges for advertising in the telephone directory.

Reasons to postpone termination of residential service are contained in Rule and Regulation no. 24, Sections 28, 37, and 38.

**K. Reasons for Disconnection of Residential Service**

Reasons to refuse residential service, or to refuse to resume residential services, or to terminate 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 35 and 37.

The residential customer may contest a termination as outlined in Rule and Regulation No. 24, Section 36.

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Steve Crosby  
Senior Vice President  
Regulatory Affairs

**SECTION 5**

**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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**SECTION 5**

**Rule and Regulation No. 13**

**TEMPORARY BUSINESS SERVICE**

**A. Establishment of Temporary Business Service**

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**

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 Section 21, Line Extension and Special Construction Charges.

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**SECTION 5**

**Rule and Regulation No. 14**

**INTERRUPTIONS AND FAILURES OF SERVICE**

**A. Credit Allowance for Interruption of Service**

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 in excess 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.

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SECTION 5

Rule and Regulation No. 14

INTERRUPTIONS AND FAILURES OF SERVICE

(Continued)

D. Service Liabilities

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

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(N)

(N)

**CITIZENS TELECOMMUNICATIONS COMPANY OF NEVADA**  
**P.O. Box 340 Elk Grove, CA 95759**  
**P.U.C.N. Tariff No. 1-B**

**TONOPAH DIVISION**  
**Original Sheet No. 305.1**  
**Cancels Sheet No.**

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.~~

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**Aloa J. Stevens**  
**Director**  
**State Government Affairs**

**SECTION 5**

**Rule and Regulation No. 15**

**LINE EXTENSIONS**

Line Extensions are furnished, where necessary, under charges and conditions provided for in Section 21, Line Extension and Construction Charges and/or in accordance with the Nevada Administrative Code (NAC) 704A.350 - 704A.570.

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**SECTION 5**

**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 serve 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 applicant 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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Director  
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**CITIZENS TELECOMMUNICATIONS COMPANY OF NEVADA**  
**P.O. Box 340 Elk Grove, CA 95759**  
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**SECTION 5**

**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 requests 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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**SECTION 5**

**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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**SECTION 5**

**Rule and Regulation No. 16**

**SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMERS**

(Continued)

**C. Connection With Certain Subscriber-Owned Facilities**

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**

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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SECTION 5

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**

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.

**C. Telephone Directories**

1. Telephone directories containing the listings of subscribers of the Company, together with other information, are the property of the Company and are loaned to the subscribers only as an aid to the use of the telephone service by the subscribers who shall maintain the directories in good condition. Upon delivery of a new issue of the directory, the subscriber may be required to surrender the old directory. No binder, holder or auxiliary cover, except such as may be provided by or with the consent of the Company shall be used in connection with any directory furnished by the Company, nor shall any advertising matter or contrivance be attached to directories without the consent of the Company.
2. The Company will endeavor to publish in the telephone directory the correct listings of the names and telephone numbers of the subscribers on record on the date of the closing of the directory, but the Company shall not be liable for errors or omissions in the listings of its subscribers in the directory, in and for an amount in excess of the amounts to be billed to, or to be paid by, the subscriber affected for the period from the date of issuance of the directory containing the proper listing.

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Kenneth Mason  
Vice President  
Government & Regulatory Affairs

3. Listings of subscribers and telephone numbers that appear in the directories may be copyrighted by the Company and the reproduction of these listings without permission is prohibited.
4. All requests for changes in the listings of names or telephone numbers in the directory shall be made to the Company in writing.

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**SECTION 5**

**Rule and Regulation No. 17**

**TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS**

**(Continued)**

**D. 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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**SECTION 5**

**Rule and Regulation No. 18**

**SUBSCRIBER'S PRIVATE SERVICE NOT FOR PUBLIC USE**

Telephone service, other than "public", 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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SECTION 5

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)
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.

**B. Residence Rates Apply at the Following Locations**

1. 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**

(C)

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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**

**TONOPAH DIVISION**  
**2<sup>nd</sup> Revised Sheet No. 314**  
 **Cancels 1<sup>st</sup> Revised Sheet No. 314**

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If it is found that a subscriber is primarily or substantially 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.

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SECTION 5

Rule and Regulation No. 19

BUSINESS AND RESIDENCE SERVICE  
(Continued)

D. Termination or Re-origination of Calls Received Over a Data Service

(N)

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)

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**SECTION 5**

**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;

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**SECTION 5**

**Rule and Regulation No. 20**

**PRIORITY OF ESTABLISHMENT AND SUPERSEDURE OF SERVICE**  
**(Continued)**

**Category I** (Continued)

Access line service to the extent required for the proper discharge of duties essential to the activities of: (Continued)

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.

**Category II**

Changes of address of business service within the same exchange or within such other areas 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.

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**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**

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**SECTION 5**

**Rule and Regulation No. 20**

**PRIORITY OF ESTABLISHMENT AND SUPERSEDURE OF SERVICE**  
**(Continued)**

**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.

**Category VI**

Changes of address of residence main service within the same exchange or within such other areas as is defined by the Company's established practices, except as provided in Category I. above.

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**SECTION 5**

**Rule and Regulation No. 20**

**PRIORITY OF ESTABLISHMENT AND SUPERSEDURE OF SERVICE**  
**(Continued)**

**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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**SECTION 5**

**Rule and Regulation No. 20**

**PRIORITY OF ESTABLISHMENT AND SUPERSEDURE OF SERVICE**  
**(Continued)**

**Category VIII**

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 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 of 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. 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.

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**SECTION 5**

**Rule and Regulation No. 20**

**PRIORITY OF ESTABLISHMENT AND SUPERSEDURE OF SERVICE**

(Continued)

**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.

**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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**SECTION 5**

**Rule and Regulation No. 21**

**SUPPLEMENTAL PRIVATE LINE SERVICE**

These regulations are in addition to those contained elsewhere herein.

**I. Mileage Measurement**

The mileage rate for local channels applies to the airline distance from the principal central office to the station, each channel from the principal central office being priced separately. When two or more stations are served by one channel, the channel mileage is the sum of the airline distances forming the shortest continuous line between the principal central office and the stations of each local channel. Measurements shall be computed separately to whole quarter-miles for each section of the channel between the above-mentioned points.

**II. Move Charges**

When an item of equipment for which there is no termination charge is moved:

- to a different premises, the installation charge for the item applies.
- to a new location on the same premises, a charge equal to 50% of the installation charge applies.
- a move charge does not apply for an item that is fastened to or made an integral part of the equipment with which it is associated and moved.

When an item of equipment for which there is no termination charge is moved:

- actual cost, or, at the customer's option, charges applicable to disconnection of existing equipment and facilities and installing new equipment moved or changed at actual cost will remain unchanged. A new termination charge, based on the new in-service date, will apply to the equipment and facilities disconnected and reinstalled.

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**SECTION 5**

**Rule and Regulation No. 21**

**SUPPLEMENTAL PRIVATE LINE SERVICE**  
**(Continued)**

**III. Short Period and Part-time Services:**

Starting Time for part-time and short period service will be on the hour only. If service is requested to be started or to end on any time other than on the hour, the subscriber will be charged for the full hour during which the fraction of an hour is used.

**IV. Allowances for Interruption:**

No credit is allowed for interruptions to service of less than five minutes. When service is interrupted for five minutes or more, due to any cause other than the negligence of subscriber or failure of facilities provided by subscriber, credit is allowed in five-minute multiples, for each five-minute interruption or major fraction thereof. The allowance shall bear the same proportionate relationship to the total applicable monthly circuit charge as the time of interruption bears to the total monthly contracted time (whether contracted for on a full-time basis or on an occasional basis). An exception is made to this Regulation for testing and adjusting.

At a time agreeable to both the subscriber and the Company, the service must be available to the company to make such tests and adjustments as may be necessary to maintain satisfactory service, and no interruption allowances are to be credited to subscribers for such periods.

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**SECTION 5**

**Rule and Regulation No. 22**

**INDIVIDUAL MOBILE HOME AERIAL SERVICE POLE REQUIREMENT**

**I. General**

This regulation is primarily applicable to individual mobile home aerial service pole requirements; however, it is also applicable to other than mobile home aerial service installations where there is a requirement for an aerial service pole.

**II. Aerial Service Pole Requirement**

- A. The installation of an aerial service pole shall be the responsibility of the subscriber. The service pole installation and specifications shall be as follows:
1. The service pole shall be located no further than eight (8) feet from the mobile home. If possible, the pole should be located within eighteen (18) inches of the mobile home. The Telephone Company will provide and install conduit from the pole to the mobile home for a one-time non-reimbursable charge of five (5) dollars.
  2. Service poles may be either rectangular or circular in cross-section and shall be solid (not laminated). Rectangular poles shall have a minimum cross-section of 5-5/8" x 5-5/8"; circular poles shall have a minimum top circumference of 16". Minimum pole length shall be 25', of which 4' shall be set in the ground. The pole must be of sufficient size and height to provide proper ground clearance of attached facilities as specified by the appropriate safety code. The service pole should be butt pressure treated with an approved wood preservative and properly guyed in place to support loads for aerial service as determined by the Telephone Company.
- B. The necessity for a subscriber to provide a mobile home aerial service pole shall be determined by the Telephone Company. The Telephone Company will provide the necessary technical assistance to the subscriber to assure an acceptable service pole installation.
- C. The subscriber will retain ownership of the service pole and shall have sole maintenance responsibility.
- D. Final acceptance and use of the service pole for aerial service connection shall be determined by the Telephone Company.

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**P.O. Box 340 Elk Grove, CA 95759**  
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SECTION 5

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 Section No. 4, 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. (T)
- 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 C(2) below, or (d) employees of an agency listed in C(4) below when engaged in an investigation involving arson or when engaged in firefighting duties in which there is immediate peril to life or property.

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Director  
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**SECTION 5**

**Rule and Regulation No. 23**

**NONPUBLISHED SERVICE - RELEASE OF INFORMATION**

**(Continued)**

**B. Procedure for Release of Nonpublished Information to Authorized Agencies. (Continued)**

- (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.
  
- (3) Nonpublished information shall also be released by a telephone utility to an authorized agency upon the agency's telephonic request, provided the agency has previously furnished the Company 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 utility 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.

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**SECTION 5**

**Rule and Regulation No. 23**

**NONPUBLISHED SERVICE - RELEASE OF INFORMATION**

**(Continued)**

**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.
- (3) Any public health agency of the State of Nevada or a city, county, or other local government.
- (4) State Fire Marshall and Local Fire Departments or Fire Protection Agencies.

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**SECTION 5**

**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 5, 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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**Aloa J. Stevens**  
**Director**  
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**SECTION 5**

**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)

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Senior Vice President  
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**SECTION 5**

**Rule and Regulation No. 24**

**CONSUMER BILL OF RIGHTS**

**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.

**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)  
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(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.

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**SECTION 5**

**Rule and Regulation No. 24**

**CONSUMER BILL OF RIGHTS**  
**(Continued)**

**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.

**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.

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**SECTION 5**

**Rule and Regulation No. 24**

**CONSUMER BILL OF RIGHTS**  
**(Continued)**

**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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**SECTION 5**

**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;

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**SECTION 5**

**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)
  - (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;
  - (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.

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**SECTION 5**

**Rule and Regulation No. 24**

**CONSUMER BILL OF RIGHTS**  
**(Continued)**

**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.

**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.

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SECTION 5

Rule and Regulation No. 24

CONSUMER BILL OF RIGHTS

(Continued)

Section 21. (Continued)

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; (D)  
(D)
  - (b) In any other case, \$100 or an amount equal to twice the average estimated monthly bill for service, whichever is less. (T)

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Kenneth Mason  
Vice President  
Government & Regulatory Affairs



**SECTION 5**

**Rule and Regulation No. 24**

**CONSUMER BILL OF RIGHTS**

**(Continued)**

**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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**SECTION 5**

**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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**Advice No.:**

**Issued By:**  
**Aloa J. Stevens**  
**Director**  
**State Government Affairs**

**SECTION 5**

**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.

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**SECTION 5**

**Rule and Regulation No. 24**

**CONSUMER BILL OF RIGHTS**

**(Continued)**

**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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**SECTION 5**

**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.

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**SECTION 5**

**Rule and Regulation No. 24**

**CONSUMER BILL OF RIGHTS**  
**(Continued)**

**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.
  
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)

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**SECTION 5**

**Rule and Regulation No. 24**

**CONSUMER BILL OF RIGHTS**

**(Continued)**

**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.
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.

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**SECTION 5**

**Rule and Regulation No. 24**

**CONSUMER BILL OF RIGHTS**  
**(Continued)**

**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)
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.

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**SECTION 5**

**Rule and Regulation No. 24**

**CONSUMER BILL OF RIGHTS**  
**(Continued)**

**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:
  - (a) Co-signer or guarantor of the customer; and
  - (b) Third person designated by the customer pursuant to Section 34 of this regulation.
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)

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**SECTION 5**

**Rule and Regulation No. 24**

**CONSUMER BILL OF RIGHTS**  
**(Continued)**

**Section 32.** (Continued)

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.

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**SECTION 5**

**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.

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**SECTION 5**

**Rule and Regulation No. 24**

**CONSUMER BILL OF RIGHTS**  
**(Continued)**

**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;
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.

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**SECTION 5**

**Rule and Regulation No. 24**

**CONSUMER BILL OF RIGHTS**  
**(Continued)**

**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.
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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**SECTION 5**

**Rule and Regulation No. 24**

**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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**SECTION 5**

**Rule and Regulation No. 24**

**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.

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**SECTION 5**

**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:
- (a) The amount owed;
  - (b) The length of time the bill or installment is past due;
  - (c) The date the account was established;
  - (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.

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**Aloa J. Stevens**  
**Director**  
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SECTION 5

Rule and Regulation No. 24

CONSUMER BILL OF RIGHTS

(Continued)

**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)

(N)

(T)

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Director  
State Government Affairs

SECTION 5

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;
  - (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.
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;
  - (b) Any rates and charges for toll restriction which the customer paid to the utility and which are related to the complaint; and,
  - (c) Any other amounts which the customer paid to the utility and which are related to the complaint.
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.

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**SECTION 5**

**Rule and Regulation No. 24**

**CONSUMER BILL OF RIGHTS**  
**(Continued)**

**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.

**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.

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**Director**  
**Government & External Affairs**

**SECTION 5**

**Rule and Regulation No. 24**

**CONSUMER BILL OF RIGHTS**  
**(Continued)**

**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.

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**SECTION 5**

**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.**

**Issued: June 3, 2005**

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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**

**TONOPAH DIVISION**  
**1<sup>st</sup> Revised Sheet No. 356**  
**Cancels Original Sheet No. 356**

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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.

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**SECTION 5**

**Rule and Regulation No. 25**

**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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**SECTION 6**

**LOCAL EXCHANGE SERVICE**

**I. Applicability**

Applicable to individual and party line business and residential flat rate service.

**II. Territory**

Within the base rate area of all exchange as said or defined on maps filed as party of the tariff schedules.

**III. Rates**

Rate Per Month

	<u>Business Service</u>		<u>Residential Service</u>		
	<u>One Party Line*</u>	<u>Two Party Line**</u>	<u>One-Party Line*</u>	<u>Two-Party Line**</u>	<u>Four-Party Line**</u>
Goldfield	\$12.00	\$9.79**	\$6.00	\$5.75**	\$4.61**
Manhattan	9.00	NA	6.00	NA	NA
Silver Peak	12.00	NA	6.00	NA	NA
Tonopah	12.00	NA	6.00	6.91**	5.76**

<u>Federal and State Lifeline Credits for a One-Party Line:</u>	<u>Rate Per Month</u>	
	<u>Broadband****</u>	<u>Voice-Only****</u>
1. Residence Single-Party Line	\$6.00	\$6.00
a. End User Common Line Charge (EUCL)	6.50	6.50
b. Federal Lifeline Credit ***	9.25	5.25
c. Federal Subscriber Line Charge Waiver #	0.00	1.25
d. State Lifeline Support Credit ***	<u>.00</u>	<u>2.50</u>
e. Lifeline Charge before Taxes	\$3.25	\$3.50

\* See Special Condition Nos. 6, 7, and 8.  
\*\* See Special Condition No. 5.  
\*\*\* See Special Condition Nos. 9, 10 and 11.

