

Telephone Rate Schedules  
Setting Forth  
Rates, Charges and  
Conditions of Service

of

CITIZENS TELECOMMUNICATIONS COMPANY OF UTAH

d/b/a

FRONTIER COMMUNICATIONS OF UTAH  
4 Triad Center, Suite 200  
Salt Lake City, UT 84180

(T)  
|  
(T)

As Filed With  
STATE OF UTAH  
PUBLIC SERVICE COMMISSION

This Tariff Cancels and  
Supersedes All Other Tariff Schedules

SCHEDULE NO. AA

PRELIMINARY STATEMENT

LIST OF EFFECTIVE SHEETS

Sheets 1 through 6 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
<b>1</b>	<b>8<sup>th</sup> Revised</b>
2	Original
3	Original
4	5 <sup>th</sup> Revised
<b>5</b>	<b>5<sup>th</sup> Revised</b>
6	Original

---

Issued: July 8, 2020

Issued By:  
Allison Ellis  
Senior Vice President  
Regulatory Affairs

Effective: August 10, 2020

Advice letter No. UT-20-02

SCHEDULE NO. AA

PRELIMINARY STATEMENT (Continued)

SYMBOLS

The following symbols are applicable to all tariff schedules and rules of the utility.

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

SCHEDULE NO. AA

PRELIMINARY STATEMENT (Continued)

TERRITORY SERVICED - SERVICE RENDERED - RATES - RULES AND REGULATIONS

Citizens Telecommunications Company of Utah, hereinafter referred to as "the utility," furnishes exchange telephone service, private line services and channels, radio telephone service, and classified telephone directory advertising service throughout the territory served by it as shown in its schedules, which includes a description of the service furnished, and maps filed herewith.

Connection for toll telephone service is maintained with the lines of connecting companies, whereby the toll service of such companies is made available to customers and patrons of the utility at the regular published rates of the connecting toll companies.

The rates and rules contained in these schedules have been regularly filed with the Public Service Commission of Utah and are the effective rates and rules of the utility.

No officer, solicitor, agent or employee of the utility has any authority to waive, alter or amend in any respect these rates and rules or any part thereof or to make any agreements inconsistent therewith.

The rates and rules herein set forth are subject at all times to addition, change or abolition after proceedings duly had by the Public Service Commission of Utah and changes in the rates and rules herein set forth must first be approved or accepted by the Public Service Commission of Utah before they become effective.

SCHEDULE NO. AA

PRELIMINARY STATEMENT (Continued)

NUMERICAL LIST OF SCHEDULES

<u>Schedule Number</u>	<u>Title</u>	
AA	Preliminary Statement	
AB	Exchange Area Maps	
AC	Rules and Regulations	
A	Tariff	
A-1	Network Access Line Service	
A-2	Outside Plant Facilities	
A-3	Bundled Services	
A-4	Promotional Offerings	
A-5	Service Charges	
A-6	Directory Listings	
A-7	Customized Local Area Signalling Service (CLASS)	
A-8	Miscellaneous Service	(T)
A-9	Citizens Centrex Digital Service (CCDS)	
A-10	Citizens Local Calling Plans (LCPs)	
A-11	Interexchange Receiving Service	
A-12	Employees' Service	
A-13	Tax Adjustment in Territory Served	
A-14	9-1-1 Emergency Telephone Service	
A-15	Integrated Services Digital Network (ISDN) – Primary Rate Interface(PRI) and ISDN-PRI Bundled Service	

SCHEDULE NO. AA

PRELIMINARY STATEMENT (Continued)

NUMERICAL LIST OF SCHEDULES (Continued)

<u>Schedule Number</u>	<u>Title</u>	
B-1	Toll Telephone Service	
B-2	Wide Area Telephone Service – Grandfathered	(C)
B-3	Digital Channel Service	
B-4	Toll Account Service	
B-5	Access Service	
B-6	Special Billing Services	
G-1	Interexchange Private Line Service	
G-2	Intraexchange Private Line Service	
L-1	Radio Telephone Service	
S-1	Special Assemblies of Equipment	
S-2	Special Services	
X-1	Discontinued Services	
Z	Special Supplementary Tariff Schedule	
Z-1	Emergency Telephone Service Surcharge	
Z-2	Reserved for Future Use(T)	
Z-3	Reserved for Future Use	
Z-4	Universal Service Fund Surcharge	

SCHEDULE NO. AA

PRELIMINARY STATEMENT (Continued)

All exchanges of the utility, as listed in Schedule No. AB, Exchange Area Maps, provide continuous 24 hour per day service and are automatically switched.

---

Issued: February 9, 1998

Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

Effective: March 9, 1998

Advice letter No. UT-98-01

SCHEDULE NO. AB

EXCHANGE AREA MAPS

LIST OF EFFECTIVE SHEETS

Sheets 1 through 55 are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>
1	1 <sup>st</sup> Revised*	32	Original
2	1 <sup>st</sup> Revised*	33	Original
3	Original	34	Original
4	Original	35	Original
5	Original	36	Original
6	Original	37	Original
7	Original	38	Original
8	Original	39	Original
9	Original	40	Original
10	Original	41	Original
11	Original	42	Original
12	Original	43	Original
13	Original	44	Original
14	Original	45	Original
15	Original	46	Original
16	Original	47	Original
17	Original	48	Original
18	Original	49	Original
19	Original	50	Original
20	Original	51	Original
21	Original	52	Original
22	Original	53	Original
23	Original	54	Original
24	Original	55	Original
25	Original		
26	Original		
27	Original		
28	Original		
29	Original		
30	Original		
31	Original		

\* Denotes Changes

Issued: April 28, 2011

Issued By:  
Kenneth Mason  
Vice President  
Government & Regulatory Affairs

Effective: May 30, 2011

Advice letter No. UT-11-02



SCHEDULE NO. AB

EXCHANGE AREA MAPS (Continued)

Title

Maps of exchange, base rate, and certificated service areas.

<u>Tremonton District</u>	<u>Sheet No.</u>	
Tremonton District Certificated Service Area	5	
Bear River City Exchange		
Base Rate Area	6	
Exchange Area	7	
Fielding Exchange		
Base Rate Area	8	
Exchange Area	9	
Howell Exchange		
Base Rate Area	10	
Howell Promontory		(T)
Base Rate Area	11	
Exchange Area	12	
Portage Exchange		
Base Rate Area	13	
Exchange Area	14	
Promontory Exchange (see Howell)		(N)
Snowville Exchange		
Base Rate Area	15	
Exchange Area	16	
Thatcher Exchange		
Base Rate Area	17	
Exchange Area	18	
Tremonton Exchange		
Base Rate Area	19	
Exchange Area	20	

SCHEDULE NO. AB

EXCHANGE AREA MAPS (Continued)

Title

Maps of exchange, base rate and certificated service areas (Continued)

<u>Delta District</u>	<u>Sheet No.</u>
Delta District Certificated Service Area	21
Delta Exchange	
Base Rate Area	22
Exchange Area	23
Zone A	24
Fillmore Exchange	
Base Rate Area	25
Exchange Area	26
Holden Exchange	
Base Rate Area	27
Exchange Area	28
Kanosh Exchange	
Base Rate Area	29
Exchange Area	30
Lynndyl Exchange	
Base Rate Area	31
Exchange Area	32
Meadow Exchange	
Base Rate Area	33
Exchange Area	34
Oak City Exchange	
Base Rate Area	35
Exchange Area	36
Scipio Exchange	
Base Rate Area	37
Exchange Area	38

SCHEDULE NO. AB

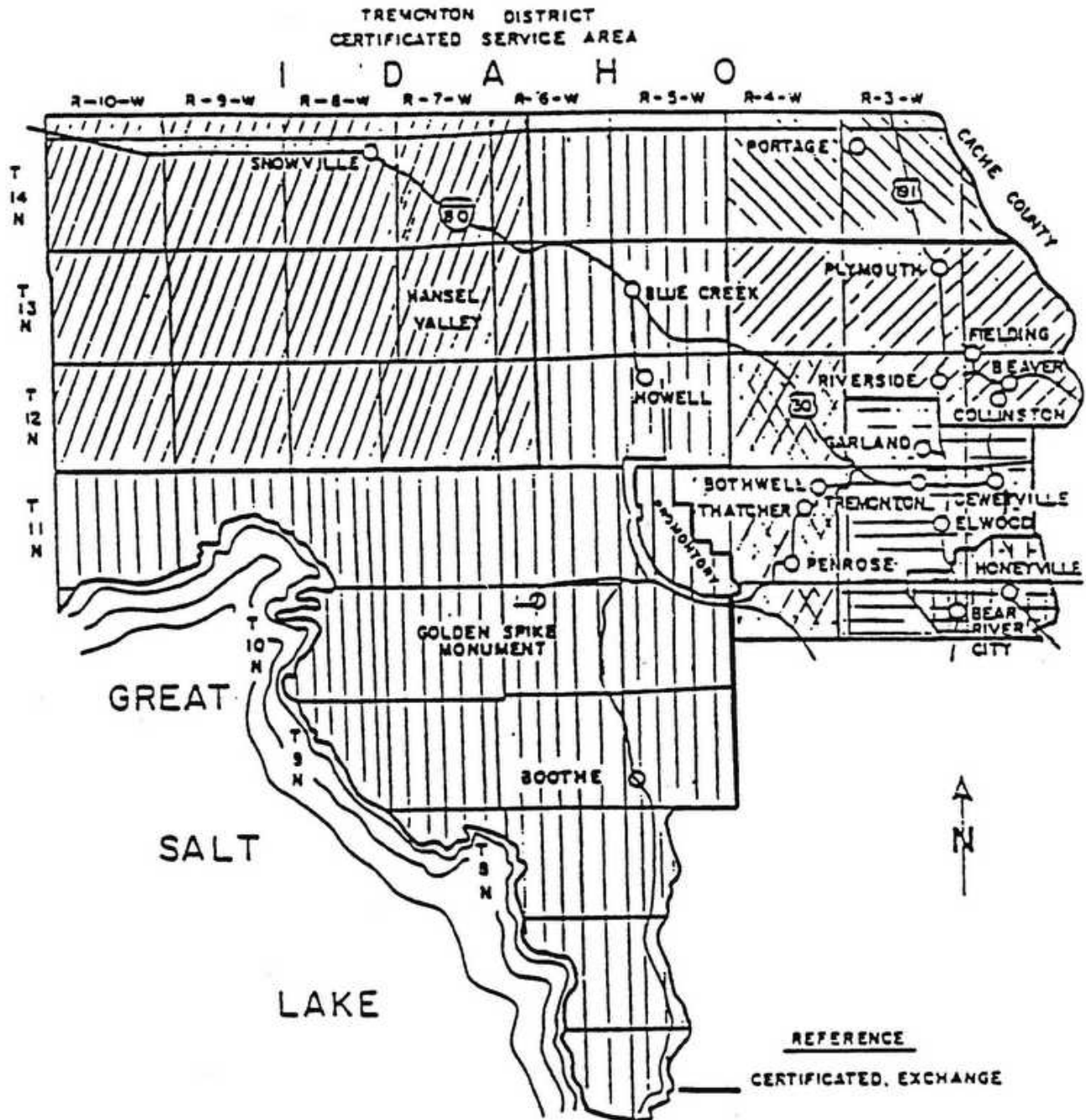
EXCHANGE AREA MAPS (Continued)