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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**

**TONOPAH DIVISION**  
**8<sup>th</sup> Revised Sheet No. 358**  
**Cancels 7<sup>th</sup> Revised Sheet No. 358**

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- \*\*\* 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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**SECTION 6**

**LOCAL EXCHANGE SERVICE**

**(Continued)**

**IV. Special Conditions**

1. Individual and two-party business, and individual two-party and four-party residential service, will be furnished outside the base rate areas and within the exchange areas at the above rates.
2. Where a two-party line or a four-party line subscriber has the exclusive use of a party line which extends outside the base rate area and no additional subscriber can be secured to share the circuit, the subscriber will be charged individual line suburban rates until additional subscribers can be added to the line.
3. The Company reserves the right to refuse to furnish party line service, or to discontinue furnishing party line service where such use is or may be unreasonably detrimental to another subscriber on the line. While so refusing party line service, if necessary facilities are available, a higher grade of party line service or individual line service may be offered, according to subscriber's needs and the Company shall determine at its own discretion, according to actual or probable usage, if any party line service shall be refused or discontinued.
4. Rates listed above comprehend local exchange calling between all exchanges within the Company's service territory.
5. Two-party business, two-party and four-party residence service is not available to new subscribers.
6. 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.
7. 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.
8. In addition to the upgrade, 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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**CITIZENS TELECOMMUNICATIONS COMPANY OF NEVADA**  
**d/b/a Frontier Communications of Nevada**  
**P.O. Box 340 Elk Grove, CA 95759**  
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SECTION 6

LOCAL EXCHANGE SERVICE  
(Continued)

IV. Special Conditions (Continued)

9. 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)  
(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.

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Regulatory Affairs

SECTION 6

LOCAL EXCHANGE SERVICE  
(Continued)

IV. Special Conditions (Continued)

9. (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 service. All customers that do not provide documentation pursuant to Special Condition 9 demonstrating their continued eligibility within 60 days will have their telephone service converted back to the full rate. (C)  
(C)

(D)  
(D)

10. A customer who is eligible for the Lifeline program, 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.

11. 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.

**SECTION 6**

**LOCAL EXCHANGE SERVICE**  
**(Continued)**

**IV. Special Conditions** (Continued)

11. Lifeline Telephone Service will be subject to the following restrictions: (Continued)

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

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

Federal Subscriber Line Charge 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, 29).

Service Order Charges in Section 12A.

12. Digital Data and High Capacity Special Access Services identified in Section 7 of Citizens  
Telecommunications Company of Nevada's Access Services Tariff are not available to  
customers located within the Lower Smokey Valley area of the Tonopah Exchange.

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**SECTION 7**

**TARIFF FOR JOINT USER SERVICE**

**I. Applicability**

Applicable to Joint User Service furnished in connection with local exchange business service.

**II. Rates**

	<u>Access Line Rates per Month</u>
Each joint user service in connection with:	
	<u>Tonopah</u>
A. Business individual line	\$6.40
B. Business 2-party line*	5.25
	<u>Goldfield</u>
A. Business individual line	\$5.40
B. Business 2-party line*	4.25
	<u>Manhattan</u>
A. Business individual line	\$5.40
B. Business 2-party line *	N/A

\* See Condition E.

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Aloa J. Stevens  
Director  
State Government Affairs

**SECTION 7**

**TARIFF FOR JOINT USER SERVICE**  
**(Continued)**

**III. Conditions**

- A. Joint-user service is an arrangement whereby a non-subscriber is permitted to use a subscriber's service, which use may or may not have been contemplated under the terms of the subscriber's contract. This service shall be furnished only upon application by the subscriber to the primary service, who shall have complete control thereof, be entitled to terminate the service and will be billed and be responsible for the payment of all charges incurred by the service.
- B. This service will be provided only when, in the judgment of the Company, the needs of the joint-user are not such as to justify the furnishing of separate services.
- C. The rates set forth above entitle the joint-user to use the subscriber's facilities and allow one free listing in the alphabetical section and one free listing in the yellow pages of the telephone directory. Extra facilities, such as an extension station or PBX station, furnished for the use of the joint-user, shall be in addition to the above rates and will be billed to the subscriber at the established rates.
- D. The minimum charge for joint-user service will be the monthly access and equipment charge, provided that if the listing is included in the telephone directory, the charge will continue until the end of the directory period, unless:
  - 1. The joint-user vacates the subscriber's premises;
  - 2. The subscriber's service is discontinued; or
  - 3. The business for which the joint-user service is furnished is discontinued at the subscriber's premises.
- E. Two-party business, two-party and four-party residence service will not be available to new subscribers after the effective date of this tariff.

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Aloa J. Stevens  
Director  
State Government Affairs



**SECTION 8**

**TARIFF FOR CONFINEMENT SERVICES**

**I. Confinement Services Offered By Citizens Telecommunications Company Of Nevada, Inc.**

**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 the originating collect calls to numbers in the North American Plan (NANP) only.
  3. The Company will block calls, including but not limited to:
    - 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-types 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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**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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**TONOPAH DIVISION**  
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**State Government Affairs**

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SECTION 8

TARIFF FOR PUBLIC TELEPHONE SERVICE (Continued)

I. Confinement Services Offered By Citizens Telecommunications Company Of Nevada, Inc.  
(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 provision 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 Section 48, Operator Services and Section 24, Message Toll Telephone Service.

(C)

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**SECTION 9**

**BUNDLED SERVICES**

**CITIZENS SELECT / CITIZENS SELECT PLUS <sup>(2)</sup>**

(T)

**I. APPLICABILITY**

Applicable to individual residential flat rate service.

**II. TERRITORY**

Within the portion of exchanges where service is provided from central offices equipped with digital equipment capable of providing Citizens Select and Citizens Select Plus.

**III. 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:

- \*66 Busy Number Redial
- \*69 Call Return
- Basic Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID Number Only <sup>(1) (3)</sup>
- Caller ID with Name <sup>(1)</sup>
- Speed Call 8 <sup>(3)</sup>
- 3 Way Calling

(T)

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(T)

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(T)(C)

<sup>(1)</sup> May select only one Caller ID feature.

(T)

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

(T)

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

(N)

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SECTION 9

BUNDLED SERVICES  
(Continued)

CITIZENS SELECT / CITIZENS SELECT PLUS <sup>(2)</sup> (Continued) (T)

III. GENERAL (Continued)

3. Citizens Select Plus

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

- \*66 Busy Number Redial (T)
- \*69 Call Return | (T)
- Anonymous Call Block/Rejection (T)
- Call Forward Busy
- Call Forward No Answer
- Basic Call Forward (T)
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID Number Only <sup>(1)</sup> <sup>(3)</sup> (T)(C)
- Caller ID with Name <sup>(1)</sup> (T)
- Selective Call Acceptance (T)
- Selective Call Forward
- Selective Call Rejection
- Speed Call 8 <sup>(3)</sup> (T)(C)
- Speed Call 30 | (T)
- 3 Way Calling (T)
- Toll Restriction
- Priority RCall (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.

<sup>(1)</sup> May select only one Caller ID feature. (T)

<sup>(2)</sup> Citizens Select and Citizens Select Plus Services have been Grandfathered as of August 22, 2003. (T)

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

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**SECTION 9**

**BUNDLED SERVICES**  
**(Continued)**

**CITIZENS SELECT / CITIZENS SELECT PLUS <sup>(1)</sup> (Continued)**

**IV. RATES AND CHARGES**

1. The Company reserves the right to waive the Service Order Charge - Subsequent as specified in Section 12A 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 Section 12A 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 Section 12A 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 III. 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 III. General, 2., preceding	\$18.95
b. Citizens Select Plus	
- Per individual flat rate residence line – May select any or all services/features as specified	\$22.95
in III. General, 3., preceding	

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

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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

**TONOPAH DIVISION**  
4<sup>th</sup> Revised Sheet No. 364.3  
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**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

**TONOPAH DIVISION**  
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 **Cancels 2<sup>nd</sup> Revised Sheet No. 364.4**

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**RESERVED FOR FUTURE USE**

(C) (D)

(D)

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**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

**TONOPAH DIVISION**  
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**RESERVED FOR FUTURE USE**

(C) (D)

(D)

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P.O. Box 340 Elk Grove, CA 95759  
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(C) (D)

(D)

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

**TONOPAH DIVISION**

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(C) (D)

(D)

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**SECTION 9**

**BUNDLED SERVICES**  
**(Continued)**

**FRONTIERWORKS<sup>sm</sup> SMALL BUSINESS SOLUTIONS\***

(C)

**I. APPLICABILITY**

Applicable to one-party business customers requesting FrontierWorks<sup>sm</sup> Small Business Solutions.

**II. TERRITORY**

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing FrontierWorks<sup>sm</sup> Small Business Solutions as said exchanges are defined on the maps contained in this tariff.

**III. GENERAL**

FrontierWorks<sup>sm</sup> 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<sup>(1)</sup>, 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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**SECTION 9**

**BUNDLED SERVICES**  
**(Continued)**

**FRONTIERWORKS<sup>sm</sup> SMALL BUSINESS SOLUTIONS\*** (Continued) (C)

**III. GENERAL** (Continued)

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

1. One Business Access Line<sup>(1)</sup>, 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<sup>(1)</sup>, 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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**SECTION 9**

**BUNDLED SERVICES**  
**(Continued)**

**FRONTIERWORKS<sup>sm</sup> SMALL BUSINESS SOLUTIONS\*** (Continued) (C)

**III. GENERAL** (Continued)

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

1. Two Business Access Lines<sup>(1)</sup>, 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<sup>(1)</sup>, 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. (N)

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**SECTION 9**

**BUNDLED SERVICES**  
**(Continued)**

**FRONTIERWORKS<sup>sm</sup> SMALL BUSINESS SOLUTIONS\*** (Continued) (C)

**III. GENERAL** (Continued)

- F. Bundle 6 - Frontier Works – Enhanced Line with Second Line
  - 1. Two Business Access Lines<sup>(1)</sup>, 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<sup>(1)</sup>, 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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**SECTION 9**

**BUNDLED SERVICES**  
**(Continued)**

**FRONTIERWORKS<sup>sm</sup> SMALL BUSINESS SOLUTIONS\*** (Continued)

(C)

**III. GENERAL** (Continued)

H. Optional Services

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

1. FrontierWorks<sup>sm</sup> Select5

Choice of five of the following:

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

2. FrontierWorks<sup>sm</sup> Select5 with Voice Mail

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

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

<sup>(1)</sup> 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.

<sup>(2)</sup> 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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**SECTION 9**

**BUNDLED SERVICES**  
**(Continued)**

**FRONTIERWORKS<sup>sm</sup> 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. FrontierPages<sup>sm</sup> free one-inch Yellow Pages advertisement (Non-regulated)

**IV. RATES**

- A. Unless otherwise stated elsewhere in this section, the applicable Service Charges as specified in Section 12A 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<sup>sm</sup> 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.

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**SECTION 9**

**BUNDLED SERVICES**  
**(Continued)**

**FRONTIERWORKS<sup>sm</sup> 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 <sup>sm</sup> Select5	\$ 9.95		
FrontierWorks <sup>sm</sup> Select5 With Voice Mail	\$ 12.95		

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**SECTION 9**

**BUNDLED SERVICES**  
**(Continued)**

**FRONTIERWORKS<sup>sm</sup> 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 or 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.

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**SECTION 9**

**BUNDLED SERVICES**  
**(Continued)**

**FRONTIERWORKS<sup>sm</sup> 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 FrontierWorks<sup>sm</sup> 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 FrontierWorks<sup>sm</sup> Select5 package is available only in association with a FrontierWorks<sup>sm</sup> 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 FrontierWorks<sup>sm</sup> 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.

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SECTION 9

**BUNDLED SERVICES**  
(Continued)

**FRONTIERWORKS<sup>sm</sup> BUSINESS CONNECTIONS\***

(C)

**I. APPLICABILITY**

Applicable to business customers requesting FrontierWorks<sup>sm</sup> Business Connections.

**II. TERRITORY**

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

**III. GENERAL**

FrontierWorks<sup>sm</sup> Business Connections are package offerings available to business customers and include, as described below, one or two business or Centrex access lines, Call 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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**SECTION 9**

**BUNDLED SERVICES**  
**(Continued)**

**FRONTIERWORKS<sup>sm</sup> 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)

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

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**SECTION 9**

**BUNDLED SERVICES**  
**(Continued)**

**FRONTIERWORKS<sup>sm</sup> 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 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)

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

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**SECTION 9**

**BUNDLED SERVICES**  
**(Continued)**

**FRONTIERWORKS<sup>sm</sup> 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)**

**FRONTIERWORKS<sup>sm</sup> 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)

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

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**SECTION 9**

**BUNDLED SERVICES**  
**(Continued)**

**FRONTIERWORKS<sup>sm</sup> 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)

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SECTION 9

**BUNDLED SERVICES**  
(Continued)

FRONTIERWORKS<sup>sm</sup> 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 <sup>(1)</sup> 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 <sup>(1)</sup> 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

<sup>(1)</sup> 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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**SECTION 9**

**BUNDLED SERVICES**  
**(Continued)**

**FRONTIERWORKS<sup>sm</sup> BUSINESS CONNECTIONS\*** (Continued)

(C)

**IV. RATES**

- A. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 12A 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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SECTION 9

**BUNDLED SERVICES**  
(Continued)

FRONTIERWORKS<sup>sm</sup> BUSINESS CONNECTIONS\* (Continued)

(C)

IV. **RATES** (Continued)

E. Monthly Rates

2.	Optional Features	Monthly <u>Rate</u>
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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**SECTION 9**

**BUNDLED SERVICES**  
**(Continued)**

**FRONTIERWORKS<sup>sm</sup> 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 FrontierWorks<sup>sm</sup> Business Connections bundle.
- F. The bundle rate will appear as a single line item on the customer's bill.

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**SECTION 9**

**BUNDLED SERVICES**  
**(Continued)**

**FRONTIERWORKS<sup>sm</sup> 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 FrontierWorks<sup>sm</sup> LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier.
- 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. FrontierWorks<sup>sm</sup> 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 Line and Call Forward No Answer.

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**SECTION 9**

**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.

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**BUNDLED SERVICES**  
**(Continued)**

**FRONTIER SMALL BUSINESS ADVANTAGE\*** (Continued)

(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 <sup>(1)</sup> or 30  
Priority Call  
Call Waiting/Cancel Call Waiting

<sup>(1)</sup> 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 SMALL BUSINESS ADVANTAGE\*** (Continued)

(C)

**IV. RATES**

1. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 12A 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

	<u>Two Year Monthly Rate</u>
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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**SECTION 9**

**BUNDLED SERVICES**  
**(Continued)**

**FRONTIER SMALL BUSINESS ADVANTAGE\*** (Continued)

(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.

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

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**SECTION 9**

**BUNDLED SERVICES**  
**(Continued)**

**FRONTIER SMALL BUSINESS ADVANTAGE\* (Continued)**

(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.

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

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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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**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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SECTION 9

**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
Voice Mail – Frontier Deluxe Voice Mail	Call Forward No Answer
Two features from the feature package listed below	Caller ID with Name

**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 <sup>(1)</sup>
*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	

<sup>(1)</sup> 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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**SECTION 9**

**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 section, Service Charges as specified in Section 12A apply to the installation of individual components of the bundle.
- C. Frontier Business Unlimited Service is provided at the following rate:

**Monthly Rate**

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.
- 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, ISDN Service, Toll Free Service, Remote Call Forward Service and Foreign Exchange Services.

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

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SECTION 9

(T)

**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  
Call ID Number Only (2)  
Caller ID with Name  
Call Waiting ID

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

\* 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.

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

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SECTION 9

(T)

**BUNDLED SERVICES**  
(Continued)

FRONTIER DIGITAL PHONE BRONZE\* <sup>(1)</sup> (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 Section 12A 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.

<sup>(1)</sup> 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\* <sup>(1)</sup> (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 Bronze 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.

<sup>(1)</sup> 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\* <sup>(1)</sup> (Continued)

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 reactivate 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 Essentials 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.

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

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SECTION 9

(T)

**BUNDLED SERVICES**  
(Continued)

**FRONTIER DIGITAL PHONE SILVER\* <sup>(1)</sup>**

**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 Number Only <sup>(2)</sup>  
Caller ID with Name

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 Section 9 IV.C.

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

\* This bundle was previously called Frontier UnlimitedNV.

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

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**P.O. Box 340 Elk Grove, CA 95759**  
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**TONOPAH DIVISION**

**3<sup>rd</sup> Revised Sheet No. 364.41**  
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<sup>(2)</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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**SECTION 9**

(T)

**BUNDLED SERVICES**  
**(Continued)**

**FRONTIER DIGITAL PHONE SILVER\* <sup>(1)</sup> (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 Section 12A apply to the installation of individual components of the bundle. (T)
- C. Frontier Digital Phone Silver bundle is provided at the following rate: (T)

	<b>Monthly Rate</b>
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.

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

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SECTION 9

**BUNDLED SERVICES**  
(Continued)

**FRONTIER BUSINESS ESSENTIALS \*** (T)

**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  
Basic Call Forward (T)  
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 below

C. Optional Features Package\*

\*66 Busy Number Redial (T)  
\*69 Call Return  
3 Way Calling  
Speed Call 8 <sup>(1)</sup> or Speed Call 30  
Basic Call Forward (T) (C)

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

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

SECTION 9

**BUNDLED SERVICES**  
(Continued)

FRONTIER BUSINESS ESSENTIALS\* (Continued)

III. **GENERAL**

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 <sup>(1)</sup>	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 Section 12A apply to the installation of individual components of the bundle. (T)  
(T)

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

	<b><u>Monthly Rate</u></b>
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.

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**SECTION 9**

**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. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- E. The bundle cannot be used in association with a Residential Line, PBX Service, Key Line Service or ISDN service.
- F. Deluxe Voice Mail will be offered as an add on to this bundle.\*
- G. 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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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  
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**P.O. Box 340 Elk Grove, CA 95759**  
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SECTION 9

**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 <sup>(1)</sup>  
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

<sup>(1)</sup> 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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**SECTION 9**

**BUNDLED SERVICES**  
**(Continued)**

**FRONTIER BUSINESS METRO SERVICE\* (Continued)** (C)

**IV. RATES**

- A. Unless otherwise stated elsewhere in this Section, Service Charges as specified in Section 12A apply to the installation of individual components of the bundle.
- B. Frontier Business Metro bundle is provided at the following rates:

	<b><u>Monthly Rate</u></b>
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. (N)

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**SECTION 9**

**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.

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

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**TONOPAH DIVISION**

**5<sup>th</sup> Revised Sheet No. 364.51**  
**Cancels 4<sup>th</sup> Revised Sheet No. 364.51**

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**P.O. Box 340 Elk Grove, CA 95759**  
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**TONOPAH DIVISION**

**4<sup>th</sup> Revised Sheet No. 364.52**  
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**TONOPAH DIVISION**  
**5<sup>th</sup> Revised Sheet No. 364.53**  
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**3<sup>rd</sup> Revised Sheet No. 364.54**  
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**2<sup>nd</sup> Revised Sheet No. 364.55**  
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**2<sup>nd</sup> Revised Sheet No. 364.56**  
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**P.O. Box 340 Elk Grove, CA 95759**  
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**4<sup>th</sup> Revised Sheet No. 364.57**  
**Cancels 3<sup>rd</sup> Revised Sheet No. 364.57**

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**4<sup>th</sup> Revised Sheet No. 364.59**  
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**P.O. Box 340 Elk Grove, CA 95759**  
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**4<sup>th</sup> Revised Sheet No. 364.63**  
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SECTION 9

**BUNDLED SERVICES**  
(Continued)

**FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II <sup>(2)</sup> – 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 <sup>(1)</sup> 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

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

<sup>(2)</sup> This service offering is limited to existing subscribers.

(N)

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**SECTION 9**

**BUNDLED SERVICES**  
(Continued)

**FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II <sup>(1)</sup> – 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 Section 12A 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.

<sup>(1)</sup> This service offering is limited to existing subscribers.

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**SECTION 9**

**BUNDLED SERVICES**

(Continued)

**FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II <sup>(1)</sup> – 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.

<sup>(1)</sup> This service offering is limited to existing subscribers.

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SECTION 9

**BUNDLED SERVICES**  
(Continued)

**FRONTIER SIMPLY UNLIMITED SERVICE-LEADER <sup>(2)</sup> – 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	*69 Call Return
3 Way Calling	Call Transfer
Speed Call 8 <sup>(1)</sup> 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	

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

<sup>(2)</sup> This service offering is limited to existing subscribers.

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SECTION 9

**BUNDLED SERVICES**  
(Continued)

**FRONTIER SIMPLY UNLIMITED SERVICE-LEADER <sup>(1)</sup> – 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 Section 12A of this tariff apply to the installation of individual components of the bundle.

	<b><u>Monthly Rate</u></b>
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.

<sup>(1)</sup> This service offering is limited to existing subscribers.

(N)

SECTION 9

**BUNDLED SERVICES**  
(Continued)

**FRONTIER SIMPLY UNLIMITED SERVICE-LEADER <sup>(1)</sup> – 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.

<sup>(1)</sup> This service offering is limited to existing subscribers.

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SECTION 9

(T)

**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
Call Forward Busy/No Answer	Anonymous Call Block/Rejection
Unlimited Extended Area Service	Basic Call Forward
Frontier Basic Voice Mail	Multi-line Hunting
Call Waiting/Cancel Call Waiting	3 Way Calling

Premium Feature Package

*69 Call Return	Selective Call Forward
Call Transfer	Selective Call Acceptance
*66 Busy Number Redial	Selective Call Rejection
Priority Call	Speed Call 30
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.

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SECTION 9

(T)

**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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SECTION 9

**BUNDLED SERVICES**  
(Continued)

**FRONTIER COMMERCIAL VOICE UNLIMITED <sup>(1)</sup> – 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.

<sup>(1)</sup> This service offering is limited to existing subscribers.

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SECTION 9

**BUNDLED SERVICES**  
(Continued)

**FRONTIER COMMERCIAL VOICE UNLIMITED** <sup>(1)</sup> – 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

<sup>(1)</sup> This service offering is limited to existing subscribers.

(N)

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Allison Ellis  
Senior Vice President  
Regulatory Affairs

SECTION 9

**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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Allison Ellis  
Senior Vice President  
Regulatory Affairs



**SECTION 9**

**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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Regulatory Affairs**

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**SECTION 9**

**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)

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SECTION 9

**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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Senior Vice President  
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**SECTION 9**

**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)

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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**

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**SECTION 9**

**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)

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SECTION 9

**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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Senior Vice President  
Regulatory Affairs

Advice No.: NV-20-10

SECTION 9

**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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Regulatory Affairs

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SECTION 9

**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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Regulatory Affairs

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SECTION 9

**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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Issued By:

Effective:

Senior Vice President  
Regulatory Affairs

Advice No.: NV-21-04

**SECTION 10**

**MILEAGE RATES**

**I. Applicability**

This tariff establishes mileage rates in connection with normal exchange service.

**II. Rates**

**Rate Per Month**

- A. Extension line, PBX station line or key system line  
(sometimes referred to as "mileage stations")  
Intraexchange: (airline distances)
- 1. On continuous property:
    - a. Same subscriber
      - (1) Same building --
      - (2) Different buildings;  
each 1/4 mile or fraction thereof .70
  - 2. On non-continuous property:
    - a. Same subscriber, same building;  
each 1/4 mile or fraction thereof .70
    - b. Same subscriber, different buildings, or  
different subscribers, same or different buildings:
      - (1) PBX mileage station:
        - (a) First 1/4 mile or fraction thereof 2.80
        - (b) Ea. add'l 1/4 mi or fraction thereof 1.40
      - (2) Extension or key system mileage stations:
        - (a) First 1/4 mile or fraction thereof 2.00
        - (b) Ea. add'l 1/4 mi or fraction thereof 1.40
- B. Tie Line Service Mileage:
- 1. First 1/4 mile or fraction thereof airline distance  
between PBX switchboards or other systems connected  
by tie lines 2.80
  - 2. Each additional 1/4 mile or fraction thereof 1.40

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Advice No.:

Issued By:  
Aloa J. Stevens  
Director  
State Government Affairs

**SECTION 11**

**TARIFF FOR EXTENSION STATIONS**

**I. Conditions**

- A. Residence extension stations may not be located in a household other than that which subscribes to the primary service.

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Aloa J. Stevens  
Director  
State Government Affairs

SECTION 12

**SERVICE CHARGES – PRIVATE BRANCH EXCHANGE & KEY SYSTEM TRUNKS** (T)

**I. Applicability**

This tariff contains rates and conditions for connection of Access Lines for Private Branch Exchange, Key System and Tie Line Trunks. (T)  
(T)

**II. Rates**

Charges

- A. Private Branch Exchange & Key System Trunks (including tie lines): (T)
- |   |        |     |
|---|--------|-----|
| 1. Each Trunk or Tie Line                         | \$7.00 | (T) |
| 2. Each Trunk or Tie Line, Liberty Hall/Mine area | 35.00  | (T) |

**III. Conditions**

- A. Service Charges are intended to cover, in part, certain operating expenses incident to the establishment of telephone service and the connection of the service into the exchange service system. (T)
- B. Service Charges will be collected prior to the establishment of service, except in the case of additions to existing service, or in the case of any service billed to the Federal, State, County or Municipal Governments. Under these conditions, service will be established in advance of the payment for the service charges. (T)  
(T)
- C. Service Charges shall not supersede installation and construction charges made because of unusual costs, but apply in addition to such charges. (T)

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Steve Crosby  
Senior Vice President  
Regulatory Affairs

**SECTION 12A**

**SERVICE CHARGES**

**I. Applicability** (T)

Multi-Element Service Charges apply to non-key individual and party line residence and business exchange service and facilities. <sup>1</sup> (T)  
(T)

**II. Territory**

Within the exchange area of all exchanges.

**III. Charges**

1. Elements for new and additional service, move and changes and in-place connections

A. <u>Service Charges</u> , per request	<u>Charges</u>		(T)
	<u>Residence</u>	<u>Business</u>	
Service Order Charge - Initial	\$7.00	\$7.00	(L) (T)(L)
Service Order Charge - Subsequent	4.00	4.00	
Central Office Connection Charge	7.00	7.00	
Central Office Connection Charge - Subsequent	4.00	4.00	
Reconnect Charge <sup>2</sup>	2.50	2.50	
Supersedure <sub>3</sub>	<sub>3</sub>	<sub>3</sub>	
Access Line Work Charge	10.00	18.00	

<sup>1</sup> For exchange services other than non-key individual and party line residence and business services, see Sections 12 & 17A. (L)(T)

<sup>2</sup> In addition to Service Order Charge - Subsequent as shown in 1.A.(2) above. This charge is to be made and collected by the Company before restoration of services where service has been temporarily disconnected for reasons as follows:  
a. Non-payment of bills as required by Rules and Regulations.  
b. Failure of subscriber to comply with the Company's Rules and Regulations after service has been established.  
c. Any other reason for which the subscriber is responsible, except a change in class, type or grade of service or location of facilities. (L)

This charge is NOT applicable when a service has been permanently disconnected. (N)

<sup>3</sup> See Conditions IV.4 following. (N)

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**Steve Crosby**  
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**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**

**TONOPAH DIVISION**

**2<sup>nd</sup> Revised Sheet No. 368**  
**Cancels 1<sup>st</sup> Revised Sheet No. 368**

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(L) Material relocated from Sheet No. 369.

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SECTION 12A

SERVICE CHARGES  
(Continued)

(T)

III. Charges (Continued)

(L)

(L)

2. Other Equipment and Wiring

Charges for moving, rearranging, or changing of equipment, apparatus, or wiring, other than provided in this Section, will be an amount equal to the cost of labor and material.

(N)

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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**

**TONOPAH DIVISION**

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 **Cancels 1<sup>st</sup> Revised Sheet No. 369**

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**Steve Crosby**  
**Senior Vice President**  
**Regulatory Affairs**

SECTION 12A  
SERVICE CHARGES

IV. Conditions

1. Service Charges apply to the ordering, installing, moving, changing, rearranging or furnishing of non-key individual and party line residence and business service, except as otherwise shown. (T)
2. Service Charges apply as follows: (T)
- a. Service Order Charge - Initial  
Applicable to work done in receiving, recording, and processing information necessary to execute an applicant's request for the initial establishment of telephone service at a premises. (T)
  - b. Service Order Charge - Subsequent  
Applicable to work done in receiving, recording and processing information necessary to execute an applicant's request for additions, moves, or changes to existing service. (N)
  - c. Central Office Connection Charge  
Applicable to work done in the central office, between the central office and station protector and on the protector in association with providing an exchange access line or making changes thereto. (N)
  - d. Central Office Connection Charge - Subsequent  
Applicable for work done in the central office, between the central office and station protector and on the protector in association with providing an exchange access line or making changes thereto. (N)
  - e. Reconnect Charge  
The charge applied for restoration of service after suspension for nonpayment or to the suspension of service temporarily at the request of the customer. (N)  
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. (T)
  - f. Access Line Work Charge (T)

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Steve Crosby  
Senior Vice President  
Regulatory Affairs

(T)  
(T)  
(T)  
(N)  
(N)  
(N)  
(T)  
(N)  
(T)  
(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**

**TONOPAH DIVISION**

**1<sup>st</sup> Revised Sheet No. 370**  
 **Cancels Original Sheet No. 370**

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Access Line Work 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.

(L) Item 3. relocated to Sheet No. 371.

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**Regulatory Affairs**

SECTION 12A

SERVICE CHARGES  
(Continued)

IV. Conditions (Continued)

3. A change of location from one premises to another, will not be treated as a move, but as a disconnect and a new installation including cases where a customer occupies a new premises and subsequently vacates the premises in which his telephone service was installed. (L)
- A change of location on the same premises where there is not interruption of the service, other than that incident to the work performed, will be treated as a move and not as a disconnect and new installation. (L)
4. Service Charges do not apply in connection with: (T)
- a. Services other than those set forth in this Section, including private line, WATS, key equipment, PBX and CENTREX Services, secretarial line and business answering line services.
  - b. Public telephone.
  - c. Supersedure.
  - d. A station or stations remaining in place when another station connected to the same individual or party line service is moved from one premises to another.
  - e. Work performed for the sole purpose of removing one or more items furnished under a directly associated monthly rate.
  - f. A move, rearrangement, or change initiated by the Utility.
  - g. Moves and changes required for the maintenance of the equipment or service.
  - h. Customer-provided telephone sets or other terminal equipment connected by the customer when no central office connection or access line work is required of the Utility. (T)
5. 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 Tel-Touch Calling Service or Custom Calling Services. (T)
6. Installment Billing (T)
- Installment Billing for Service Charges for residence service may be made as outlined in Rule and Regulation No. 24, Section 22. (N)
- Residential customers may select an installment billing option. This option provides for billing one-time charges in three (3) equal monthly installments. (N)

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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

**TONOPAH DIVISION**  
2<sup>nd</sup> Revised Sheet No. 372  
Cancels 1<sup>st</sup> Revised Sheet No. 372

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**SECTION 13**

**RESERVED FOR FUTURE USE**

(T)

(D)

(D)

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**SECTION 13**

**RESERVED FOR FUTURE USE**  
**(Continued)**

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**SECTION 13**

**RESERVED FOR FUTURE USE**  
**(Continued)**

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**SECTION 14**

**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. 1A, Section 5 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. 1A, Section 5.17, Telephone Directories, Listings and Numbers and Tariff P.U.C.N. No. 1A, Section 5, 23, Published-Release of Information.
  - (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.

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Director  
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**SECTION 14**

**COIN TRANSMISSION TELEPHONE SERVICE**  
**(Continued)**

**II. Regulations** (Continued)

A. General (Continued)

- 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.
- 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 Section 12A 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.

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**SECTION 14**

**COIN TRANSMISSION TELEPHONE SERVICE**  
**(Continued)**

**II. Regulations** (Continued)

A. General (Continued)

- 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.

B. Utility Responsibilities

- 1) Prior to accepting a customer's order for Coin Transmission Telephone Service, the Telephone Company will provide the prospective customer with a copy of Tariff P.U.C.N. No. 1A, Section 14, Coin Transmission Telephone Service and obtain the customer's written acknowledgment of receipt and disclosure of said tariff.

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**SECTION 14**

**COIN TRANSMISSION TELEPHONE SERVICE**  
**(Continued)**

**II. Regulations** (Continued)

**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. 1A, Section 36.
- 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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**SECTION 14**

**COIN TRANSMISSION TELEPHONE SERVICE**  
**(Continued)**

**II. Regulations** (Continued)

**C. Customer Responsibilities** (Continued)

- 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.

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**SECTION 14**

**COIN TRANSMISSION TELEPHONE SERVICE**  
**(Continued)**

**II. Regulations** (Continued)

**C. Customer Responsibilities** (Continued)

- 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
  - (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.

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SECTION 14

COIN TRANSMISSION TELEPHONE SERVICE  
(Continued)

III. Violation of Tariff

- A. 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.
- B. 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.
- C. 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 and Charges

	Monthly <u>Rate</u>
A. Coin Transmission Telephone Service individual access line - originating and terminating service	\$44.10
B. Coin Supervision /Transmission (Optional)	\$1.90
C. Service Charges, as specified in Section 12A for standard business exchange access lines, apply in addition to all other charges specified in this Tariff for Coin Transmission Telephone Service.	(T)

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**SECTION 14**

**COIN TRANSMISSION TELEPHONE SERVICE**  
**(Continued)**

**V. Territory**

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

Tonopah: 482  
Goldfield: 485  
Manhattan: 487  
Silver Peak: 937

Local Calling for Coin Transmission Telephone Service also exists for traffic originating from the Tonopah or Goldfield exchanges to any other exchange in the Tonopah Division. Any traffic originating from the Manhattan or Silver Peak exchanges to any other exchanges in the Tonopah Division will require the end user to dial "0" for operator assistance; surcharges for operator assistance will apply to such traffic. Toll charges will not apply Coin Transmission Telephone Service traffic originating and terminating between any of the exchange areas in the Tonopah Division. Said areas are defined on maps filed as part of the Company's tariff schedules.