Title

Maps of exchange, base rate and certificated service areas (Continued)

<u>Moab District</u>	<u>Sheet No.</u>
Moab District Certificated Service Area	39
Blanding Exchange	
Base Rate Area	40
Exchange Area	41
Bluff Exchange	
Base Rate Area	42
Exchange Area	43
Lake Powell Exchange	
Base Rate Area	44
Exchange Area	45
LaSal Exchange	
Base Rate Area	46
Exchange Area	47
Mexican Hat Exchange	
Base Rate Area	48
Exchange Area	49
Moab Exchange	
Base Rate Area	50
Exchange Area	51
Monticello Exchange	
Base Rate Area	52
Exchange Area	53
Thompson Exchange	
Base Rate Area	54
Exchange Area	55

SCHEDULE NO. AB



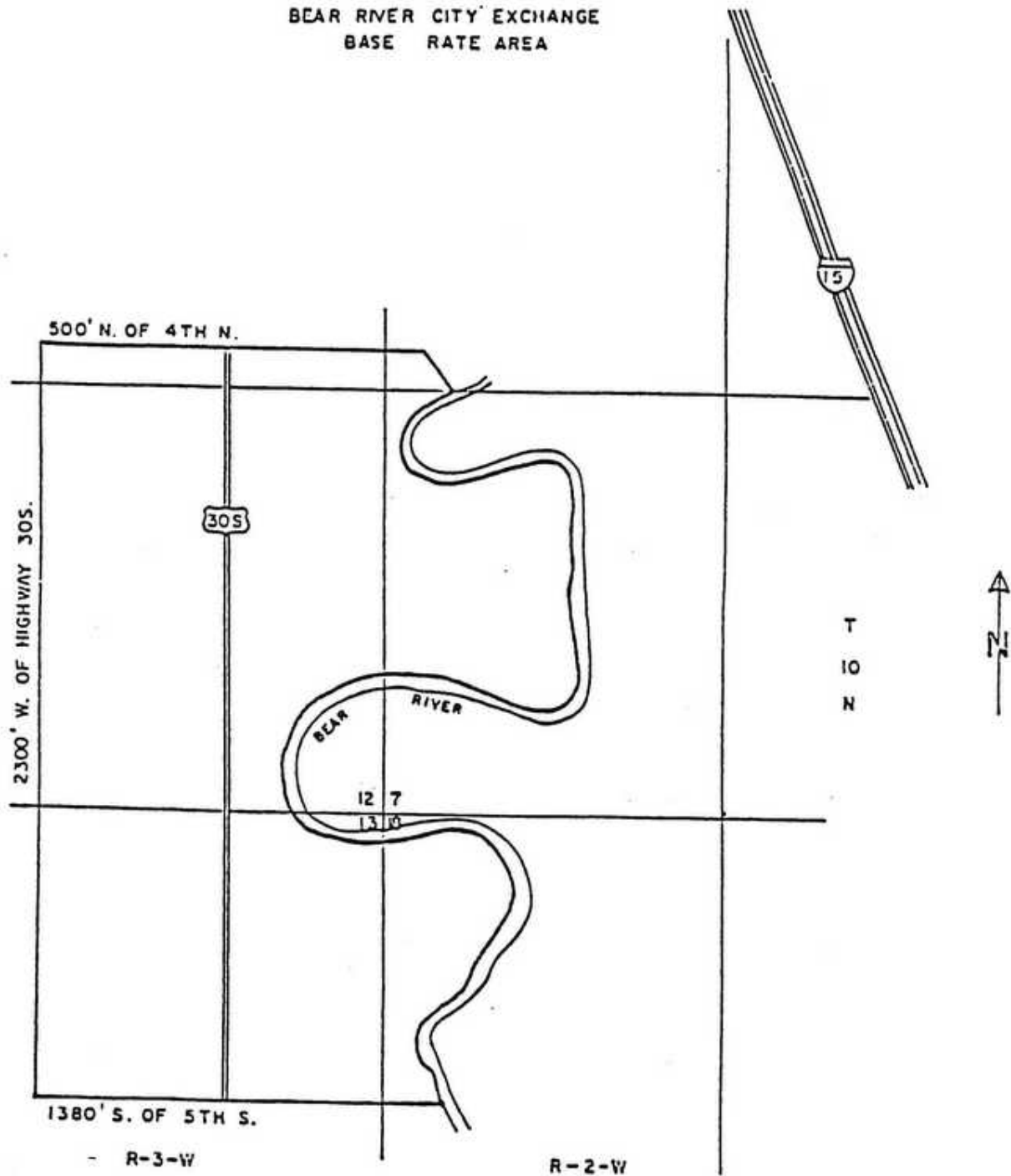
Issued: February 9, 1998

Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

Effective: March 9, 1998

Advice letter No. UT-98-01

SCHEDULE NO. AB



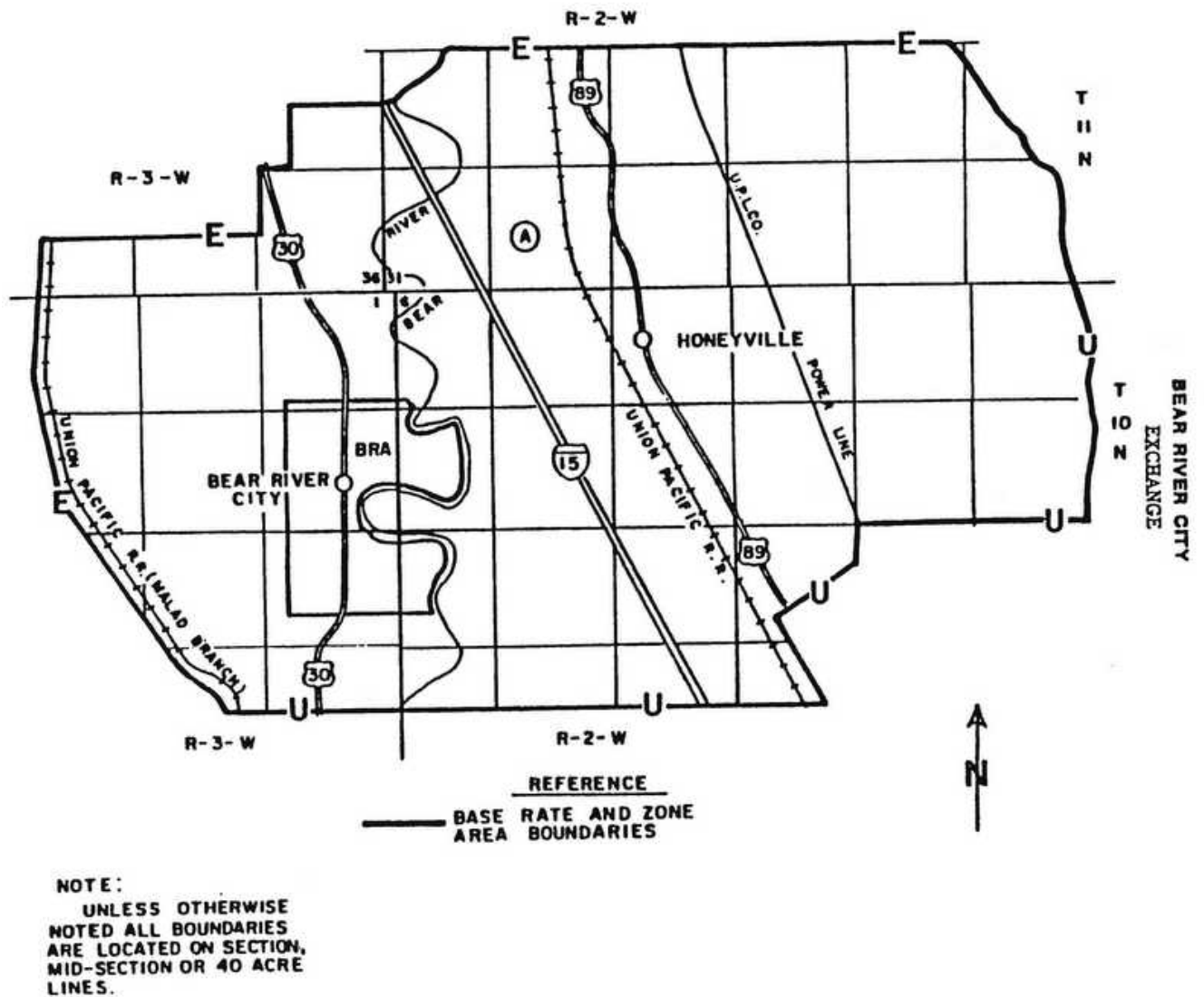
Issued: February 9, 1998

Advice letter No. UT-98-01

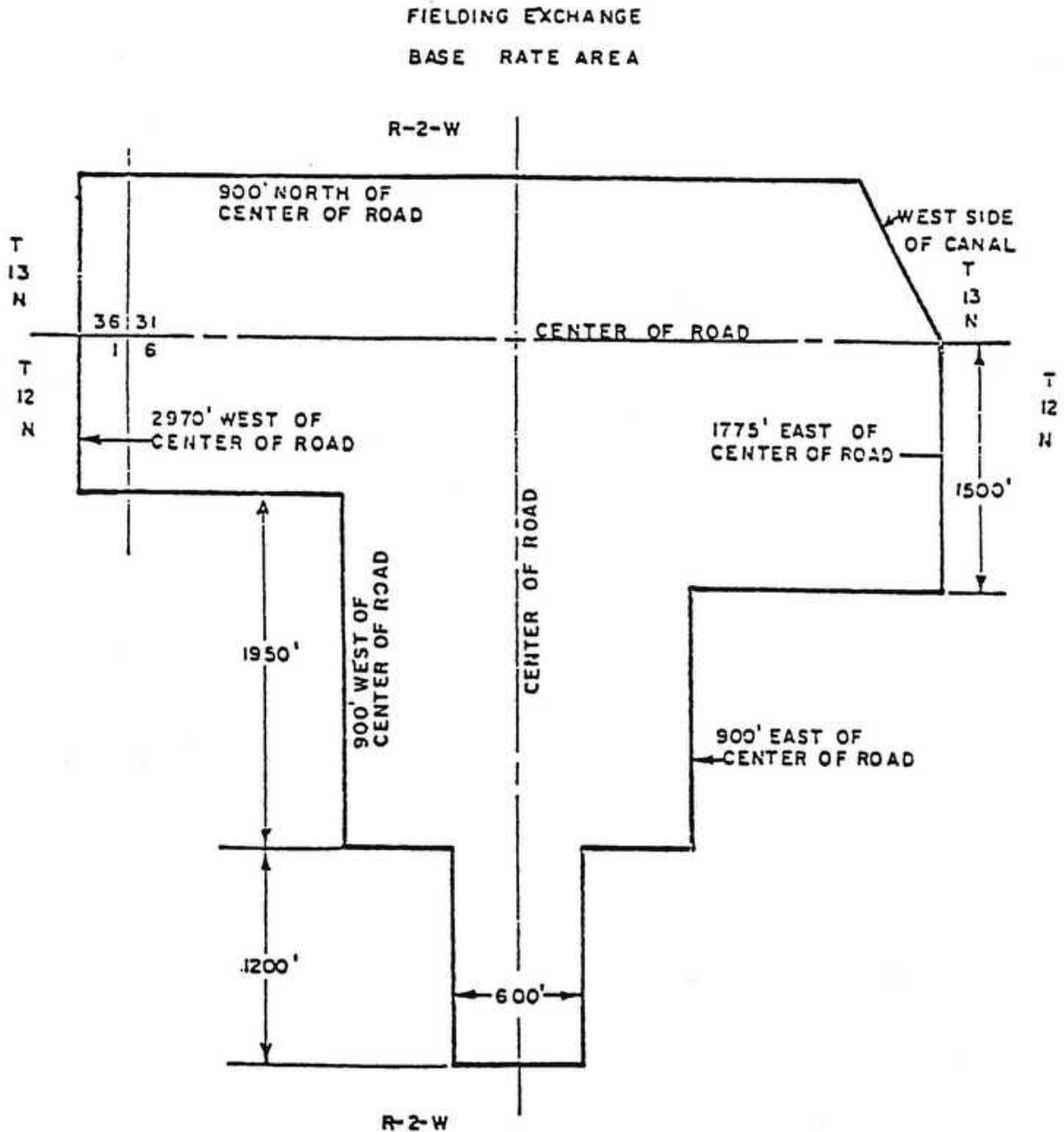
Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

Effective: March 9, 1998

SCHEDULE NO. AB



SCHEDULE NO. AB



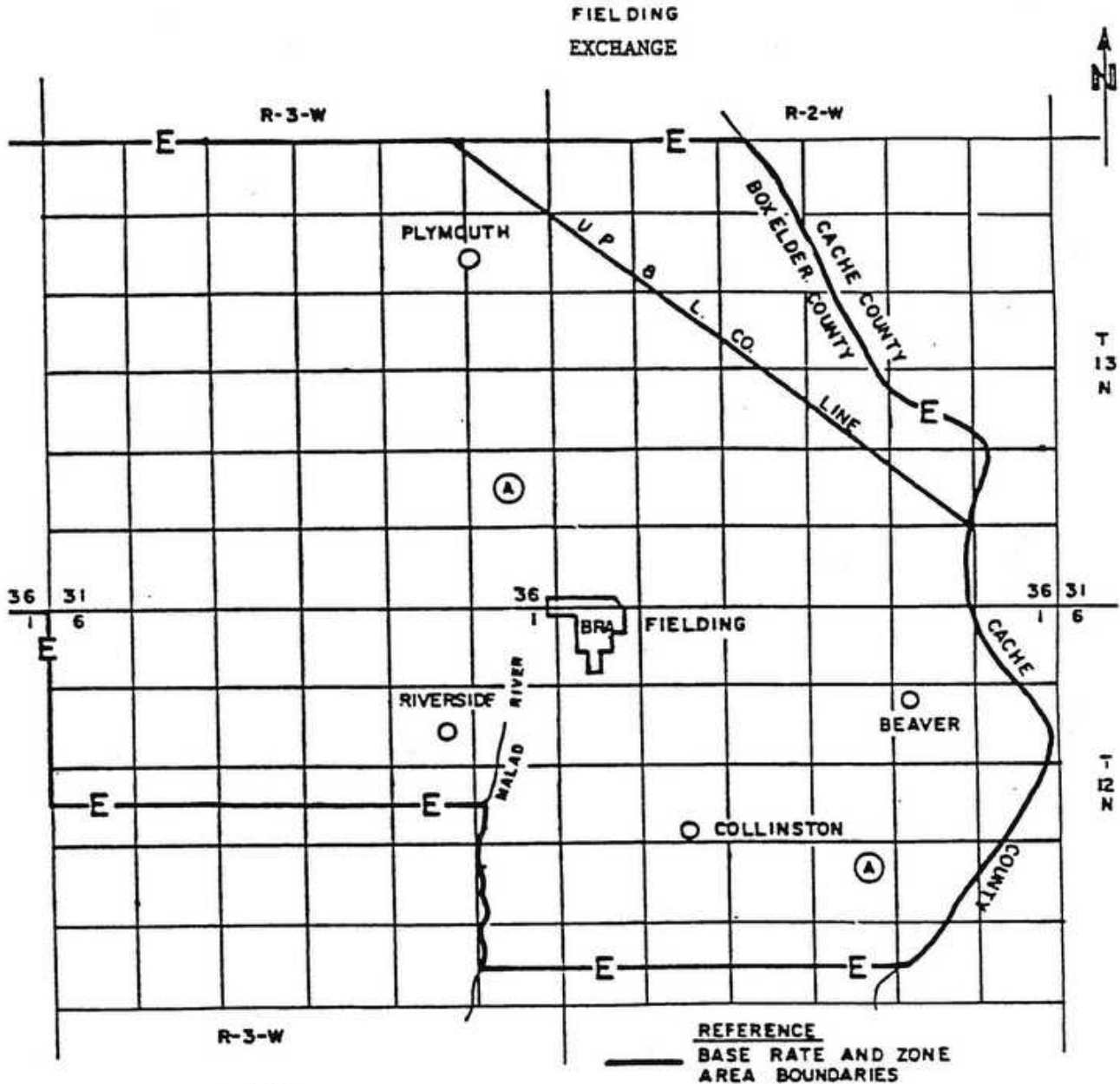
Issued: February 9, 1998

Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

Effective: March 9, 1998

Advice letter No. UT-98-01

SCHEDULE NO. AB

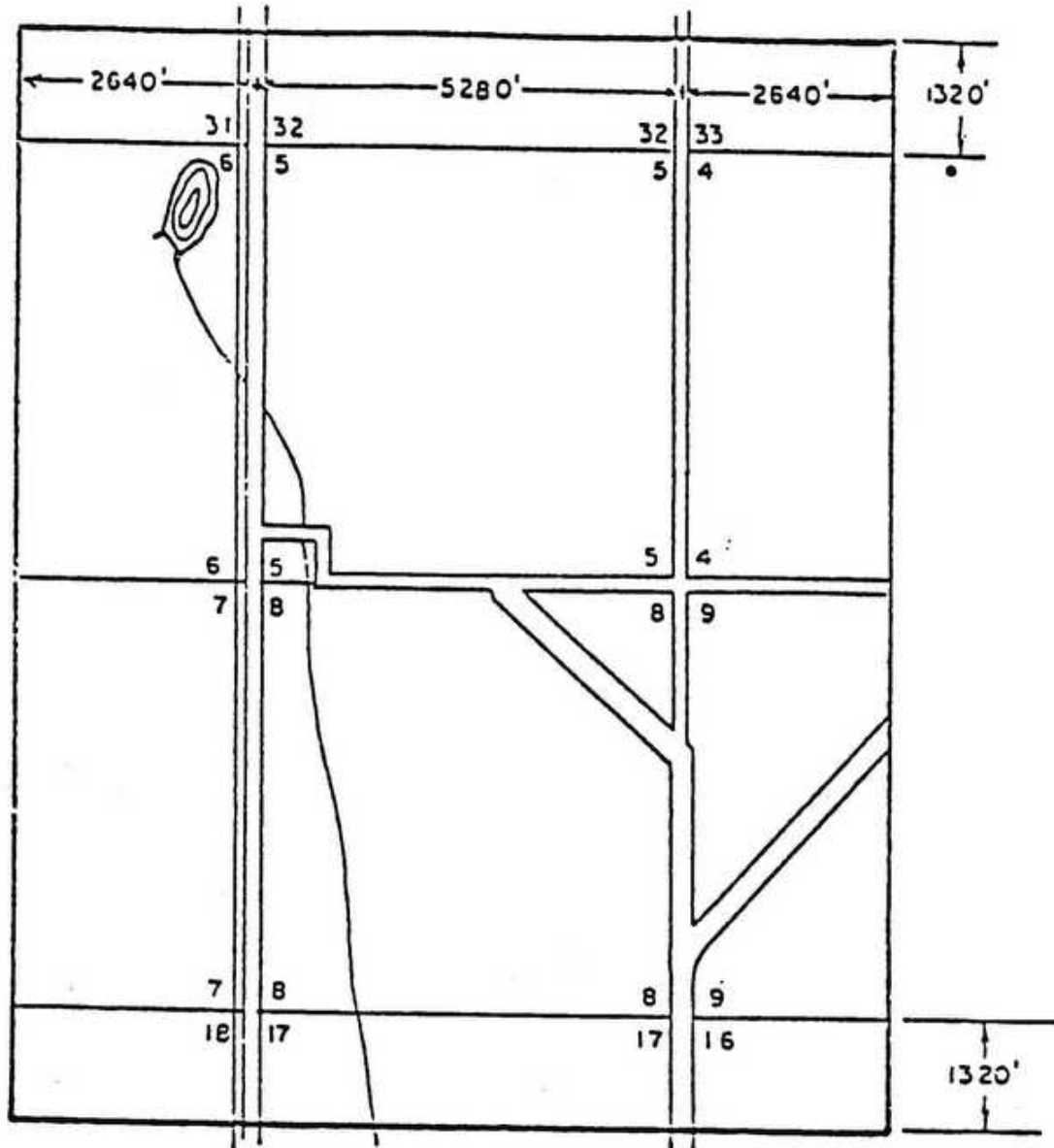
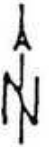