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**SECTION 15**

**CUSTOMER PROVIDED INMATE CALLING SERVICE (CPICS)**

**I. 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.

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**SECTION 15**

**CUSTOMER PROVIDED INMATE CALLING SERVICE (CPICS)**  
**(Continued)**

**II. Regulations** (Continued)

The following provisions apply to CPICS lines: (Continued)

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.
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 below.

**III. 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.

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**SECTION 15**

**CUSTOMER PROVIDED INMATE CALLING SERVICE (CPICS)**  
**(Continued)**

**IV. 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.
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.

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TONOPAH DIVISION  
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Cancels Original Sheet No. 385

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SECTION 15

CUSTOMER PROVIDED INMATE CALLING SERVICE (CPICS)  
(Continued)

V. Rates and Charges

	Monthly <u>Rate</u>	
CPICS business access line	\$44.10	
Service Charges, as specified elsewhere in this tariff, in this tariff, for standard business exchange access lines apply.		(T) (T)

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SECTION 16

TARIFF FOR EXCHANGE AREA MAPS, BASE RATE AREA MAPS  
AND PROPERTY DESCRIPTIONS

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**SERVICE AREA AND EXCHANGE AREA MAP**

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**GOLDFIELD BASE RATE AREA MAP**

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**GOLDFIELD EXCHANGE AREA MAP**

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**MANHATTAN BASE RATE AREA MAP**

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**MANHATTAN EXCHANGE AREA MAP**

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**SILVER PEAK BASE RATE AREA MAP**

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**SILVER PEAK EXCHANGE AREA MAP**

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**TONOPAH BASE RATE AREA MAP**

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**TONOPAH EXCHANGE AREA MAP**

(Map filed with Commission)

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**SECTION 16**

**DESCRIPTION OF GOLDFIELD BASE RATE AREA BOUNDARY**

Beginning at the southwest corner of Section 2, T 3 S, R 42 E, M.D.B. and M.;

Thence westerly along the south line of Section 3, T 3 S, R 42 E, M.D.B. and M. to the southwest corner of said Section 3;

Thence northerly along the west line of Section 3, T 3 S, R 42 E, M.D.B. and M. to the northwest corner of said Section 3;

Thence easterly along the north line of Section 3, T 3 S, R 42 E, M.D.B. and M. to the northeast corner of said Section 3;

Thence northerly along the west line of Section 35, T 2 S, R 42 E, M.D.B. and M. to the northwest corner of said Section 35;

Thence easterly along the north line of Section 35, T 2 S, R 42 E, M.D.B. and M. to the northeast corner of said Section 35;

Thence southerly along the east line of Section 35, T 2 S, R 42 E, and Sections 2, 11 of T 3 S, R 42 E, M.D.B. and M. to the southeast corner of Section 11;

Thence westerly along the south line of Section 11, T3S, R 42 E, M.D.B. and M. to the southwest corner of said section;

Thence northerly along the west line of Section 11, T 3 S, R 42 E, M.D.B. and M. to the point of beginning.

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**SECTION 16**

**DESCRIPTION OF GOLDFIELD EXCHANGE BOUNDARY**

Beginning at the northwest corner of Section 31, T 2 S, R 43 E, M.D.M. and M.;

Thence southerly along the east line of said Section 31 and the east line of said Section 6 and 7 of T 3 S, R. 43 E., M.D.B. & M to the southeast corner of said Section 7;

Thence westerly along the south line of Section 7, T 3 S, R 43 E, M.D.B. & M to the southwest corner of said Section;

Thence northerly along the westerly line of Section 7, T 3 S, R 43 E, M.D.B. & M. to the southeast corner of Section 12, T 3 S, R 42 E;

Thence westerly along the south line of Section 12, 11, and 10 of T 3 S, R 42 E, , M.D.B. & M. to the southwest corner of said Section 10. Thence northerly along the westerly line of said Section 10 to its northwest corner.

Thence westerly along the south line of Section 4 and 5 of T 3 S, R 42 E, M.D.B. & M. to the southwest corner of said Section 5;

Thence northerly along the westerly line of Section 5, T 3 S, R 42 E, and Section 32, T 2 S, R 42 E, to the northwest corner of said Section 32;

Thence easterly along the north line of Section 32, 33, 34, 35, and 36 of T 2 S, R 42 E, and the north line of Section 31, T 2 S, R 43 E, to the point of beginning.

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**SECTION 16**

**DESCRIPTION OF MANHATTAN BASE RATE AREA BOUNDARY**

The Manhattan base rate area includes all of Section 20 T 8 N, R 44 E, M.D.B. & M.

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**State Government Affairs**

**SECTION 16**

**DESCRIPTION OF MANHATTAN EXCHANGE BOUNDARY**

Beginning at the northeast corner of Section 14, T 8 N, R 43 E, M.D.B. and M.;

Thence southerly along the east line of Sections 14 and 23, T 8 N, R 43 E, M.D.B. and M., to the southeast corner of said Section 23;

Thence easterly along the south line of Section 24, T 8 N, R 43 E, M.D.B. and M. to a point on the west line of Section 19, T 8 N, R 44 E, M.D.B. and M., which is also the southeast corner of said Section 24;

Thence southerly along the west line of Section 19, T 8 N, R 44 E, M.D.B. and M., to the southwest corner of said Section 19;

Thence easterly along the south line of Sections 19 and 20, T 8 N, R 44 E, M.D.B. and M., to the southeast corner of said Section 20;

Thence northerly along the east line of Sections 20 and 17, T 8 N, R 44 E, M.D.B. and M., to the northeast corner of said Section 17;

Thence westerly along the north line of Sections 17 and 18, T 8 N, R 44 E, M.D.B. and M., to a point on the east line of Section 13, T 8 N, R 43 E, M.D.B. and M., which is also the northwest corner of said Section 18;

Thence northerly along the east line of Section 13, T 8 N, R 43 E, M.D.B. and M., to the northeast corner of said Section 13;

Thence westerly along the north line of Section 13, T 8 N, R 43 E, M.D.B. and M., to the point of beginning.

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

**TONOPAH DIVISION**  
**Original Sheet No. 399**  
**Cancels Sheet No.**

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**SECTION 16**

**DESCRIPTION OF SILVER PEAK BASE RATE AREA BOUNDARY**

Commencing at a point of beginning at the Northeastern corner of Section 22, T2S, R39E, M.D.B. & M., thence Southerly to the Southeastern corner of said Section 22, thence Westerly to the Southwestern corner of said Section 22, thence Northerly to the Northwestern corner of said Section 22, thence Easterly to beginning.

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**SECTION 16**

**DESCRIPTION OF SILVER PEAK EXCHANGE BOUNDARY**

Beginning at a point three miles West of R38E, M.D.B. & M., and on the South border line of T4S, R37E; thence Northerly to a point three miles West of R38E, and on the North line of said T1S to the Northwestern corner of R41E; thence Southerly along the West line of said R41E to the Southwestern corner of T4S, R41E; thence Westerly along the South line of said T4S to the Point of Beginning.

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**SECTION 16**

**DESCRIPTION OF TONOPAH BASE RATE AREA BOUNDARY**

Commencing at the northeast corner of Section 25 of T. 3 N., R. 42 E., M.D.B. and M.; thence south along the east boundary of said Section 25 to its southeast corner; thence east along the north boundary of Section 31 of T. 3 N., R. 43 E., M.D.B. & M., to its northeast corner; thence south along the eastern boundary of said Section 31 to its southeast corner; thence west along the south boundary of said Section 31 to its southwest corner; thence south along the east boundary of Section 1, T. 2 N., R. 42 E., M.D.B. & M., to the southeast corner of said Section 1, thence west along the south boundaries of Sections 1 and 2 of T. 2 N., R. 42 E., M.D.B. & M., to the southwest corner of said Section 2; thence north along the westerly boundary of said Section 2 to its northwest corner; thence west along the south boundary of Section 34 of T. 3 N., R. 42 E. M.D.B. & M to the southwest corner of said Section 34; thence north along the westerly boundary of Section 34 to its northwest corner; thence west along the south boundary of Section 28 of T. 3 N. R. 42 E., M.D.B. & M. to the southwest corner of said Section 28; thence north along the westerly boundary of said Section 28 to its northwest corner; thence east along the north boundary of Sections 28, 27, 26, & 25 of T. 3 N., R. 42 E., M.D.B. & M. to the point of beginning.

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**SECTION 16**

**DESCRIPTION OF TONOPAH EXCHANGE BOUNDARY**

Beginning at the northwest corner of T 3 N, R 43 E, M.D.B. and M.;

Thence easterly along the north line of Sections 6, 5, 4, 3, and 2 of T 3 N, R 43 E, M.D.B. and M. to the southwest corner of Section 36, T 4 N, R 43 E, M.D.B. and M.;

Thence northerly along the west line of Sections 36, 25, 24, and 13 of T 4 N, R 43 E, M.D.B. and M. to the northwest corner of said Section 13;

thence easterly along the north line of Section 13, T 4 N, R 43 E, M.D.B. and M. and the north line of Section 18, T. 4N, R. 44E. to the northeast corner of said Section 18;

Thence northerly along the west line of Sections 8 and 5, T. 44 E. M.D.B. and M.; Thence continuing northerly along the west line of Section 32, T.5N, R. 44 E. M.D.B. and M. to the northwest corner of said Section 32;

Thence easterly along the north line of Section 32, T. 5N., R. 44E M.D.B. and M. to the northeast corner of said Section 32;

Thence southerly along the east line of Section 32, T. 5 N, R. 44 E M.D.B. and M.; Thence continuing southerly along the east line of Sections 5, 8, 17, 20, 29, and 32 of T 4 N, R 44 E, M.D.B. and M.; thence continuing southerly along the east line of Sections 5, 8, 17, 20, 29, and 32 of T 3 N, R 44 E, M.D.B. and M.; thence continuing southerly along the east line of Sections 5, 8, and 17 of T 2 N, R 44 E, M.D.B. and M. to the southeast corner of said Section 17;

Thence westerly along the south line of Sections 17 and 18 of T 2 N, R 44 E, M.D.B. and M.; thence continuing westerly along the south line of Sections 13, 14, 15, 16, 17, and 18 of T 2 N, R 43 E., M.D.B. and M.; Thence continuing westerly along the south line of Sections 13, 14, 15, 16, 17, and 18 of T 2 N, R 42 E, M.D.B. and M.; thence continuing westerly along the south line of Sections 13, 14, and 15 of T 2 N, R 41 E, M.D.B. and M. to the southwest corner of said Section 15;

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**SECTION 16**

**DESCRIPTION OF TONOPAH EXCHANGE BOUNDARY** (Continued)

Thence northerly along the west line of Sections 15, 10 and 3 of T 2 N, R 41 E, M.D.B. and M.; thence continuing northerly along the west line of Sections 34, 27, 22, 15, 10 and 3 of T 3 N, R 41 E, thence continuing north along the west line of Sections 34, 27, 22, 15, 10 and 3 of T4N, R41E, M.D.B. and M.; thence continuing northerly along the west line of Sections 34, 27, 22, 15, 10 and 3 of T 5 N, R 41 E, M.D.B. and M.; thence continuing northerly along the west line of Sections 34, 27 and 22 of T 6 N, R 41 E, M.D.B. and M. to the northwest corner of said Section 22;

Thence easterly along the north line of Sections 22, 23, and 24 of T 6 N, R 41 E, M.D.B. and M. to the northeast corner of Section 24; Thence continuing easterly along a line which is the projection of the north line of Sections 24, T 6 N, R 41 E, M.D.B. and M. three miles;

Thence southerly along a line parallel to and approximately three miles easterly from the east line of T 6 N, R 41 E; T 5 N, R 41 E, T 4 N, R 41 E to the northwest corner of Section 3, T 3 N, R 42 E, M.D.B. and M;

Thence easterly along the north line of Sections 3, 2, and 1 of T 3 N, R 42 E, M.D.B. and M. to the point of beginning.

Lower Smokey Valley area of the Tonopah Exchange: Beginning at the south east corner of Section 13 of T.6N.,R.40 E.,M.D.B.&M;

Thence westerly along the south line of Section 13 of T.6N.,R.40E., M.D.B.&M to the south west corner of Section 13 of T.6N.,R.40 E.,M.D.B.&M;

Thence northerly along the west line of Sections 13 and 12 of T.6N.,R.40 E.,M.D.B.&M to the northwest corner of said Section 12 of T.6N.,R.40 E.,M.D.B.&M;

Thence easterly along the north line of Section 12 of T.6N.,R.40 E.,M.D.B.&M to the north east corner of Section 12 of T.6N.,R.40 E.,M.D.B.&M;

Thence southerly along the east line of Sections 12 and 13 of T.6N.,R.40 E.,M.D.B.&M to the point of beginning.

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**P.O. Box 340 Elk Grove, CA 95759**  
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**SECTION 17**

**CENTRAL OFFICE TRUNKS**

**I. Applicability**

Applicable to private branch exchange and multi-line key systems line access service.

**II. Rates**

- A. An amount equal to 1 1/2 times the approved tariff one-party business rate, applicable to that exchange or central office.
- B. Flat rate charge between Tonopah central office and Liberty Hall/Mine, six trunks minimum, each trunk \$43.20.

**III. Conditions**

- A. When Central office trunks are connected or furnished to a PBX or key system located outside of an established base rate area, charges computed under RATES, above, will apply.

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**SECTION 17A**

**LOCAL EXCHANGE SERVICE - SILVER PEAK EXCHANGE**

**I. Applicability**

The following rates apply only to the Silver Peak exchange.

**II. Rates**

	<u>Residence</u>	<u>Business</u>
A. Local Primary Station Service	(See Section 6)	
B. Each number in Rotary	.50	.50
C. Mileage for each 1/4 mile or fraction thereof beyond the base rate area:		<u>Rates per Month</u>
1. Each Extension Station:		
a. Where terminals are in different buildings on same continuous property		1.50
b. Where terminals are in different buildings on noncontinuous property:		
(1) First 1/4 mile or fraction thereof		3.00
(2) Each add'l 1/4 mile or fraction thereof		1.50

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SECTION 17A

LOCAL EXCHANGE SERVICE - SILVER PEAK EXCHANGE  
(Continued)

II. Rates (Continued)

D. Line Rates

	<u>Rates per Month</u>
Each PBX and key system trunk	\$ 27.70
Station line service located in other business location	2.00
Each number in rotary	.50
Each private line	Rates applicable to private line telephone station service as set forth herein.

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SECTION 17A

LOCAL EXCHANGE SERVICE - SILVER PEAK EXCHANGE  
(Continued)

II. Rates (Continued)

E. Service Charges

		<u>Residence</u>	<u>Business</u>
1.	Service Charges		
	a. New and additional service instrumentalities not in place		
	(1) Each individual, party or suburban line primary station	\$ 17.00	\$ 25.00
	(2) Each exchange trunk line	---	25.00
	(3) Each extension station	9.00	9.00
	(4) Each tie line termination	17.00	25.00
	b. Instrumentalities in place and no change of location or type of facilities involved		
	(1) Each individual, party or suburban line primary station	\$ 15.00	\$ 20.00
	(2) Each exchange trunk line	---	20.00
	(3) Each extension station	9.00	9.00
	(4) Each tie line termination	15.00	20.00

(T)

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**SECTION 17A**

**LOCAL EXCHANGE SERVICE - SILVER PEAK EXCHANGE**  
**(Continued)**

**II. Rates (Continued)**

**E. Service Charges (Continued)**

**1. Service Charges (Continued)**

**c. Reconnect Charge**

Charge	(1)	Applicable to reconnection or restoration of service temporarily disconnected for non-payment	In place Service	(T)   (T)
	(2)	Supersedure of instrumentalities in place and no change in location or type of facilities involved.	50% of regular Service Charge for service being superseded	(T) 

**2. Move and Change Charges**

**a. Move from one location to another on the same premise**

(1)	Each desk, wall or special type telephone	\$10.00
(2)	Each two or three-line telephone	12.00
(3)	Each six-line telephone set, or regular telephone set and associated six-line key	12.00
(4)	Each telephone set over six lines or regular telephone set and key over six lines	30.00

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SECTION 17A

LOCAL EXCHANGE SERVICE - SILVER PEAK EXCHANGE  
(Continued)

II. Rates (Continued)

E. Service Charges (Continued)

2. Move and Change Charges (Continued)

b. Change in color type or style not required by change in class, type or grade of service

(1)	Each desk, wall or special type telephone	\$ 10.00
(2)	Each two or three-line telephone	12.00
(3)	Each six-line telephone set, or regular telephone set and associated six-line key	12.00
(4)	Each telephone set over six lines or regular telephone set and key over six lines	30.00

c. Change in between manual and dial set where no change in type or style of set is involved

No Charge

d. Charges for Moving or Changing of equipment or facilities other than that included under a, b, and c above

(1)	Equipment and facilities for which no termination charge is applicable	Actual Cost
(2)	Equipment and facilities for which a termination charge is applicable.	*

\*Actual cost, or at the customer's option, charges applicable to disconnection of existing equipment and facilities and installing new equipment and facilities. The termination liability applicable to equipment moved or changed at actual cost will remain unchanged. A new termination charge, based on the new in-service date, will apply to equipment and facilities disconnected and reinstalled.

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**SECTION 17A**

**LOCAL EXCHANGE SERVICE - SILVER PEAK EXCHANGE**  
**(Continued)**

**II. Rates (Continued)**

**E. Service Charges (Continued)**

- |    |   |  |
|----|---|--|
| 3. | Each station in excess of 1 per line                              | Rates applicable to business or residence extension station service as set forth herein. |
| 4. | Special Billing Number Service<br>(Minimum service is two months) |  |
| a. | First group of 50 or less special billing numbers                 | \$20.00  |

\*Actual cost, or at the customer's option, charges applicable to disconnection of existing equipment and facilities and installing new equipment and facilities. The termination liability applicable to equipment moved or changed at actual cost will remain unchanged. A new termination charge, based on the new in-service date, will apply to equipment and facilities disconnected and reinstalled.

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SECTION 17A

LOCAL EXCHANGE SERVICE - SILVER PEAK EXCHANGE  
(Continued)

II. Rates (Continued)

E. Service Charges (Continued)

Installation

	<u>Charge</u>
5. Supplemental Equipment Service	
a. Cords:	
(1) Two, three, four, or five-conductor cords	
(a) Each straight cord over 6 feet but not exceeding 15 feet	\$ 7.50
(b) Each straight cord over 15 feet but not exceeding 25 feet	10.00
(c) Each retractile cord not exceeding 7 feet in length when extended, substituted for straight cord	5.00
(d) Each retractile cord over 7 feet but not exceeding 15 feet in length when extended, substituted for straight cord	7.50
(e) Each retractile cord over 15 feet but not exceeding 25 feet in length when extended, substituted for straight cord	10.00
(f) Each retractile cord over 7 feet but not exceeding 12 feet in length when extended, equipped with belt clip and double plug	12.50

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**P.O. Box 340 Elk Grove, CA 95759**  
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SECTION 17A

LOCAL EXCHANGE SERVICE - SILVER PEAK EXCHANGE  
(Continued)

II. Rates (Continued)

E. Service Charges (Continued)

	<u>Installation Charge</u>
5. Supplemental Equipment Service (Continued)	
(1) Two, three, four, or five-conductor cords (Continued)	
b. Jack and Plug Installations:	
(1) Each three-or four-conductor indoor jack	10.00
(2) Each three-or four-conductor outdoor jack	25.00

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SECTION 17A

LOCAL EXCHANGE SERVICE - SILVER PEAK EXCHANGE  
(Continued)

II. Rates (Continued)

E. Service Charges (Continued)

5. Supplemental Equipment Service (Continued)

c. Keys:

		<u>Installation Charge</u>	<u>Rate Per Month</u>
(1)	Key (installed in addition to a station)		
(a)	Each 2-way key	\$ 8.00	\$ .75
(b)	Each 3-way key	8.00	1.00
(2)	Key (installed in lieu of a station)	*	*

d. Signals and Signal Circuits:

(1) Bells

(a)	Each ordinary ringing bell	5.50	.65
(b)	Each ordinary ringing bell with switch	5.50	1.25
(c)	Each loud ringing bell or chime	5.50	1.25
(d)	Each loud ringing bell or chime with switch	5.50	1.80

\*When a key is installed in lieu of a telephone instrument, the regular Primary or extension station rate, including Service Charge, will apply, and no additional charge is made for the key.

(T)

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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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SECTION 17A

LOCAL EXCHANGE SERVICE - SILVER PEAK EXCHANGE  
(Continued)

II. Rates (Continued)

E. Service Charges (Continued)

5. Supplemental Equipment Service (Continued)

		<u>Installation Charge</u>	<u>Rate Per Month</u>
d.	Signals and Signal Circuits: (Continued)		
	(2) Buzzer Circuits		
	(a) Buzzer circuit including one push-button, one buzzer, power supply equipment and 50 feet or less of circuit wiring	\$ 5.50	\$1.80
	(b) Each add'l push-button	1.50	.50
	(c) Each add'l buzzer	3.00	.50
	(3) Howler unit	60.00	7.00
	(4) Industrial signal		
	(a) Each relay & signal unit	7.50	2.25
	(b) Relay only	7.50	1.50
e.	Special Assemblies of Equipment	**	**
f.	Special Type Telephone Sets	(See Section 20)	

\*\* When a customer desires a special equipment for which provision is not otherwise made, an installation and monthly charge may be made, based upon the total cost of the equipment furnished or of the special work required.

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SECTION 17A

LOCAL EXCHANGE SERVICE - SILVER PEAK EXCHANGE

(Continued)

III. Conditions

- Service Charges (T)
- A. Service Charges are intended to cover, in part, certain operating expenses incident to the establishment of telephone service and the connection of the service with the telephone system. Service Charges are payable at the time application for the particular service is made, and are in addition to the charges under other schedules of rates. (T)
- B. Service Charges apply where there is a complete change in ownership or management of a business concern or where responsibility for payment of the telephone bills is changed. (T)
- C. Service Charges do not apply under the following conditions: (T)
1. Business service
    - a. When the service is assumed by a receiver or trustee, executor or administrator of an estate.
  2. Residence service
    - a. When service is assumed by a member of the former customer's family located in the same premises.
    - b. When there is no change in the individuality of the recipient.
    - c. When the customer's name has been changed by marriage or court order.
    - d. When an employer has arranged for service in the residence of the 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.
    - e. When the service is assumed by a receiver or trustee, executor or administrator of the estate of the former customer.
- D. Employee Service is provided at the above rates less discounts as prescribed in Section 30, Service to Employees.
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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**

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**SECTION 18**

**TARIFF FOR SPECIAL CONTRACT SERVICES**

**I. Applicability**

Applicable to any and all communication facilities furnished to Government agencies or to business subscribers at rates other than those set forth in the Company's tariffs, which rates will be based upon the actual costs incurred by the Company.

**II. Rates**

- A. When any communications facilities are contracted for by any Government agency or by any business subscriber for purposes not ordinarily contemplated in the Company's tariffs, the installation charges, grants in aid of construction and the recurring charges shall be computed by the Company and shall be set forth specifically in such contracts.
- B. The rates herein provided for shall be based upon the actual costs incurred by the Company.
- C. When the communications facilities called for in the contract are new, or when the Company does not have a recent and up-to-date record of the costs associated therewith, then the initial rates under a new contract will be based upon the Company's best estimates at the time, with such rates subject to review and possible adjustments from time to time, based upon the company's actual recorded costs and its actual experience.
- D. The rates herein provided shall be made available to each contractor and statements setting forth said rates shall be attached to special contracts, with revisions being furnished as supplements thereto.
- E. When all or any part of the communications facilities called for under such special contract are terminated by a contractor in accordance with the provisions of a special contract, then the rates as herein provided shall be curtailed or discontinued only to the extent that the Company's costs attributable thereto are reduced.

If, after discontinuance or curtailment of the facilities, there is a delay in payment of all charges by the contractor; and, if the Company incurs extra costs for interest, auditing, investigations, legal or court costs, other costs attributable to the facilities or involved in closing the account, all such costs will be billed to the contractor and be payable in accordance herewith.

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**SECTION 18**

**TARIFF FOR SPECIAL CONTRACT SERVICES**  
**(Continued)**

**III. Conditions**

- A. All charges herein provided for shall be subject to the review of the Public Utilities Commission of Nevada.

The contractor will be held responsible for, and will be charged for, loss or damage to any equipment or apparatus on his property, furnished by the Company for his use or service.

In addition to charges and Conditions hereof, any Rates, Conditions, or Rules and Regulations set forth in the Company's tariffs may also apply.

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**SECTION 19**

**TARIFF FOR EXCHANGE SERVICE TO FOREIGN TOLL STATIONS**

**I. Applicability**

Tonopah exchange service is offered under this tariff to two toll station localities served by Nevada Bell at the exchange rate plus the supplemental charge hereinafter designated. The toll station localities are: CACTUS FLATS and HOT CREEK VALLEY (Site C).

**II. Rates**

	Installation Charge	
	<u>Cactus Flats</u>	<u>Hot Creek Valley</u>
Per circuit termination	\$15.00	\$15.00
	Rate Per Month	
	<u>Cactus Flats</u>	<u>Hot Creek Valley</u>
Supplemental charge per circuit	\$25.00	\$50.00

**III. Conditions**

- A. Exchange to foreign toll stations shall be two-way service with directory listing.
- B. This service offering is subject to availability of Company facilities and to appropriate termination liability.
- C. Toll charges placed on these exchange circuits shall be billed to the subscriber by the serving exchange.
- D. The above rates are in addition to the applicable charges for the service of the class, type and grade ordered.

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Aloa J. Stevens  
Director  
State Government Affairs

**SECTION 19A**

**TARIFF FOR FOREIGN EXCHANGE SERVICE**

**I. Applicability**

Foreign exchange service is offered to and from the Reno exchanges served by Nevada Bell.

**II. Rates**

	<u>Installation Charge</u>	<u>Rate Per Month</u>
Per circuit termination *	\$25.00	\$100.00

**III. Conditions**

- A. Foreign exchange (FX) service is exchange service furnished to a subscriber from a central office of an exchange other than the one that normally serves the area in which the subscriber is located.
- B. For the purpose of this tariff, the term "Serving Exchange" shall mean the exchange from which foreign exchange service is furnished. The term "Local Exchange" shall mean the exchange normally serving the area in which the subscriber's premises is located. The term "Interexchange channel" designates that portion of the foreign exchange service circuit which is provided between the toll rate centers of the serving and local exchanges. The serving company's filed rates shall apply.
- C. The toll rates applicable in connection with toll service over foreign exchange lines will be in accordance with the tariff provisions of the exchange from which the service is received.
- D. Subscribers to service under this schedule are not required to take service of the exchange from which service normally would be rendered.
- E. Except as otherwise provided in this schedule, extension stations and other services furnished in the local exchange will be available in connection with service provided under this schedule, in accordance with tariff provisions of the local exchange.
- F. Joint User Service will not be permitted in connection with service provided under this schedule.
- G. Foreign exchange PBX trunk service will not be provided in connection with PBX switchboards located in hotels or apartment houses.

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**CITIZENS TELECOMMUNICATIONS COMPANY OF NEVADA**  
**P.O. Box 340 Elk Grove, CA 95759**  
**P.U.C.N. Tariff No. 1-B**

**TONOPAH DIVISION**  
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\* Local service, mileage, and installation charges are also applicable.

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**SECTION 20**

**CITIZENS 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**

CITIZENS 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.

CITIZENS 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.

CITIZENS 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.

CITIZENS 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 CITIZENS 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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**SECTION 20**

**CITIZENS DIGITAL CENTREX SERVICE**  
(Continued)

<b>IV. <u>Rates</u></b>	<b><u>Monthly Rate</u></b>
<p>1. Access Line  (unrestricted, outside)  each line  in    this</p>	<p>Rate applicable to Business One Party Service, as listed in Section 6, Local Exchange Service. If a customer requests CITIZENS Digital Centrex features on a trunk(s) terminating Multi-Line, or P(A)BX equipment, the associated rate applicable to Multi-Line or P(A)BX, as listed elsewhere in this tariff, shall apply.</p>
<p>2. Intragroup Calling Service Line  2 or more, each line  (See Special Condition No. 5)</p>	<p>\$10.70</p>

<u># Lines</u>	<u>3 Year Monthly Rate</u>	<u>4 Year Monthly Rate</u>	<u>5 Year Monthly Rate</u>
2 - 100	\$10.70	\$10.30	\$9.90
101 & Over	*	*	*

\* Service will be provided on an individual case basis as approved by the Nevada Public Utilities Commission.

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SECTION 20

CITIZENS DIGITAL CENTREX SERVICE  
(Continued)

IV. Rates (Continued)

3. Features

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

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

Monthly  
Rate

2-100 each line  
101 and up

\$ 3.75  
\$ 3.50

(2) For each additional Basic Feature and Service

\$ .25

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

Monthly

(1) Virtual Facilities Group (VFG)

\$ 1.50

Rate

Feature rates are applicable for both CITIZENS 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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**SECTION 20**

**CITIZENS DIGITAL CENTREX SERVICE**  
**(Continued)**

**V. Special Conditions**

1. Citizens 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.

Citizens 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 Citizens 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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**SECTION 20**

**CITIZENS DIGITAL CENTREX SERVICE**  
**(Continued)**

**V. Special Conditions** (Continued)

3. Citizens Digital Centrex Service:

- a. 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 this tariff, 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.

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SECTION 20

CITIZENS DIGITAL CENTREX SERVICE  
(Continued)

V. Special Conditions (Continued)

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.

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 Citizens 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 Section 12A 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 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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Regulatory Affairs

**CITIZENS TELECOMMUNICATIONS COMPANY OF NEVADA**  
**d/b/a Frontier Communications of Nevada**  
**P.O. Box 340 Elk Grove, CA 95759**  
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**SECTION 20**

**CITIZENS 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 characteristics 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  
Call Forward Busy - All  
Call Forward Busy - Intragroup  
Call Forward - No Answer  
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 Ringing  
Distributed Hunt

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SECTION 20

CITIZENS DIGITAL CENTREX SERVICE

(Continued)

V. Special Conditions (Continued)

10. Station Features (Continued)

Station features are those which are assigned to each station causing only assigned stations to have the characteristics of the feature. Station features are divided into two groups: basic and optional. (Continued)

Basic Station Features List (Continued)

Do Not Disturb  
End-To-End Signaling  
First Hunt (FRST)  
Group Speed Calling (GSC)  
Individual Speed Call 30  
Individual Speed Call 8 <sup>(1)</sup> (T)  
Make Busy (T)(C)  
Manual Line  
Multi-Customer Operation  
Off-Premises Stations  
Sequential Hunt (SEQ)  
Special Services Facilities Access (SSFA)  
Station-To-Station Calling  
Stop Hunt (T)  
3 Way Conference/Call Transfer  
Toll Restricted Services  
Voice/Data Protection

Optional Feature List

Virtual Facilities Group

(N)

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Senior Vice President  
Regulatory Affairs

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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**

**TONOPAH DIVISION**

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

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**Regulatory Affairs**

**SECTION 20**

**CITIZENS 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 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.

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

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.

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SECTION 20

CITIZENS DIGITAL CENTREX SERVICE  
(Continued)

V. Special Conditions (Continued)

11. Station Features Definitions (Continued)

Basic Features: (Continued)

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.

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 PICK-UP: Permits 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.

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**SECTION 20**

**CITIZENS DIGITAL CENTREX SERVICE**  
**(Continued)**

**V. Special Conditions** (Continued)

11. Station Features Definitions (Continued)

Basic Features: (Continued)

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.

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 PICK-UP - 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.

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**SECTION 20**

**CITIZENS DIGITAL CENTREX SERVICE**  
**(Continued)**

**V. Special Conditions** (Continued)

11. Station Features Definitions (Continued)

Basic Features: (Continued)

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

DISTRIBUTED HUNT: 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.

DO NOT DISTURB: 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 Do Not Disturb 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 Do Not Disturb feature by entering your PIN. An optional Distinctive Dial Tone may be provided to remind you that this feature is activated.

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.

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SECTION 20

CITIZENS DIGITAL CENTREX SERVICE  
(Continued)

V. Special Conditions (Continued)

11. Station Features Definitions (Continued)

Basic Features: (Continued)

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.

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.

INDIVIDUAL SPEED CALL 30: This 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: <sup>(1)</sup> 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 ADC packages allow multi-located businesses to belong to the same customer group as long as they are served by the same central office and/or its associated remotes.

(N)

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Senior Vice President  
Regulatory Affairs

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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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SECTION 20

CITIZENS DIGITAL CENTREX SERVICE

(Continued)

V. Special Conditions (Continued)

11. Station Features Definitions (Continued)

Basic Features: (Continued)

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.

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 features. (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).

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**SECTION 20**

**CITIZENS DIGITAL CENTREX SERVICE**  
**(Continued)**

**V. Special Conditions** (Continued)

11. Station Features Definitions (Continued)

Basic Features: (Continued)

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, at any one time, is restricted.