NOTE:  
UNLESS OTHERWISE NOTED  
ALL BOUNDARIES ARE LOCATED  
ON SECTION, MID-SECTION OR  
40 ACRE LINES.



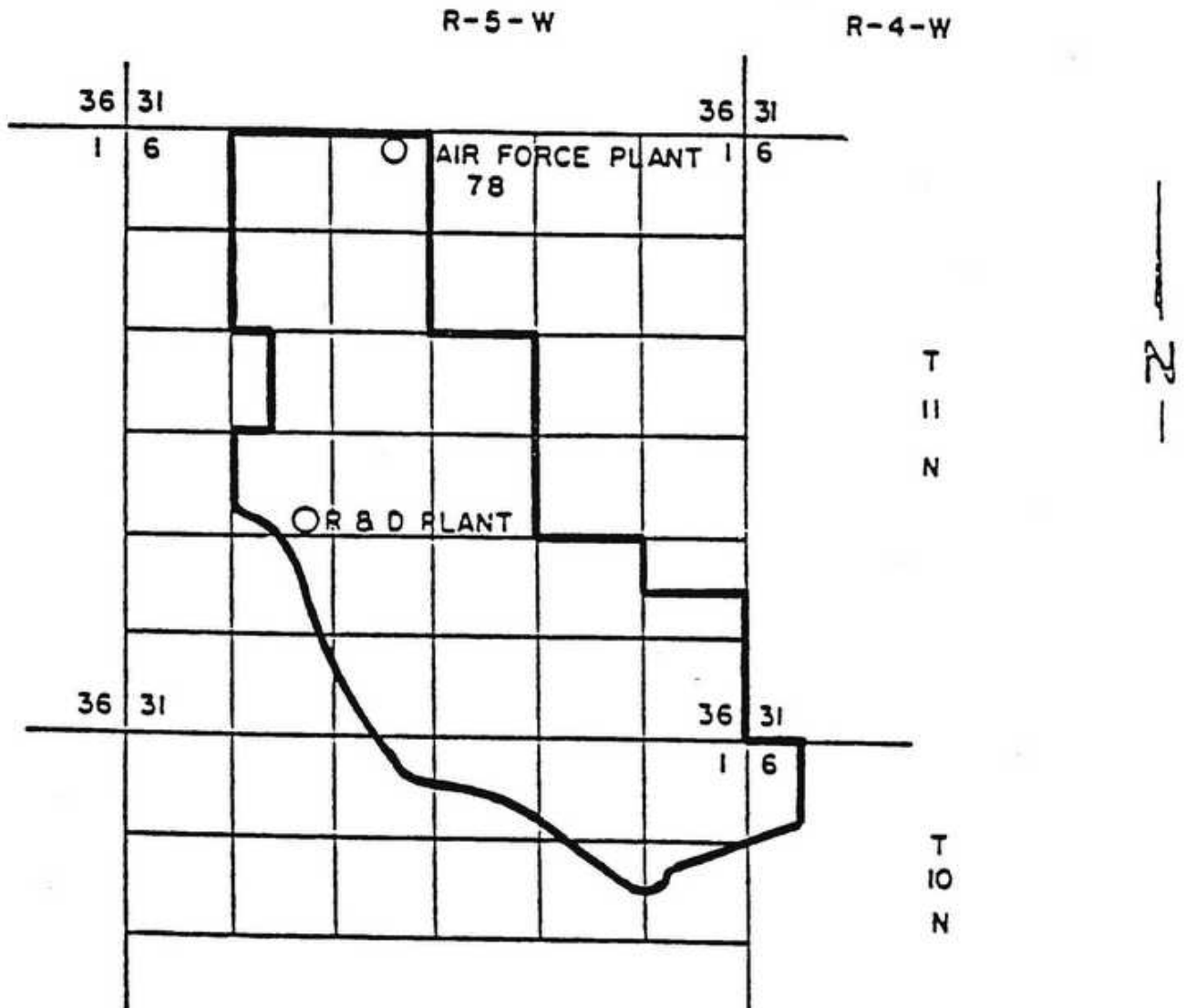
SCHEDULE NO. AB

HOWELL EXCHANGE  
BASE RATE AREA



SCHEDULE NO. AB

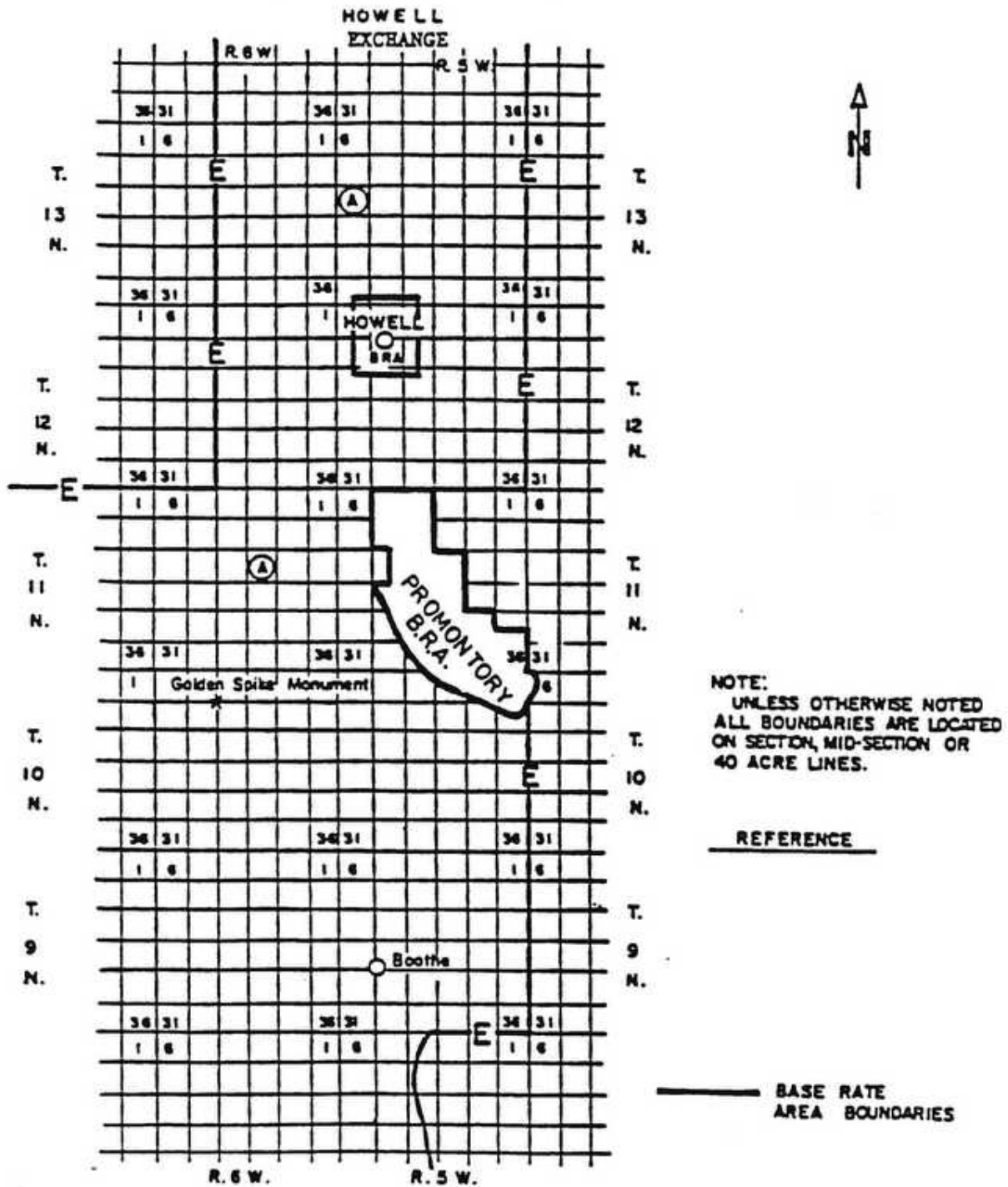
PROMONTORY BASE RATE AREA



REFERENCE

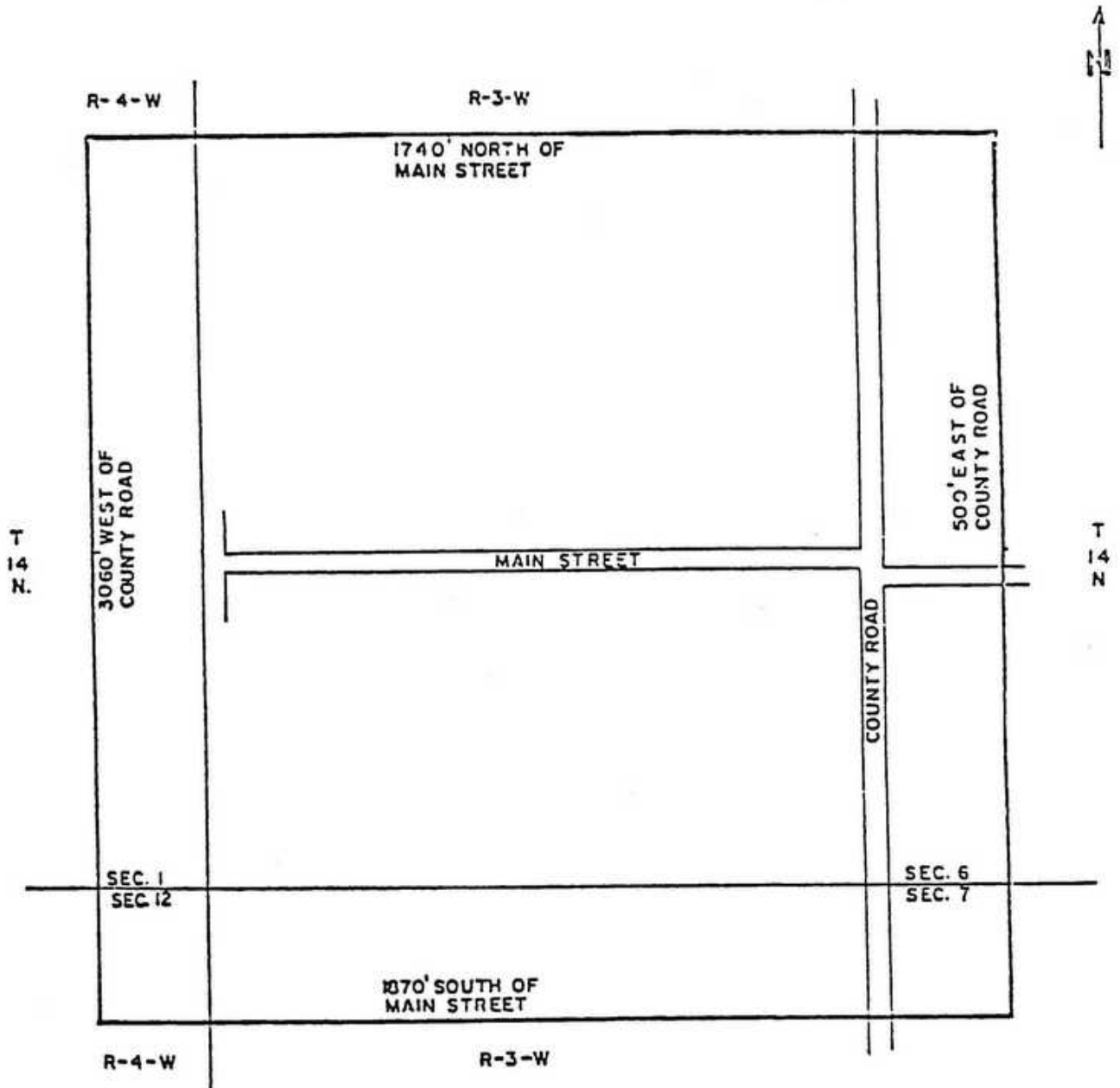
— RATE POINT BOUNDARY AND  
THIOKOL CHEMICAL CORP AND AIR  
FORCE PLANT PROPERTY LINE