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SECTION 21

TARIFF FOR LINE EXTENSION AND SPECIAL CONSTRUCTION CHARGES

I. Applicability

Applicable to special installations and to the construction of special lines for service to subscribers within the certified areas of Tonopah, Goldfield, Manhattan, and Silver Peak, Nevada.

II. Rates

A. Line extensions and service connections not governed by the Public Utilities Commission's General Order No. 9 shall be furnished, either overhead or underground, at the Company's discretion, in accordance with the applicable formula set forth below.

B. Line Extensions

1. Free Allowance Without charge, the Company will construct a line extension to existing plant when the estimated cost of such line extension does not exceed seven times the annual revenue to be derived from the applicant or applicants to be served from such line extension within the base rate area of each certificated area. No free allowance is provided for outside of the base rate area.
2. Extensions Exceeding the Free Allowance When the estimated cost of a line extension is in excess of the free allowance, the applicant or applicants to be served shall make an advance to the Company equal to the estimated cost of such line extension less the free allowance provided for in paragraph B.1 above.
3. Refund of Advance The sum advanced to the Company by particular applicant, in accordance with paragraph B.2 above, shall be refunded, without interest, at the rate of 25% of such applicant's monthly bill, exclusive of nonrecurring charges. Said refunding shall commence with the first monthly bill submitted to the particular applicant and shall continue for a period not to exceed five (5) years from the date of such first bill. Upon expiration of said five-year period, no further refunds will be made; and any balance not yet refunded to the particular applicant shall be accounted for by the Company as a contribution in aid of construction.
4. Disconnects When one or more subscriber(s) who paid the line extension charges disconnect(s), no refund is made of the line extension charge.

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SECTION 21

**TARIFF FOR LINE EXTENSION AND SPECIAL CONSTRUCTION CHARGES**  
(Continued)

II. **Rates** (Continued)

B. **Line Extensions** (Continued)

5. **Re-use of Facilities** When a subscriber disconnects service or moves and service is established for a new applicant at the same location, any adjustment in line extension charges paid by subscriber is a matter for negotiation between the original subscriber and the new applicant.
6. Contracts covering periods of not to exceed five (5) years of service shall be required by the Company as a condition precedent to the establishment of the service when line extensions are necessary.
7. **Adjustments When Additional Applicants are Connected** When a request for service is received from a new applicant who will be served from a line extension for which advances were made pursuant to paragraph B.2 above, the advance payable by such new applicant and the refund due each of the original applicants shall be computed in accordance with the following example:

**Assumptions**

Total cost of line extension	\$3,240.00
Monthly charge for service	6.00
Number of original applicants	5
Number of subscribers after 6 months	6
Factor used in paragraph B.1 above	7

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**SECTION 21**

**TARIFF FOR LINE EXTENSION AND SPECIAL CONSTRUCTION CHARGES**

**(Continued)**

**II. Rates (Continued)**

**B. Line Extensions (Continued)**

**7. Adjustments when Additional Applicants are Connected (Continued)**

**Step 1 Calculation of Free Allowance and Advance from Each of Five Original Applicants**

Total cost of line Extension	\$3,240.00
Free Allowance by Company - \$6 X 5 = \$30 X 12 = \$360 X 7	<u>2,520.00</u>
Total Advance required	720.00
Advance from each of original applicants - \$720 / 5	\$144.00

**Step 2 Recalculation of Free Allowance and Advance Based on 6 Subscribers**

Total cost of line Extension	\$3,240.00
Free Allowance by Company - \$6 X 6 = \$36 X 12 = \$432 X 7	<u>3,024.00</u>
Total Advance required	216.00
Advance from each of original applicants - \$216 / 6	\$36.00

**Step 3 Refund Received by Each Original Applicant after 6 Months and  
Balance of Each Advance Retained by Company**

Total advance from each original applicant	\$144.00
Refund to each after 6 months - 25% of \$6 = \$1.50 X 6	9.00
Balance of each advance retained by Company	\$135.00

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Issued By:  
Aloa J. Stevens  
Director  
State Government Affairs

SECTION 21

TARIFF FOR LINE EXTENSION AND SPECIAL CONSTRUCTION CHARGES  
(Continued)

II. Rates (Continued)

B. Line Extensions (Continued)

7. Adjustments when Additional Applicants are Connected (Continued)

Step 4 New Amount of Advance from Each of 6 Applicants and Refund to each of Original 5 Applicants

Balance of each original advance retained	\$135.00
New amount of advance from each of the 6	\$36.00
Refund to each of original five applicants	\$99.00

(Thereafter, monthly refunds to each of the six applicants will be made in accordance with the Refund of Advance provisions set forth in paragraph B.3 above.)

When additional construction is required for a new applicant to be served from a line extension where an advance has been made by other applicants, the existing applicants shall not partake in the cost of that additional construction. However, in no event shall any applicant be required to advance an amount, which would exceed that amount required to extend the facilities to his premises if such applicant were the first and only applicant on the extension.

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**SECTION 21**

**TARIFF FOR LINE EXTENSION AND SPECIAL CONSTRUCTION CHARGES**  
**(Continued)**

**II. Rates** (Continued)

C. Service Connection In the case of an aerial service connection, and also in the case of an underground service connection for which the applicant provides or pays for the necessary trenching and backfilling, the company will install, without charge, 100 feet of service connection, but each additional foot, or fraction thereof in excess of said free footage allowance, shall be charged to the applicant at the rate of \$.50 per foot.

D. Exceptions

Except as otherwise provided in these Rules, the Company will, at its own expense, furnish, install and maintain all facilities necessary to provide service in accordance with established construction standards and the Company's filed tariffs. The Company will determine the route and the specific type of construction to be used in each particular case. Where an applicant requests a route or type of construction which is feasible but differs from that determined by the Company, the applicant will be required to pay the additional cost involved.

In exceptional circumstances, when application of this Rule appears unjust or impractical, the applicant or the Company may refer the matter to the Commission for special ruling or for approval of mutually agreed upon special conditions, prior to commencing construction.

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**SECTION 21**

**TARIFF FOR LINE EXTENSION AND SPECIAL CONSTRUCTION CHARGES**  
**(Continued)**

**II. Rates** (Continued)

**E. Extensions to and on the Property of an Applicant or Subscriber - New Construction**

**1. Line extensions to and within new residential subdivisions:**

- a. Undergrounding of line extensions to and within new residential subdivisions:**

Whenever a utility is required by local ordinance, by the rules and regulations of a local governmental body, or where extension of plant by means of underground facilities have been mutually agreed upon by the Company and the applicant, such line extensions will be made in accordance with the Public Utilities Commission of Nevada's General Order No. 9.

General Order No. 9, which became effective November 1, 1969, was promulgated by order of the Public Utilities Commission in accordance with the Administrative Procedure Act of the State of Nevada. The language in General Order No. 9 was added to the Nevada Administrative Code (NAC) by the Public Utilities Commission effective March 15, 1984. Consequently, 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.

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**SECTION 21**

**TARIFF FOR LINE EXTENSION AND SPECIAL CONSTRUCTION CHARGES**  
**(Continued)**

**II. Rates (Continued)**

**E. Extensions to and on the Property of an Applicant or Subscriber - New Construction**  
**(Continued)**

2. When an applicant or subscriber, including subdivider or developer, requests underground facilities, or where service will be connected to underground facilities adjacent to the applicant's property, the Company will furnish service by means of such facilities in accordance with the following:
  - a. Where the utility determines that conduit is to be used for the service entrance, the applicant or subscriber will furnish, install and maintain at his expense the required conduit in accordance with the Company's specifications, or
  - b. Where the utility determines that buried wire or buried cable is to be used for the service entrance, the applicant or subscriber will provide or pay the cost of suitable trenching, backfilling or other needed underground supporting structure, and
  - c. In either "a" or "b" above, the utility will, at its expense, furnish, install and maintain the wire or cable in the service entrance.
  - d. When, for its own operating convenience, the Company desires to construct and maintain underground facilities on the property of an applicant or subscriber, such facilities will be provided at no charge to the applicant or subscriber.

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**SECTION 21**

**TARIFF FOR LINE EXTENSION AND SPECIAL CONSTRUCTION CHARGES**  
**(Continued)**

**II. Rates (Continued)**

**F. Extensions to and on the Property of Applicant or Subscriber - Replacement of Aerial with Underground Facilities**

1. At the request of governmental agencies or groups of applicants, the Company will replace its aerial facilities located in a specified area with underground facilities along public streets and roads, and on public lands and private property across which rights-of-way satisfactory to the Company have been obtained, or may be obtained without cost of condemnation, by the Company upon request by a responsible party representing a governmental agency or group of applicants, where all of the following conditions are met:
  - a. All property owners served by the aerial facilities to be replaced with underground within a specified areas designated by the governmental agency or group of applicants first agree in writing, or are required by suitable legislation to pay the cost or to provide and to transfer ownership to the company, of the underground supporting structure along the public way and other utility rights-of-way in the area, and
  - b. The area to be undergrounded includes both sides of a street for at least one block, and
  - c. Arrangements are made for the concurrent removal of all electric and communication (including telephone) aerial distribution facilities in the area.
2. At the request of individual applicants, where mutually agreed upon by the company and an applicant, aerial facilities may be replaced with underground facilities, provided that applicant requesting the change pays, in advance, a nonrefundable sum equal to the estimated cost of construction, less estimated net value of the replaced aerial facilities.
3. The Company may, from time to time, replace sections of its aerial facilities with underground facilities at the Company's expense for structural design considerations or its operating convenience.

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Director  
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**SECTION 21**

**TARIFF FOR LINE EXTENSION AND SPECIAL CONSTRUCTION CHARGES**  
**(Continued)**

**II. Rates** (Continued)

**F. Extensions to and on the Property of Applicant or Subscriber - Replacement of Aerial with Underground Facilities** (Continued)

4. Collective application and grouping of applicants, when construction is required to serve a new applicant, will bring forth a survey to be made of all prospects who might be served from the new construction or an extension thereof and who might benefit from being included in the project. Free allowances are made only for those prospective customers making bona fide applications for service.

An applicant at any premises receives only a single free allowance regardless of the number of services ordered at that premises.

Where an applicant orders service at more than one premises, he is treated as being a single and separate applicant at each premises, for purposes of this schedule.

**G. Right of Access**

1. The 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 tariffs.
2. The Company may remove any or all of its property located on the subscriber's premises at the termination of service, as provided by the tariffs.

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Director  
State Government Affairs



SECTION 21

TARIFF FOR LINE EXTENSION AND SPECIAL CONSTRUCTION CHARGES  
(Continued)

II. Rates (Continued)

H. Provisions of Commercial Power, Wiring, and Conduit

1. Where commercial power is required in the operation of equipment and service, the subscriber shall furnish, install, and maintain the necessary power wiring and power outlets on his premises and supply any necessary electrical energy at his expense.
2. Where concealed wiring is required on the subscriber's premises, the subscriber shall furnish, install and maintain the necessary outlet boxes and conduit. The utility is not required to use conduit furnished by the customer for concealed or underground wiring unless the installation meets telephone installations construction standards and specifications.
3. Any special structural work required for supporting telephone equipment or telephone wiring on the subscriber's premises shall be provided at the expense of the subscriber.

I. Defacement of Premises

The Company is not liable for any defacement or damage to the subscriber's premises resulting from the existence of the Company's instruments, apparatus or associated wiring on such premises, or by the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company.

J. Relocation of Company 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 Company for such change or relocation of facilities. Payment for the cost of the change or relocation must be made prior to the change or relocation.

(N)  
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(N)

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Issued By:  
Kenneth Mason  
Vice President  
Government & Regulatory Affairs

**SECTION 22**

**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 customers (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</u> <u>Rate</u>		
		<u>Business</u>	<u>Residence</u>	
1.	Remote Call Forward			
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 Section 12A of this tariff apply as follows:			(T)
a.	The Service Order Charge for connecting new or additional central office lines apply when the RCF feature is initially installed or when an additional network access line is equipped.			(T)
b.	The Service Order Charge for a change in telephone number applies 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**

**SECTION 22**

**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. (T)
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.

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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

**TONOPAH DIVISION**  
**1<sup>st</sup> Revised Sheet No. 445.1**  
 **Cancels Original Sheet No. 445.1**

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**Issued By:**  
**Steve Crosby**  
**Senior Vice President**  
**Regulatory Affairs**

**SECTION 23**

**IMPROVED MOBILE TELEPHONE SERVICE**

**I. Applicability**

Applicable to Improved Mobile Telephone Service (IMTS) furnished or made available by the Company under the following Rates and Conditions.

**II. Territory**

Service area(s) of base station(s) consist of principal exchange(s) listed below:

Tonopah

**III. Rates**

	<u>Installation Charge</u>	<u>Rate Per Month</u>
Mobile Telephone Service Rates	Refer to Section 12A	\$20.00

**IV. Conditions**

1. The Company reserves the right to limit the length of conversations, when necessary, in case of emergency resulting in shortage of facilities.

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Aloa J. Stevens  
Director  
State Government Affairs

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SECTION 24

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 State of Nevada.

1. Rates charges are as follows:

<u>Rate Mileages</u>	<u>1st Minute</u>	<u>Each Additional Minute</u>
0-10	\$.14	\$.05
11-22	\$.20	\$.09
23-55	\$.27	\$.14
56-124	\$.33	\$.21
125-over	\$.39	\$.26

(D)

(D)

(T)

(D)

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Steve Crosby  
Senior Vice President  
Regulatory Affairs

**SECTION 25**

**TARIFF FOR TOLL STATIONS**

**I. Applicability**

Toll service will be established at locations along the Company's toll or suburban toll lines where service is not available from the Company's exchange lines, on a guarantee basis at the option of the Company.

**II. Rates**

The subscriber to Guarantee Toll Station Service will pay the regular toll charges for the completed toll messages and will guarantee the Company that the charges or messages charged to his station will not be less than \$10.00 in any one month. In case the toll charges or message charges to a Guarantee Toll Station are less than \$10.00 per month, the subscriber will pay the difference between the actual amount of those charges and the amount of the guarantee.

**III. Conditions**

- A. The service is given at the option of the Company.
- B. In case of impairment of transmission, service, etc., caused by toll stations on a toll line, the Company may remove the interfering toll stations with notice to the subscriber.
- C. A written contract may be required from each applicant for Guarantee Toll Station Service.
- D. This guarantee provision may be waived on toll station installations made on the initiative of the Company to serve the general public.
- E. Toll stations will be provided with wall type telephones. Any additional telephone equipment installed in connection with toll stations will be charged for at the regular filed rates for such equipment. Such additional equipment will be installed at the option of the Company only, and may be removed at the option of the Company if service is impaired by the operation of such equipment.
- F. The toll non-recurring charge applying to toll station installation shall include all of the cost of labor and material incurred in making the installation, including the estimated ultimate cost of disconnecting and removing the toll station. This will not include the cost of wire and pole extensions along normal routing of the toll lead, but may include all of the pole and wire extensions cost for a side branch extension leading from a toll line to the toll station location.

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State Government Affairs

**CITIZENS TELECOMMUNICATIONS COMPANY OF NEVADA**  
**P.O. Box 340 Elk Grove, CA 95759**  
**P.U.C.N. Tariff No. 1-B**

**TONOPAH DIVISION**  
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**Director**  
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**SECTION 26**

**TARIFF FOR CUSTOMER-PROVIDED AND MAINTAINED COMMUNICATIONS SYSTEMS**

**I. Applicability**

This tariff contains the schedule of rates and regulations applicable to customer-provided and maintained communications systems interconnecting with the Company-switched networks.

**II. Rates**

A. A visit charge is applicable to each visit by the Company to a customer's premises where a service difficulty or trouble report results from customer-owned equipment and/or facilities:

- 1. Within base rate area - each exchange. . . . . \$25.00
- 2. Outside base rate area - each exchange. . . . . \$35.00

B. Each miniature jack arrangement to permit the direct connection of customer-provided terminal equipment to the exchange and toll facilities of the Company:

<u>Installation Charge</u>	<u>Rate Per Month</u>
\$25.00	---

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Director  
State Government Affairs**

**SECTION 26**

**TARIFF FOR CUSTOMER-PROVIDED AND MAINTAINED COMMUNICATIONS SYSTEMS**  
**(Continued)**

**III. Conditions**

- A. The Company will not repair, adjust or perform other work on customer-provided terminal equipment.
- B. If reported trouble results in a Company visit to a premise and such trouble is determined to be caused by the customer-provided terminal equipment or facilities, the subscriber will be so notified and will be liable for a site visit charge, set forth herein.
- C. Upon experiencing trouble, the subscriber shall disconnect his terminal equipment and analyze it for malfunctioning. If the equipment is found to be defective, the use of such shall be immediately discounted until correction is made.
- D. The operating characteristics in connection with customer-provided terminal equipment shall be such as not to interfere with any services offered by the Company. Such use is subject to the further provisions that: the customer-provided equipment does not endanger the safety of Company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the Company; interfere with the proper functioning of such equipment or facilities; impair operation of the telecommunications system or otherwise injure the public in its use of the Company's services. Upon notice from the Company that the customer-provided equipment is causing or is likely to cause such hazard or interference, the customer shall make such changes as shall be necessary to remove or prevent such hazard or interference. Failure by the customer to correct any such hazard or interference will afford the Company the right to remove or disconnect the customer-provided terminal equipment from the Company's facilities or to suspend the service until such correction is made, or to terminate the service.

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**SECTION 26**

**TARIFF FOR CUSTOMER-PROVIDED AND MAINTAINED COMMUNICATIONS SYSTEMS**

**(Continued)**

**III. Conditions (Continued)**

- E. Only customer-proved "registered terminal equipment" with proper interface termination (i.e., jack equipment provided by the Company) shall be permitted to interconnect with Company equipment and facilities.
- F. Only customer-provided terminal equipment bearing a valid FCC registration number for direct facility connection will be permitted to interconnect with Company equipment and facilities.
- G. Because of possible service degradation to party-line subscribers, customer-provided terminal equipment shall not be interconnected to party-line services.
- H. The subscriber shall notify the Company of his intention to interconnect a customer-provided terminal equipment. Notification shall include the location at which the terminal equipment is to be connected to the Company facilities and shall include the FCC registration number of the terminal device.
- I. The Company may make changes in its communications facilities, equipment, operation or procedures, when such action is not inconsistent with applicable laws, rules and regulations.
- J. When customer-provided terminal equipment is connected to the Company facilities, the appropriate monthly rate is the applicable residence or business line rate or the applicable resident, business or PABX extension rate.
- K. "Registered Terminal Equipment" is defined as that which is registered in accordance with Subpart C of Part 68 of the FCC Rules and Regulations.

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**SECTION 27**

**TARIFF FOR PRIVATE LINE SERVICE**

**I. Applicability**

Private line service is that of furnishing the requisite facilities to enable the subscriber or authorized user to communicate between specified locations, for continuous or scheduled part-time use, subject to the availability of facilities and to the conditions set forth in these tariffs. Rates and conditions are applicable to service provided by this Company wholly within its exchange areas.

**II. Rates**

	<u>Installation or Move Charge</u>	<u>Rate Per Month</u>
Intraexchange Service		
(a) Mileage rate: 2 wire circuit		
Each local circuit or channel		
First 1/2 airline mile or fraction thereof	*	\$10.00
Each additional 1/4 airline mile or fraction thereof	*	1.00
(b) Mileage rate: 4 wire circuit		
Each local circuit or channel		
First 1/2 airline mile or fraction thereof	*	\$20.00
Each additional 1/4 airline mile or fraction thereof	*	2.00

\* Applicable Service Charges as filed in Section 12A.

(T)

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**SECTION 27**

**TARIFF FOR PRIVATE LINE SERVICE**

**III. 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.

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Director  
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**SECTION 28**

**TEL-TOUCH CALLING SERVICE**

**I. Applicability**

Applicable to TEL-TOUCH Calling Service which will be offered as facilities become available.

**II. Rates**

**Rate Per Month**

- |    |                              |           |
|----|------------------------------|-----------|
| A. | Business Service, each line  | No Charge |
| B. | Residence Service, each line | No Charge |

**III. Conditions**

TEL-TOUCH Calling Service provides for the use of push-button equipped telephone instruments to originate calls. The service will be furnished for use with individual subscriber lines served by a central office suitably equipped to furnish this service.

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SECTION 29

TARIFF FOR INTEREXCHANGE RECEIVING SERVICE

I. Applicability

Applicable to Interexchange Receiving Service.

II. Rates

Rate Per Month

Each Interexchange Receiving Service.

\$5.00

III. Conditions

- A. Interexchange receiving service is available to all type and grade of business services, excluding all coin-box telephone services.
- B. A telephone number designation will be assigned to each service in each exchange in which the interexchange receiving service is subscribed for and will be listed in the telephone directory of that exchange. Only calls to this number which originate from the exchange in which service is subscribed for will come within the scope of the service under this schedule and then only when the subscriber's telephone service, where calls are received, is not included in the local service area of the calling station.
- C. A subscriber to interexchange receiving service will be billed for all interexchange (toll) messages to him from those exchanges in which he subscribes for this service. Under this schedule, the regular sent-paid station rate is applicable on each interexchange message.
- D. No Service Charge applies in connection with this service.

(T)

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SECTION 30

SERVICE TO EMPLOYEES  
(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. Rate

Discount

Discount on total of eligible fixed monthly services

50%

IV. 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.
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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**

**TONOPAH DIVISION**  
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**Cancel Original Sheet No. 456**

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**Senior Vice President**  
**Regulatory Affairs**

**SECTION 30**

**SERVICE TO EMPLOYEES**  
**(DISCONTINUED)**

**IV. Conditions** (Continued)

3. If, through negligence, an employee's service bill is not paid in full within fifteen days from date of presentation, this schedule will not apply but the regular filed tariffs applicable to other than "Employees' Service" will apply to the service for the particular month involved.
4. Service under this schedule is available only to full-time permanent employees of the Utility.

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Director  
State Government Affairs

**SECTION 30A**

**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-time<sup>1</sup> 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.

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Issued: February 15, 2002

Effective: April 18, 2002

Advice No.:

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**

**TONOPAH DIVISION**  
**Original Sheet No. 457.1**  
**Cancels Sheet No.**

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<sup>1</sup> 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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**Aloa J. Stevens**  
**Director**  
**State Government Affairs**

**SECTION 31**

**CUSTOM CALLING SERVICE**

**I. Applicability**

Applicable to custom calling service furnished in connection with individual line business and residence service.

**II. Territory**

Within the exchange area of all exchanges where the type of switching system will permit.

**III. Rates**

	<u>Installation or Change Charge</u>	<u>Monthly Rates Business</u>	<u>Residence</u>	(D) (D)
1. Individual features, each line <sup>(1)</sup>				
a. Basic Call Forward	\$5.00	\$5.00	\$3.00	(T)(D)
b. Call Forward Busy	5.00	5.00	3.00	
c. Call Forward No Answer	5.00	5.00	3.00	(T)(D)
d. Call Forward Busy/No Answer	5.00	5.00	3.00	(N)
e. Call Waiting/Cancel Call Waiting	5.00	5.00	3.00	(T)(D)
f. Three Way Calling	5.00	5.00	3.00	(D)
g. Speed Call 8 <sup>(2)</sup>	5.00	5.00	3.00	(C)(D)
h. Speed Call 30	5.00	6.00	4.00	(D)
i. Toll Restriction	5.00	6.00	4.00	(T)
j. Billed Number Screening (BNS)	5.00	3.00	1.25	

<sup>(1)</sup> Includes all stations on the line.

(D)  
(N)

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**Senior Vice President**  
**Regulatory Affairs**

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

**TONOPAH DIVISION**  
**2<sup>nd</sup> Revised Sheet No. 458**  
 **Cancels 1<sup>st</sup> Revised Sheet No. 458**

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

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**SECTION 31**

**CUSTOM CALLING SERVICE**  
**(Continued)**

**III. Rates (Continued)**

	<u>Installation or Change Charge</u>	<u>Monthly Rates</u> <u>Business Residence</u>		
2. Two feature packages, each line <sup>(1) (2)</sup> Any two features	\$5.00	10% less than any two combined individual feature rates		(T)
3. Three feature packages, each line <sup>(1) (2)</sup> Any three features	5.00	20% less than any three combined individual feature rates		(T)
4. Four feature packages, each line <sup>(1) (2)</sup> Any four features	5.00	30% less than any four combined individual feature rates		(T) (D)
		<u>Monthly Rates</u> <u>Business Residence</u>		(T)
<u>Four feature package</u> <sup>(3)</sup> Call Waiting, Basic Call Forward Three Way Calling, Speed Call 8 <sup>(4)</sup>		\$6.95	\$4.95	(T)(C)

<sup>(1)</sup> Includes all stations on the line. (T)

<sup>(2)</sup> Two, Three, and Four feature packages shown above in 2, 3 and 4 have been grandfathered or migrated to the new four feature package as of January 9, 1998. (T)

<sup>(3)</sup> This service is grandfathered and will only be furnished to existing customers, located on the same premises as of August 9, 2001. (N)

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**TONOPAH DIVISION**

**1<sup>st</sup> Revised Sheet No. 459**  
 **Cancels Original Sheet No. 459**

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

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Section 31

**CUSTOM CALLING SERVICE**  
(Continued)

III. **Rates** (Continued)

5. Advanced Calling Features

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

- (1) In the 4 months immediately following implementation of CLASS services, customers will be allowed to change between per-call or per-line blocking free of charge. A service order charge as prescribed in Section 12A will be assessed for changes to Caller ID Blocking options made after the 4 month period following implementation. (T)(C)
- (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. (T)
- (3) This service is grandfathered and will only be furnished to existing customers, located on the same premises as of August 9, 2001. (N)

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Regulatory Affairs

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

**TONOPAH DIVISION**

**1<sup>st</sup> Revised Sheet No. 460**  
**Cancels Original Sheet No. 460**

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- (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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Section 31

CUSTOM CALLING SERVICE  
(Continued)

III. Rates (Continued)

5. Advanced Calling Features (Continued)

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Director  
State Government Affairs

SECTION 31

CUSTOM CALLING SERVICE  
(Continued)

IV. 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, Centrex Service, or Foreign Exchange 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.

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)

(T)

SECTION 31

CUSTOM CALLING SERVICE  
(Continued)

IV. Conditions (Continued)

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)

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SECTION 31

CUSTOM CALLING SERVICE  
(Continued)

IV. Conditions (Continued)

3. Description of Service (Continued)

- f. 3 Way Calling (T)  
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.
- g. Speed Call 8 <sup>(1)</sup> (C)  
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. (T)
- h. Speed Call 30 (N)  
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)
- i. Toll Restriction (T)  
Toll restriction provides the customer with local dialing capabilities but blocks any call with long distance or premium service charges.

<u>Blocked Calls</u>	<u>Unblocked Calls</u>
0 +	911
0 -	Repair
1 +	Time of Day
1 + 555-1212	1 + 800
1 + 900	
1 + 976	
Local Directory Assistance	

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

**SECTION 31**

**CUSTOM CALLING SERVICE**  
**(Continued)**

**IV. Conditions (Continued)**

3. Description of Service (Continued)

i. 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. (T)

j. Billed Number Screening (BNS)

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.

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Senior Vice President  
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**d/b/a Frontier Communications of Nevada**  
**P.O. Box 340 Elk Grove, CA 95759**  
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**Regulatory Affairs**



SECTION 31

CUSTOM CALLING SERVICE  
(Continued)

IV. Conditions (Continued)

4. 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.

(N)  
|  
(N)

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)

(L)  
(N)

(L) Item c. and d. relocated to Sheet No. 466.

SECTION 31

**CUSTOM CALLING SERVICE**  
**(Continued)**

IV. **Conditions** (Continued)

4. 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.

(L)(T)

(L)(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.

(N)

|

(N)

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)(T)

(C)

(L)(T)

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" 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.

(T)

(T)

(N)

(N)

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**TONOPAH DIVISION**

**1<sup>st</sup> Revised Sheet No. 466**  
 **Cancels Original Sheet No. 466**

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(L) Item c. and d. relocated from Sheet No. 465.  
(L) Item f. through h. relocated to Sheet No. 466.1.

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SECTION 31

CUSTOM CALLING SERVICE  
(Continued)

IV. Conditions (Continued)

4. Description of Service - Advanced Calling Features (Continued)

f. Selective Call Acceptance

(L)(T)

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.

g. Call Trace

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 <sup>(1)</sup>

(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)

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

(N)

(N)

**CITIZENS TELECOMMUNICATIONS COMPANY OF NEVADA**  
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**TONOPAH DIVISION**

**Original Sheet No. 466.1**  
**Cancels Sheet No. 466.1**

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(L) Item f. through h. relocated from Sheet No. 466.

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SECTION 31

**CUSTOM CALLING SERVICE**  
(Continued)

IV. **Conditions** (Continued)

4. Description of Service - Advanced Calling Features (Continued)

i. Caller ID with Name

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

(T)  
|  
(T)

j. Caller ID Blocking

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.

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SECTION 31

**CUSTOM CALLING SERVICE**  
(Continued)

IV. **Conditions** (Continued)

4. Description of Service - Advanced Calling Features (Continued)

k. Call Waiting ID

(T)

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.

(T)

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)

5. The Call Forward Service customer is responsible for the payment of applicable charges for each completed call between his call forward 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. Any mention of a "local charge" does not allude to an offering of local measured service.

6. Custom Calling Service features will be provided to customers with Tel-Touch Calling Service only.

(T)

(T)



7. 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 forward call or 3 Way Call.

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**SECTION 31**

**CUSTOM CALLING SERVICE**  
**(Continued)**

**IV. Conditions (Continued)**

8. Advanced Calling Features Privacy Concerns - Citizens Telecommunications Company of Nevada, Tonopah 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.
9. Except for the willful misconduct or gross negligence of the Citizens Telecommunications Company of Nevada - Tonopah Division (CTC-Nevada, Tonopah Division), each customer releases, indemnifies and holds harmless CTC-Nevada, Tonopah 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 by 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.
10. Provision of features listed in rates 5a through 5j 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".
11. 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 with Name 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 with Name and \*69 Call Return or other similar services identified in this tariff. (T)  
(T)

**SECTION 32**

**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.

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**Issued By:**  
**Allison Ellis**  
**Senior Vice President**  
**Regulatory Affairs**

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SECTION 33

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.

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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

**TONOPAH DIVISION**  
**2<sup>nd</sup> Revised Sheet No. 472**  
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**RESERVED FOR FUTURE USE**

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SECTION 34

SINGLE LINE CUSTOMER PREMISE EQUIPMENT SALES

I. Applicability

This tariff is applicable to all residence and business customers with single line customer premises equipment. Official company stations and coin operation stations are excluded from the applicability of this tariff.

II. Territory

Citizens Telecommunications Company of Nevada's entire service area.

III. Rates

Citizens Telecommunications Company of Nevada may sell its embedded single line customer premise equipment for the following prices:

	<u>Type of Equipment</u>	<u>Price</u>
1.	Standard rotary telephones	\$ 25.00
2.	Touch-tone telephones	35.00
3.	Premium or decorator telephone	50.00
4.	Speaker phones	100.00
5.	Automatic answering and recording equipment	100.00
6.	Automatic dialers	50.00
7.	SLI telephones	50.00
8.	Whellok Horns	25.00
9.	All other horns, gongs, and bells	10.00

The prices set forth above may be reduced by the Company in response to market conditions.

Transaction Costs

In addition to the rates set forth in this tariff, the company will charge purchasers a transaction cost of \$2.50 per sale.

IV. Special Conditions

This tariff shall only be applicable to sales of single line customer premise equipment, which was acquired by the company prior to January 1, 1983.

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Director  
State Government Affairs

**SECTION 35**

**PBX AND KEY SYSTEM SALES**

**I. Applicability**

This tariff is applicable to all residence and business customers with key systems or PBX equipment. Official company key systems and PBX equipment are excluded.

**II. Territory**

This tariff is applicable to the entire service area of Citizens Telecommunications Company of Nevada.

**III. Rates**

Citizens Telecommunications Company of Nevada may sell the key systems and PBX equipment for its fair market value after considering the size, age, and quality of the PBX equipment and key systems. The purchase prices will be negotiated individually with the customers. Citizens Telecommunications Company of Nevada will initially estimate the market value of each PBX and key system by taking 50% of the replacement cost of the system. Citizens Telecommunications Company of Nevada reserves the right to deviate substantially from the application of this general formula in order to conform to the market conditions.

**IV. Transaction Costs**

In addition to the rates set forth in this tariff, the company will charge purchasers a transaction cost of \$2.50 per sale.

**V. Special Conditions**

This tariff is applicable to customer premise equipment, which was purchased by Citizens Telecommunications Company of Nevada prior to January 1, 1983.

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Director  
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**SECTION 36**

**DIRECTORY ASSISTANCE SERVICE**

**I. Applicability**

Applicable to furnishing a calling party with telephone numbers or other information available from the 411 or 555-1212 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 sections.