SCHEDULE NO. AB

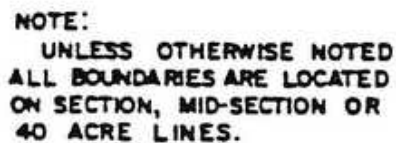


SCHEDULE NO. AB

PORTAGE EXCHANGE  
BASE RATE AREA

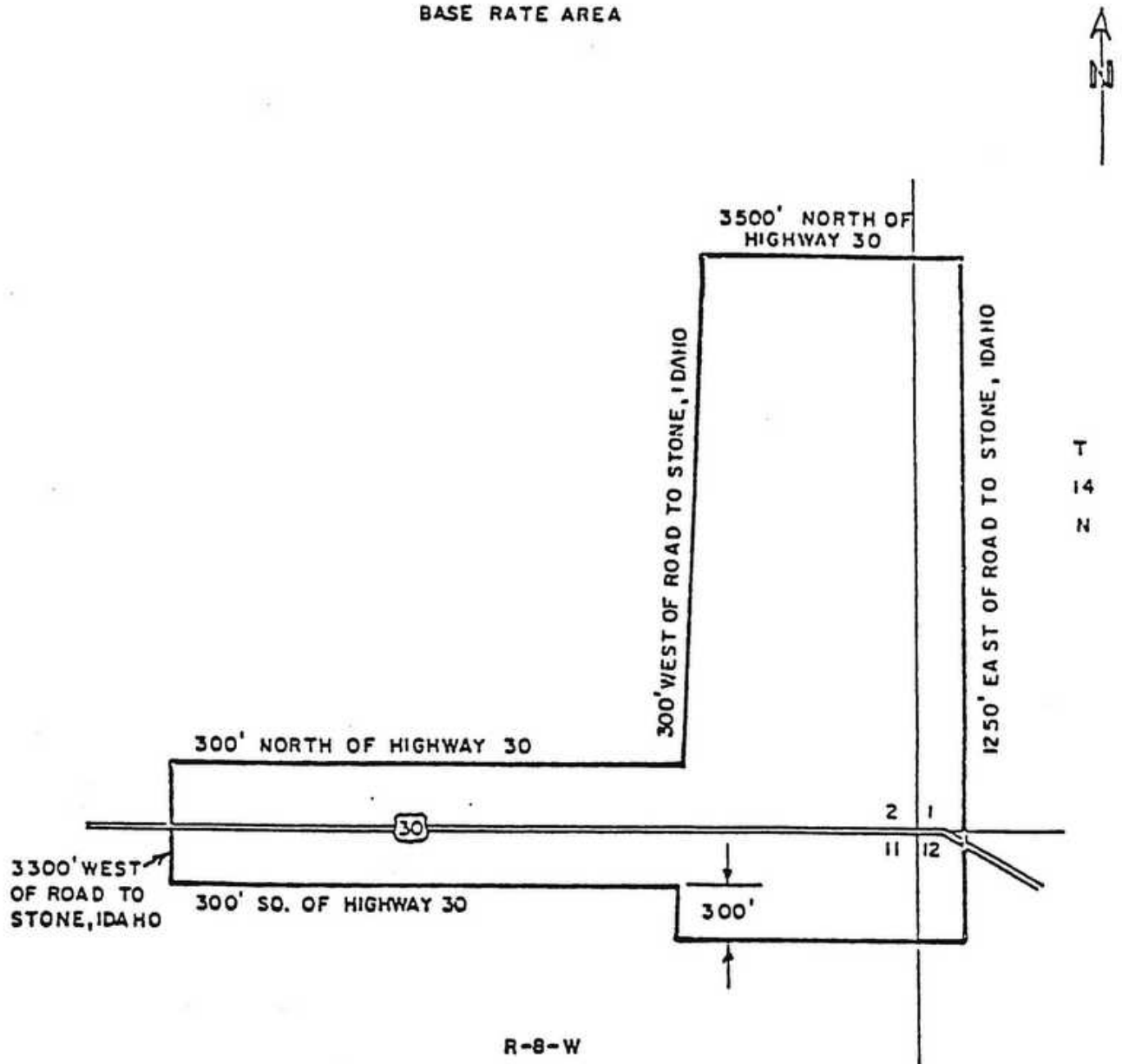


PORTAGE  
EXCHANGE

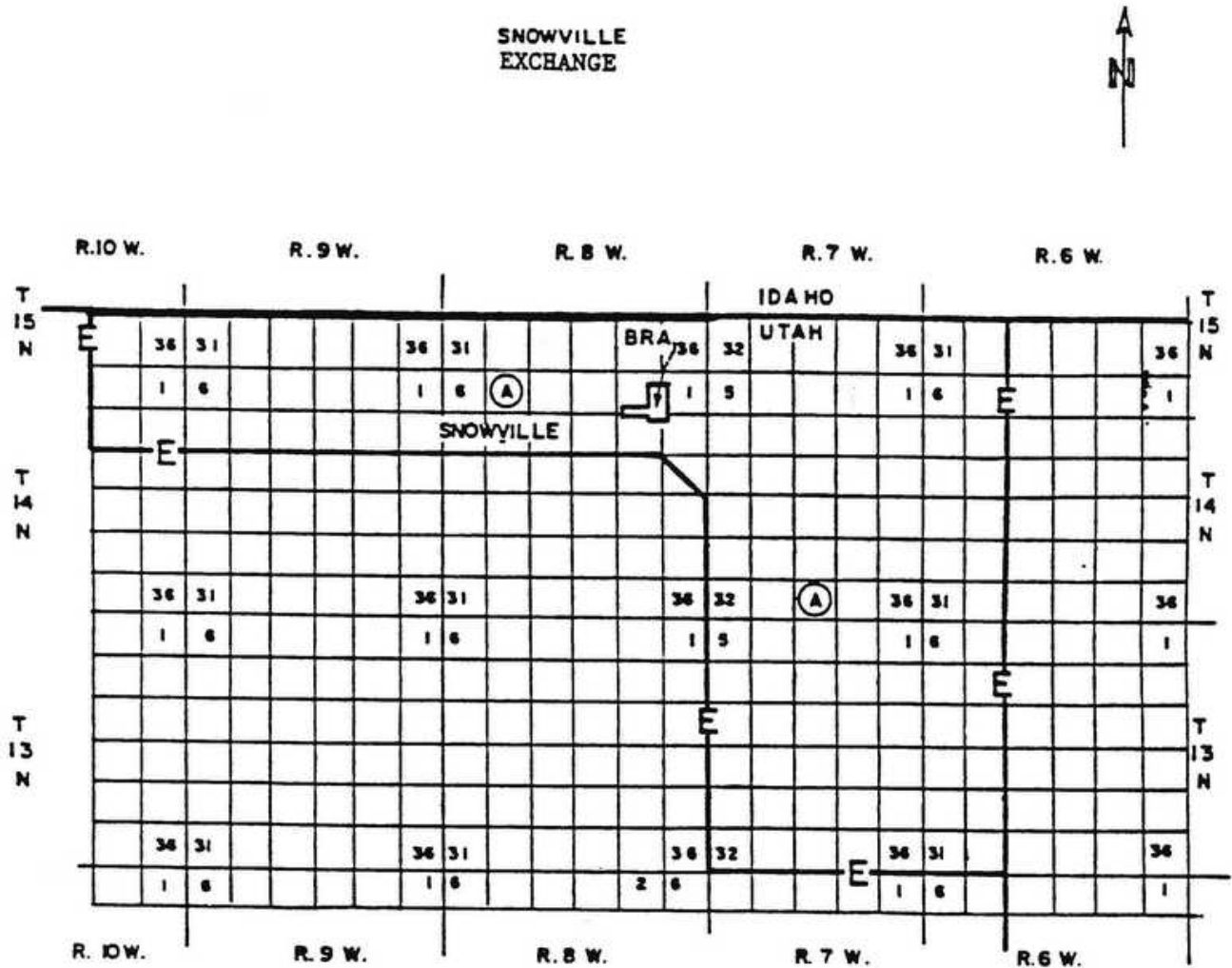


SCHEDULE NO. AB

SNOWVILLE EXCHANGE  
BASE RATE AREA



SCHEDULE NO. AB



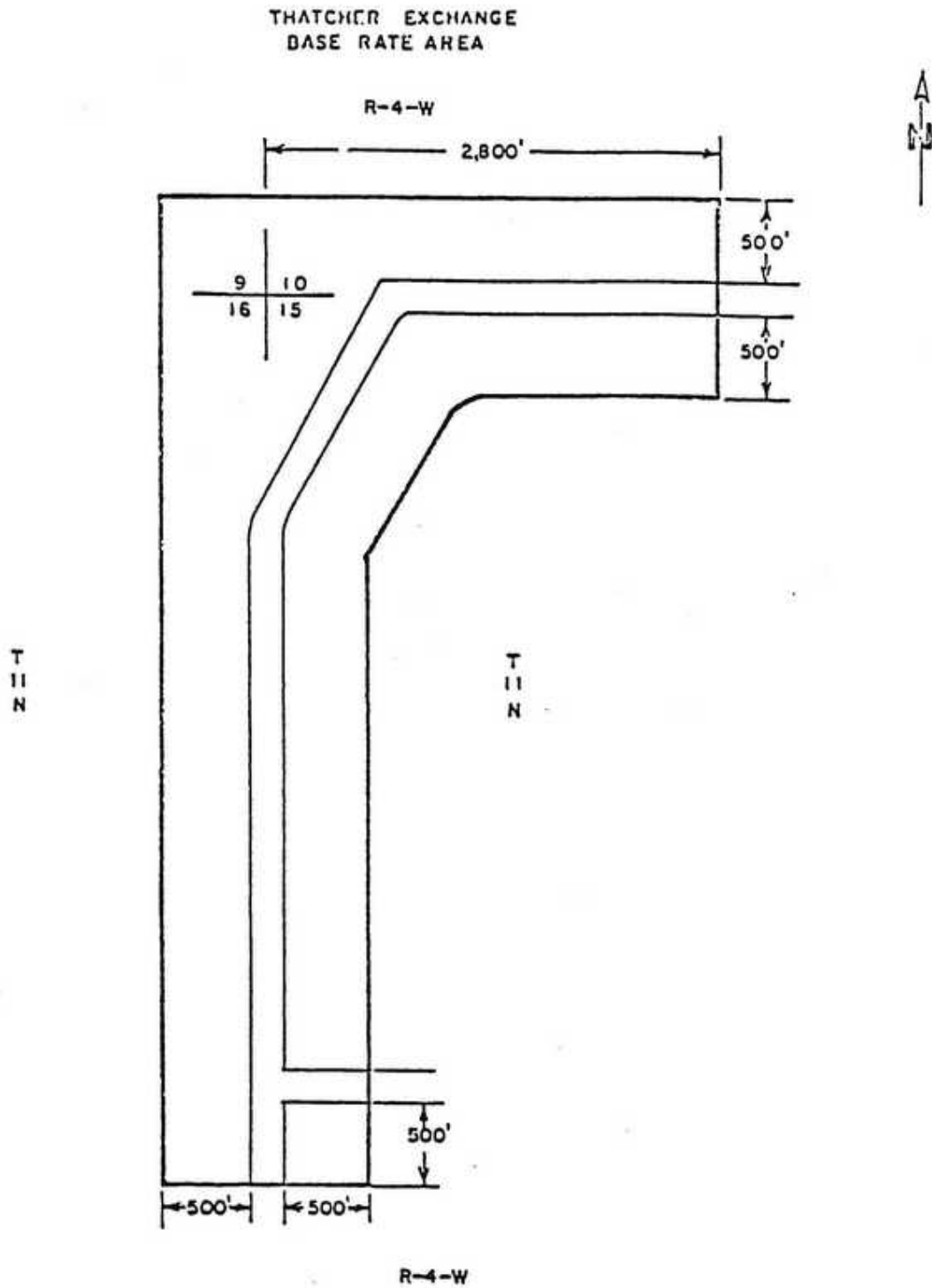
Issued: February 9, 1998

Advice letter No. UT-98-01

Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

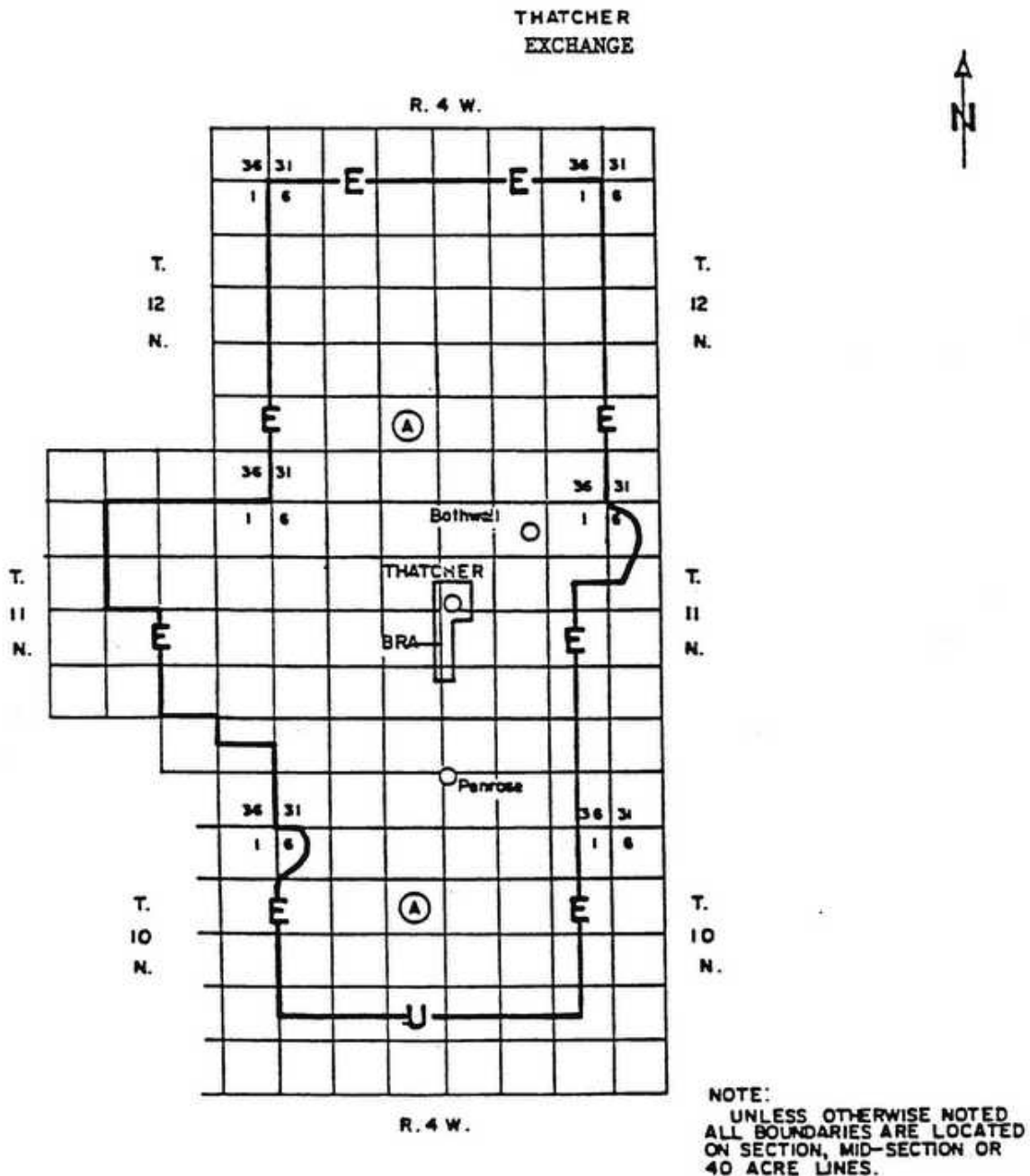
Effective: March 9, 1998

SCHEDULE NO. AB





SCHEDULE NO. AB



REFERENCE

— BASE RATE AND ZONE  
— AREA BOUNDARIES

Issued: February 9, 1998

Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

Effective: March 9, 1998

Advice letter No. UT-98-01

TREMONTION  
EXCHANGE BASE RATE AREA

800' NORTH OF  
E OF 13600N

W. SIDE OF U.P.R.R.  
RIGHT-OF-WAY

500' E. OF E OF N. MAIN ST.