**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	
Each additional call to Local Directory Assistance outside the Utility's Exchanges over the two call allowance	\$0.25	(T)
National Directory Assistance, each call, no monthly call allowances apply	\$0.85	
Directory Assistance Call Completion (DACC), each call	\$0.45	

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**Senior Vice President**  
**Regulatory Affairs**



**SECTION 36**

**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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Director  
State Government Affairs

- (a) 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. (T)

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**Director**  
**State Government Affairs**

**SECTION 36**

**DIRECTORY ASSISTANCE SERVICE**  
(Continued)

**V. Special Conditions** (Continued)

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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Director  
State Government Affairs

**SECTION 37**

**SWITCHED 56 DATA SERVICE (SWITCHED 56)**

**I. Description**

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. Regulations**

- 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. This service is not available to customers located within the Lower Smokey Valley area of the Tonopah Exchange.
- 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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SECTION 37

SWITCHED 56 DATA SERVICE (SWITCHED 56)

(Continued)

II. Regulations (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 and Charges

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

	Monthly <u>Rate</u>
2 Wire	\$ 45.00
4 Wire	\$ 45.00

Service Charges per Section 12A will apply.

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Senior Vice President  
Regulatory Affairs

**SECTION 38**

**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	Telecommunication		Telecommunications
Thereof	Company of Nevada		Company of Nevada
	Access Service		Access Service Tariff
	Tariff		Section 7.12
	Section 7.12		
Direct Inward Dialing Numbers	See Schedule No. A-18 of the Elko Division P.U.C.N. Tariff No. 1-B	See Schedule No. A-18 of the Elko Division P.U.C.N. Tariff No. 1-B	
Subscriber Line Charge per	Not Applicable	See Tariff	

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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**

**TONOPAH DIVISION**  
**2<sup>nd</sup> Revised Sheet No. 480**  
 **Cancels 1<sup>st</sup> Revised Sheet No. 480**

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DS0

FCC No. 1

\*Service Charges outlined in Section 12A of this tariff also apply.

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**Senior Vice President**  
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**SECTION 38**

**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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State Government Affairs



**SECTION 38**

**(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. This service is not available to customers located within the Lower Smokey Valley area of the Tonopah Exchange.

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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**SECTION 38**

**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

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

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

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**Director**  
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**SECTION 39**

**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**

	<b>Monthly Recurring Charge</b>	<b>Non-Recurring Programming Charge <u>Per Group Arranged</u></b>
Each Business Access Line Arranged	\$ 1.00	\$ 5.00

**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 non-recurring programming charge applies to the establishment, change to or from, or to rearrange ALH service and, is in addition to the applicable Service Charges identified in Section 12A. (T)  
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Senior Vice President  
Regulatory Affairs

**SECTION 40**

**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	4.00
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	4.00

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

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Note: There are no other charges associated with implementing ISCB.

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**SECTION 40**

**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 Section No. 40, 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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SECTION 40

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.

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**SECTION 41**

**N11 SERVICES**

(N)

**211 SERVICE**

**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 Section 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 Section 6 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:

	<b>Nonrecurring Charge</b>
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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**SECTION 41**

**N11 SERVICES**  
**(Continued)**

(N)

**211 SERVICE** (Continued)

**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 Section 4 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 Section 31 of this Tariff.

(N)

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**SECTION 41**

**N11 SERVICES**  
**(Continued)**

(N)

**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)

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**Aloa J. Stevens**  
**Director**  
**State Government Affairs**

SECTION 41

N11 SERVICES  
(Continued)

(N)

211 SERVICE (Continued)

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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Aloa J. Stevens  
Director  
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SECTION 41

N11 SERVICES  
(Continued)

(N)

211 SERVICE (Continued)

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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Director  
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**SECTION 41**

**N11 SERVICES**  
**(Continued)**

(N)

**511 SERVICE**

**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 Section 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 Section 6 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:

	<b>Nonrecurring Charge</b>
a. Service Establishment Charge	
• Per Point-to Number	\$150.00
b. Central Office Switch Activation Charge	
• Per Central Office Switch translated	\$50.00

(N)

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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

**TONOPAH DIVISION**  
Original Sheet No. 493  
Cancels Sheet No.

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c.	Number Change Charge	\$50.00
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State Government Affairs

**SECTION 41**

**N11 SERVICES**  
**(Continued)**

(N)

**511 SERVICE (Continued)**

**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 Section 4 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 Section 31 of this Tariff.

(N)

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**Director**  
**State Government Affairs**



**SECTION 41**

**N11 SERVICES**  
**(Continued)**

(N)

**511 SERVICE (Continued)**

**IV. SPECIAL CONDITIONS**

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.

(N)

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**State Government Affairs**

SECTION 41

N11 SERVICES  
(Continued)

(N)

511 SERVICE (Continued)

IV. SPECIAL CONDITIONS

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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Director  
State Government Affairs

SECTION 41

N11 SERVICES  
(Continued)

(N)

511 SERVICE (Continued)

IV. SPECIAL CONDITIONS

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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Director  
State Government Affairs

SECTION 41

N11 SERVICES  
(Continued)

(N)

811 SERVICE

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 Section 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 Section 6 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:

	<b>Nonrecurring Charge</b>
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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Aloa J. Stevens  
Director  
State Government Affairs

**SECTION 41**

**N11 SERVICES**  
**(Continued)**

(N)

**811 SERVICE (Continued)**

**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 Section 4 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 Section 31 of this Tariff.

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**Aloa J. Stevens**  
**Director**  
**State Government Affairs**

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SECTION 41

N11 SERVICES  
(Continued)

(N)

811 SERVICE (Continued)

IV. SPECIAL CONDITIONS

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.

(N)

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Director  
State Government Affairs

SECTION 41

N11 SERVICES  
(Continued)

(N)

811 SERVICE (Continued)

IV. SPECIAL CONDITIONS

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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Director  
State Government Affairs

SECTION 41

N11 SERVICES  
(Continued)

(N)

811 SERVICE (Continued)

IV. SPECIAL CONDITIONS

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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Aloa J. Stevens  
Director  
State Government Affairs



**SECTION 42**

**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**

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

**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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**Issued By:**  
**Steve Crosby**  
**Senior Vice President**  
**Regulatory Affairs**

SECTION 42

VOICE MAIL SERVICE<sup>(1)</sup>  
(Discontinued)

(T)  
(N)

IV. DESCRIPTION (Continued)

(D)

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. Subscriber can interrupt playing of messages to replay or delete at any time.

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<sup>(1)</sup>: 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<sup>(1)</sup>: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Special Delivery Options
- Call Forward Busy No Answer
- Message Skipping

(D)

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.

(N)

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Issued By:  
Kenneth Mason  
Vice President  
Government & Regulatory Affairs

SECTION 42

VOICE MAIL SERVICE(1)  
(Discontinued)

(T)  
(N)

IV. DESCRIPTION (Continued)

(D)

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<sup>(1)</sup>
  - Reply to a Message
  - Copy/Forward a Message
- Message Notification<sup>(2)</sup>: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification<sup>(3)</sup>
- 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

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.

(D)

(N)

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

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Vice President  
Government & Regulatory Affairs

SECTION 42

VOICE MAIL SERVICE(1)  
(Discontinued)

(T)  
(N)

IV. DESCRIPTION (Continued)

(D)

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<sup>(1)</sup>
  - Reply to a Message
  - Copy/Forward a Message
- Message Notification<sup>(2)</sup>: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification<sup>(3)</sup>
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request)
- Wake-Up Service<sup>(2)</sup>
- Call Forward Busy No Answer
- Extended Absence Greeting
- Message Skipping
- Cut Through to Pager

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.

(D)  
(N)

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Kenneth Mason  
Vice President  
Government & 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**

**TONOPAH DIVISION**  
**1<sup>st</sup> Revised Sheet No. 501**  
**Cancels Original Sheet No. 501**

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

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**Kenneth Mason**  
**Vice President**  
**Government & Regulatory Affairs**

**SECTION 42**

**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<sup>(1)</sup>: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Call Forward Busy/No Answer
- Message Skipping

(D)

(N)

Note1: Offered only where technically available.

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**Vice President**  
**Government & 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**

**TONOPAH DIVISION**  
**1<sup>st</sup> Revised Sheet No. 502**  
**Cancels Original Sheet No. 502**

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SECTION 42

VOICE MAIL SERVICE<sup>(1)</sup>  
(Discontinued)

(T)  
(N)

IV. DESCRIPTION (Continued)

(D)

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<sup>(1)</sup>
  - Reply to a Message
  - Copy/Forward a Message
- Mailbox Forwarding
- Message Notification<sup>(2)</sup>: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification<sup>(3)</sup>
- 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
- Fax Mail<sup>(2)</sup>
- Extended Absence Greeting
- Message Skipping

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.

(D)

(N)

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SECTION 42

VOICE MAIL SERVICE(1)  
(Discontinued)

(T)  
(N)

IV. DESCRIPTION (Continued)

(D)

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<sup>(2)</sup>
- Group Lists: 10 lists maximum, up to 99 addresses per list
- Group Messaging<sup>(1)</sup>
  - Reply to a Message
  - Copy/Forward a Message
- Mailbox Forwarding
- Message Notification<sup>(2)</sup>: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification<sup>(3)</sup>
- 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
- Constant Touch<sup>(2)</sup>
- Extended Absent Greeting
- Multiple Greetings
- Message Skipping

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

(D)

Note 2: Offered only where technically available.

Note 3: Alphanumeric or numeric notification to pager.

(N)

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SECTION 42

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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SECTION 42

VOICE MAIL SERVICE(1)  
(Discontinued)

(T)  
(N)

IV. DESCRIPTION (Continued)

(D)

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<sup>(1)</sup>
  - Reply to a Message
  - Copy/Forward a Message
- Mailbox Forwarding
- Message Notification<sup>(2)</sup>: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification<sup>(3)</sup>
- 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
- Fax Mail<sup>(2)</sup>
- Extended Absence Greeting
- Message Skipping

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.

(D)

(N)

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SECTION 42

VOICE MAIL SERVICE <sup>(2)</sup>  
(Discontinued)

(T)

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 <sup>(1)</sup>

<sup>(1)</sup> 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)

<sup>(2)</sup> This service offering is limited to all existing subscribers at their existing locations as of May 1, 2013. (T)

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**SECTION 42**

**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.

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SECTION 42

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 Touch<sup>TM</sup>: 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 (Broadcast List): 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.

(D)

Message Length: The maximum time, in minutes or seconds that a caller has to leave a message in the subscriber's mailbox.

(N)

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SECTION 42

VOICE MAIL SERVICE(1)  
(Discontinued)

(T)  
(N)

IV. DESCRIPTION (Continued)

(D)

F. Feature Descriptions (Continued)

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.

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.

(D)

(N)

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SECTION 42

VOICE MAIL SERVICE(1)  
(Discontinued)

(T)  
(N)

IV. DESCRIPTION (Continued)

(D)

F. Feature Descriptions (Continued)

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.

(D)

(N)

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**SECTION 42**

**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 basic exchange telephone service:

	<u>Monthly Charge</u>	<u>Billing Code</u>
<b>Residential Packages</b>		
-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
<b>Business Packages</b>		
-Frontier Essentials Voice Mail	\$6.95	VMESB
-Frontier Basic Voice Mail	8.95	VMBSR
-Frontier Basic Voice Mail with Subs	9.95	VMBBS
-Frontier Deluxe Voice Mail	12.95	VMDXB
<b><u>Business Optional Applications</u></b>		
-Frontier Announcement Only	\$5.95	VMANC
-Frontier Message Routing	9.95	VMBCR
<b><u>Add-On Feature</u></b>		
-Constant Touch with Operator Revert	\$4.50	VMCTO
-Alternate ID <sup>(1)</sup>	5.00	VMAID
-Operator Revert	2.00	VMOPR

Note: (1) Per each additional set of 3 numbers.

(D)

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**SECTION 42**

**VOICE MAIL SERVICE(1)**  
**(Discontinued)**

(T)  
(N)

**V. RATES AND CHARGES** (Continued)

(D)

The following monthly DISCOUNTS are AVAILABLE WHEN PURCHASING MULTIPLE MAILBOXES AT VARYING TERMS

**Business Voice Mail Term and Volume Discounts**

<b>Quantity</b>	<b>Tier</b>	<b><u>0 Months</u></b>	<b>1 Year</b>	<b>2 Years</b>	<b>3 Years</b>
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 (VDT43)
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.

A. The minimum charge for services provided is one month.

(D)

\*Customers requesting more than 200 mailboxes will be handled on an Individual Case Basis (ICB).

(N)

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SECTION 42

VOICE MAIL SERVICE(1)  
(Discontinued)

VI. SPECIAL CONDITIONS

- 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. 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. However, the customer must purchase Remote Call Forward for calls to be routed to a stand-alone mailbox. (T)
- D. Some operating conditions, facilities restrictions and limitations may prevent Wake-Up/Reminder from activating at the precise time designated by the subscriber.
- E. 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.
- F. Visual MWI is offered only where technically available. Purchase of additional equipment may be required.
- G. 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.

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**SECTION 43**  
**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 Section 12A 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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SECTION 44

**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)

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**SECTION 45**

**ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE**

**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 Section 12A	Section 6	(N)
(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 Section 12A. (T)

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**SECTION 45**

**ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE**  
**(Continued)**

(N)

**IV. RATES (Continued)**

- |    |   |  |                         |
|----|---|--|-------------------------|
| 2. | 9-1-1 Network Service Features  | <u>Nonrecurring<br/>Charge*</u>              | <u>Monthly<br/>Rate</u> |
| a. | 9-1-1 Special Trunk   | Applicable private line rates<br>Section 27. |                         |
| b. | Per trunk termination<br>Intra- and Inter- exchange<br>9-1-1 service. | Applicable private line rates<br>Section 27. |                         |

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.

	<u>Monthly Rate</u>
Database Administration Service per 1000 Records	\$ 100.00

(N)

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**Government & Regulatory Affairs**

SECTION 45

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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SECTION 45

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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**SECTION 45**

**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 section and other sections 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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SECTION 45

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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SECTION 45

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.

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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.

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**SECTION 45**

**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.

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SECTION 46

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.

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SECTION 46

**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<sup>(1)</sup>: 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<sup>(1)</sup>: 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.

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SECTION 46

**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<sup>(1)</sup>:
- 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.

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SECTION 46

**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<sup>(1)</sup>
- 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.

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SECTION 46

**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<sup>(1)</sup>
- 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.

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SECTION 46

**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<sup>(1)</sup>
- 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<sup>(2)</sup>

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 pass toll charges.

(T)

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Regulatory Affairs

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SECTION 46

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.

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SECTION 46

**FRONTIER MESSAGE CENTER**

(Continued)

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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.

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SECTION 46

**FRONTIER MESSAGE CENTER**

(Continued)

(N)

VI. **RATES**

A. The following monthly rates are in addition to any applicable charges for main telephone service:

	<u>Monthly Charge</u>
<u>Frontier Residential Packages</u>	
-Frontier Basic Voice Mail	\$6.99
-Frontier Deluxe Voice Mail	8.99
-Frontier Deluxe Voice Mail with Subs	8.99
 <u>Frontier Business Packages</u>	
-Frontier Basic Voice Mail	\$9.99
-Frontier Basic Voice Mail with Subs	12.99
-Frontier Deluxe Voice Mail	13.99
 <u>Business Optional Applications</u>	
-Frontier Announcement Only	\$7.95
-Frontier Message Routing	9.95
 <u>Add-On Feature</u>	
-Alternate ID <sup>(1)</sup>	\$5.00
-Unified Messaging – Residential	1.99
-Unified Messaging – Business	3.99

Note: (1) Per each additional set of 3 numbers.

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**SECTION 46**

**FRONTIER MESSAGE CENTER**

(Continued)

(N)

**VI. RATES (Continued)**

B. The following monthly discounts are in addition to any applicable charges for main telephone service:<sup>(1)</sup>

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).

<sup>(1)</sup> 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).

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SECTION 47

**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> <sup>1</sup>	
ISDN-PRI Bundle	\$575.00
ISDN-PRI Bundle with 20 DID Numbers	590.00
ISDN-PRI Bundle with 50 DID Numbers	595.00
ISDN-PRI Bundle with 100 DID Numbers	600.00
B. <u>3-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$475.00
ISDN-PRI Bundle with 20 DID Numbers	490.00
ISDN-PRI Bundle with 50 DID Numbers	495.00
ISDN-PRI Bundle with 100 DID Numbers	500.00
C. <u>5-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$425.00
ISDN-PRI Bundle with 20 DID Numbers	440.00
ISDN-PRI Bundle with 50 DID Numbers	445.00
ISDN-PRI Bundle with 100 DID Numbers	450.00

<sup>1</sup> Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.

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Regulatory Affairs

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SECTION 47

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)
- 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)
- 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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SECTION 48

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 Verification<sup>1</sup> (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 Interrupt<sup>1</sup> (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.

<sup>1</sup> Discontinued as of March 1, 2018.

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SECTION 48

OPERATOR SERVICES  
(Continued)

II. RATES AND CHARGES

	<u>Per Call</u>	
Busy Verification <sup>1</sup>	\$1.50	(C)
Busy Interrupt <sup>1</sup>	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	

<sup>1</sup> Discontinued as of March 1, 2018.

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SECTION 49

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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SECTION 50

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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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