50. SIDE OF U.F.R. SPUR

500' N. OF E OF  
W. FACTORY ST.

GARLAND

CENTERLINE  
HIGHWAY 191

500' WEST  
OF E OF  
IOWA STRING

1930' WEST OF  
E OF HY. 191

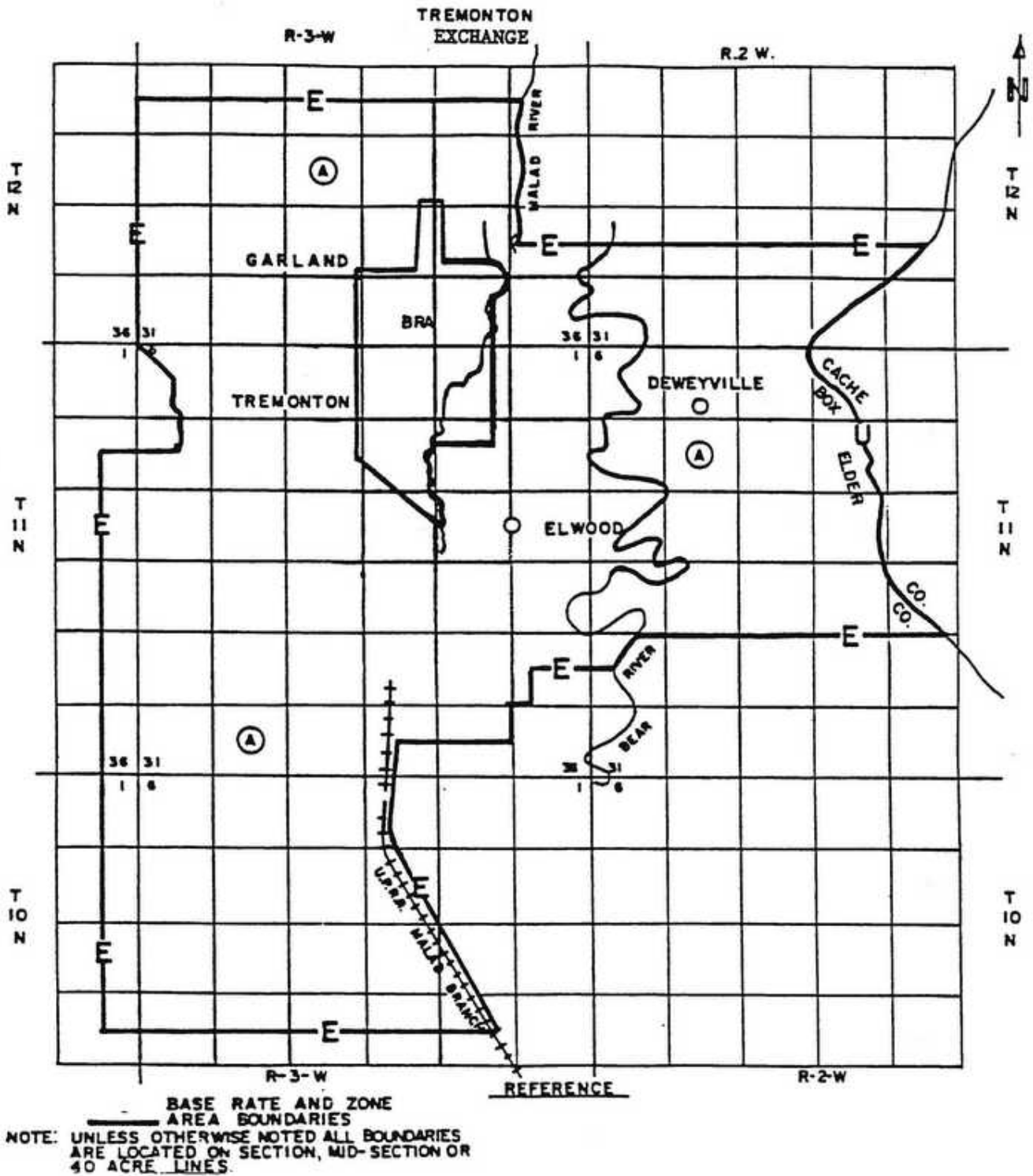
TREMONTION

1320' SOUTH OF  
TRMN. MAIN ST.

CENTERLINE  
180 FREEWAY

R-3-W

SCHEDULE NO. AB



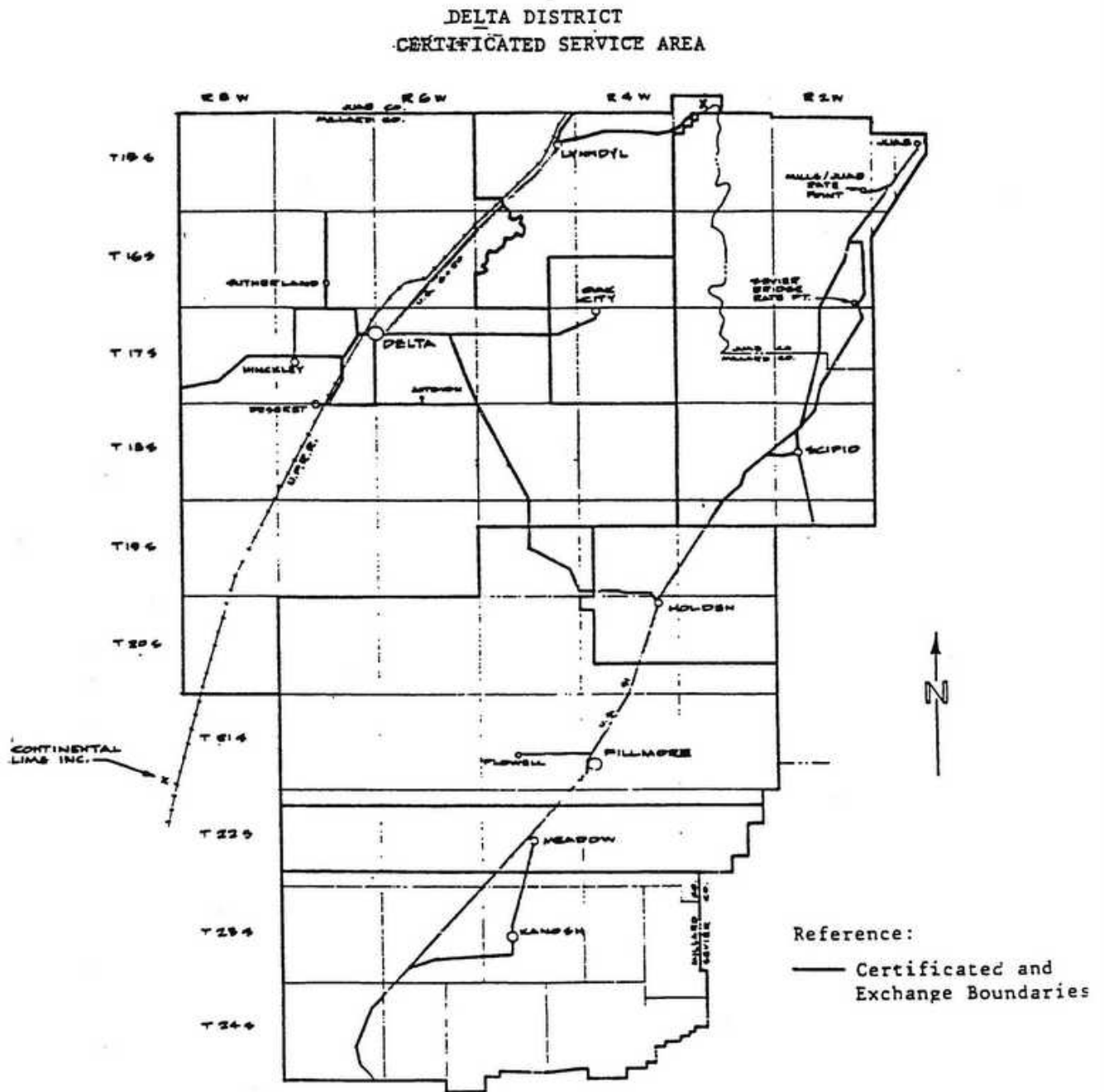
Issued: February 9, 1998

Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

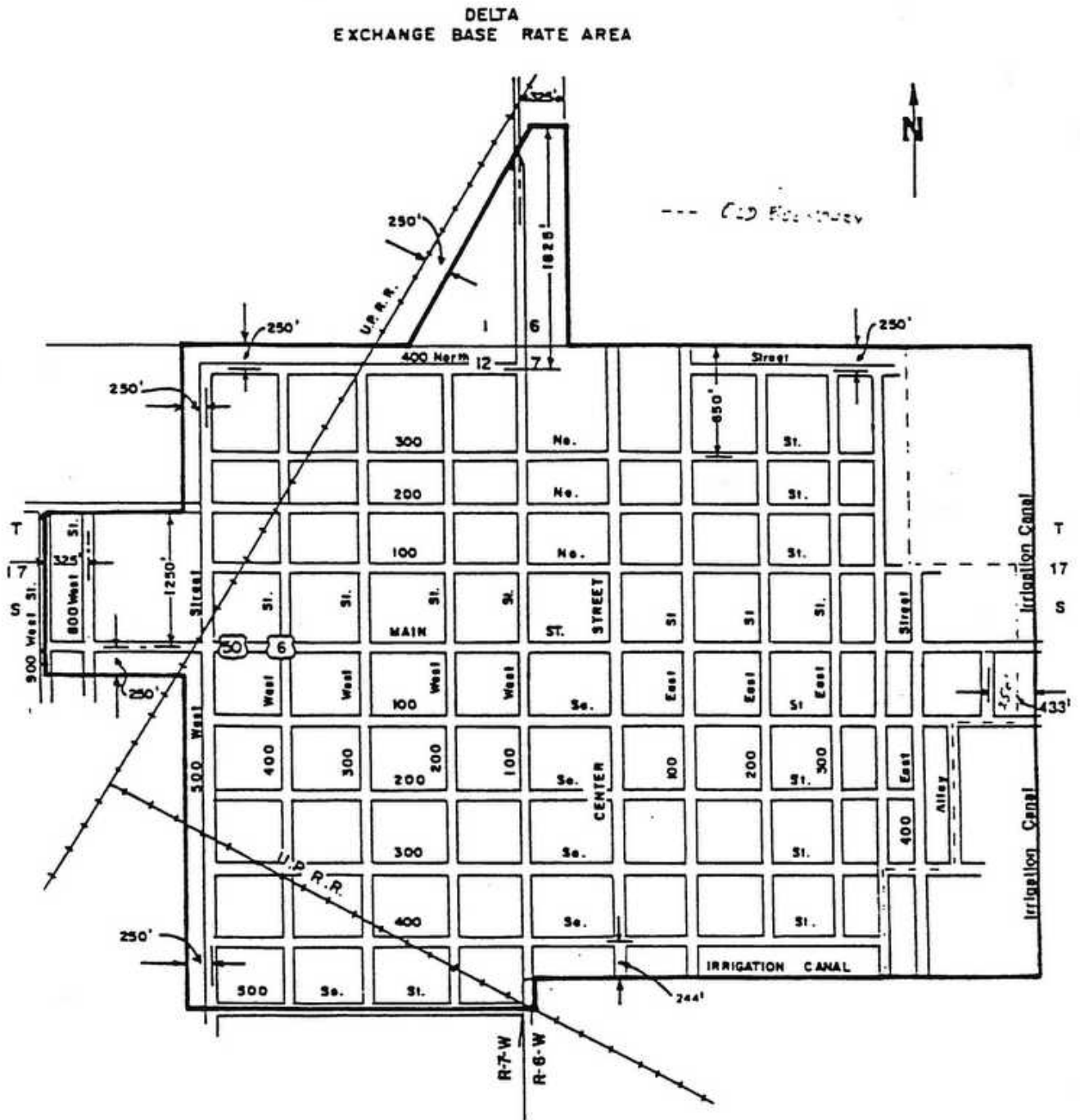
Effective: March 9, 1998

Advice letter No. UT-98-01

SCHEDULE NO. AB



SCHEDULE NO. AB



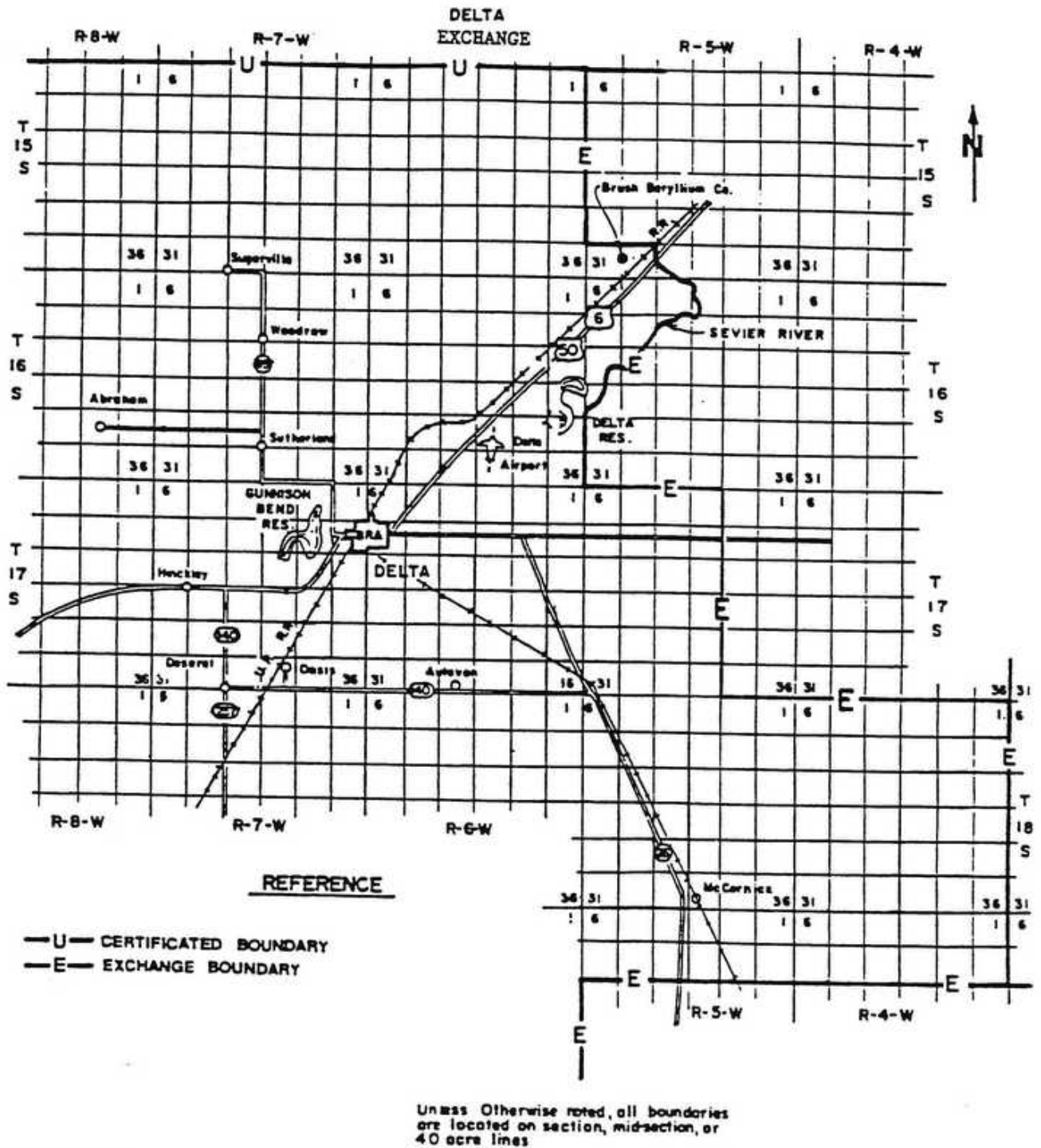
Issued: February 9, 1998

Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

Effective: March 9, 1998

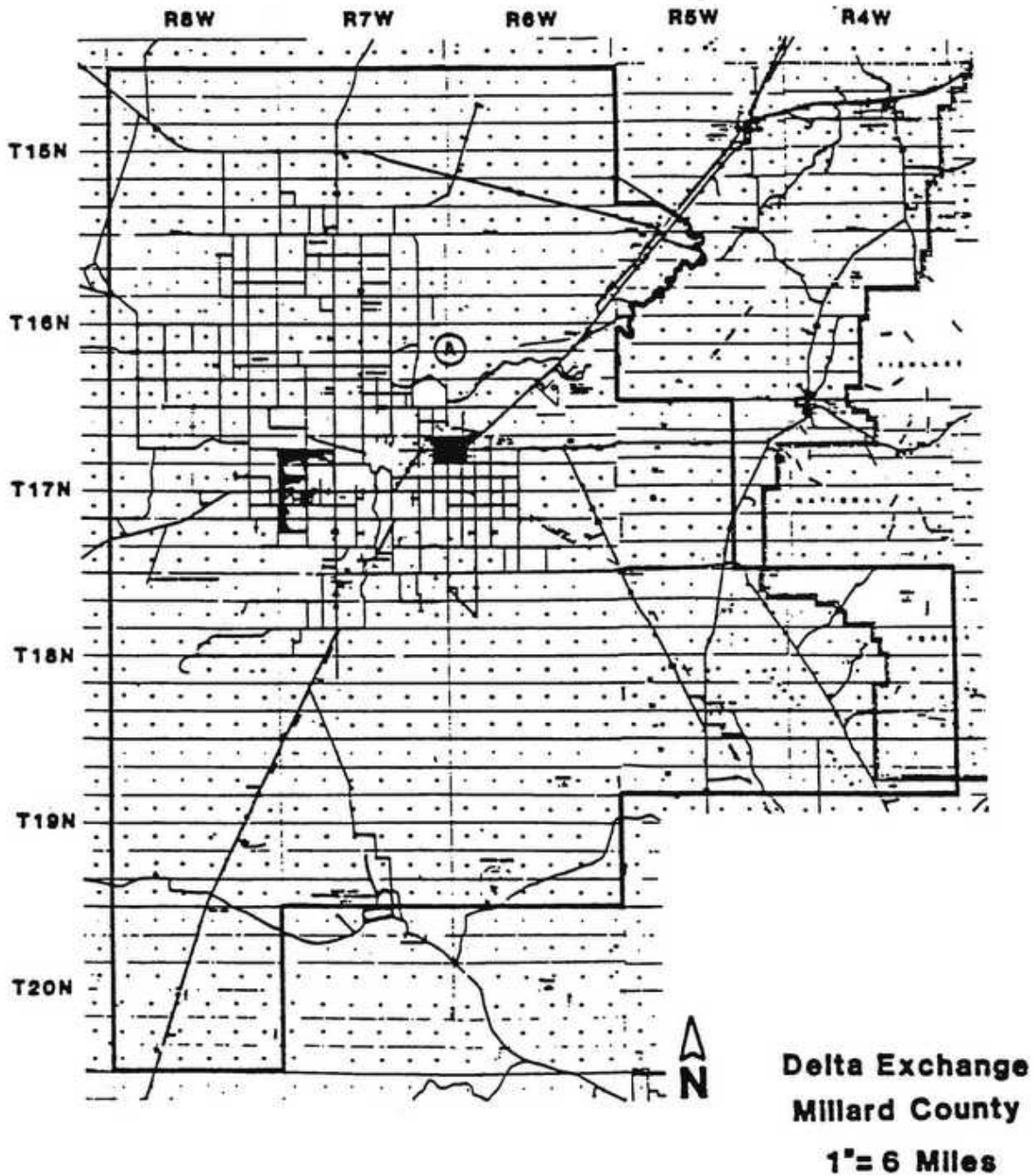
Advice letter No. UT-98-01

SCHEDULE NO. AB



SCHEDULE NO. AB

ZONE A



Issued: February 9, 1998

Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

Effective: March 9, 1998

Advice letter No. UT-98-01

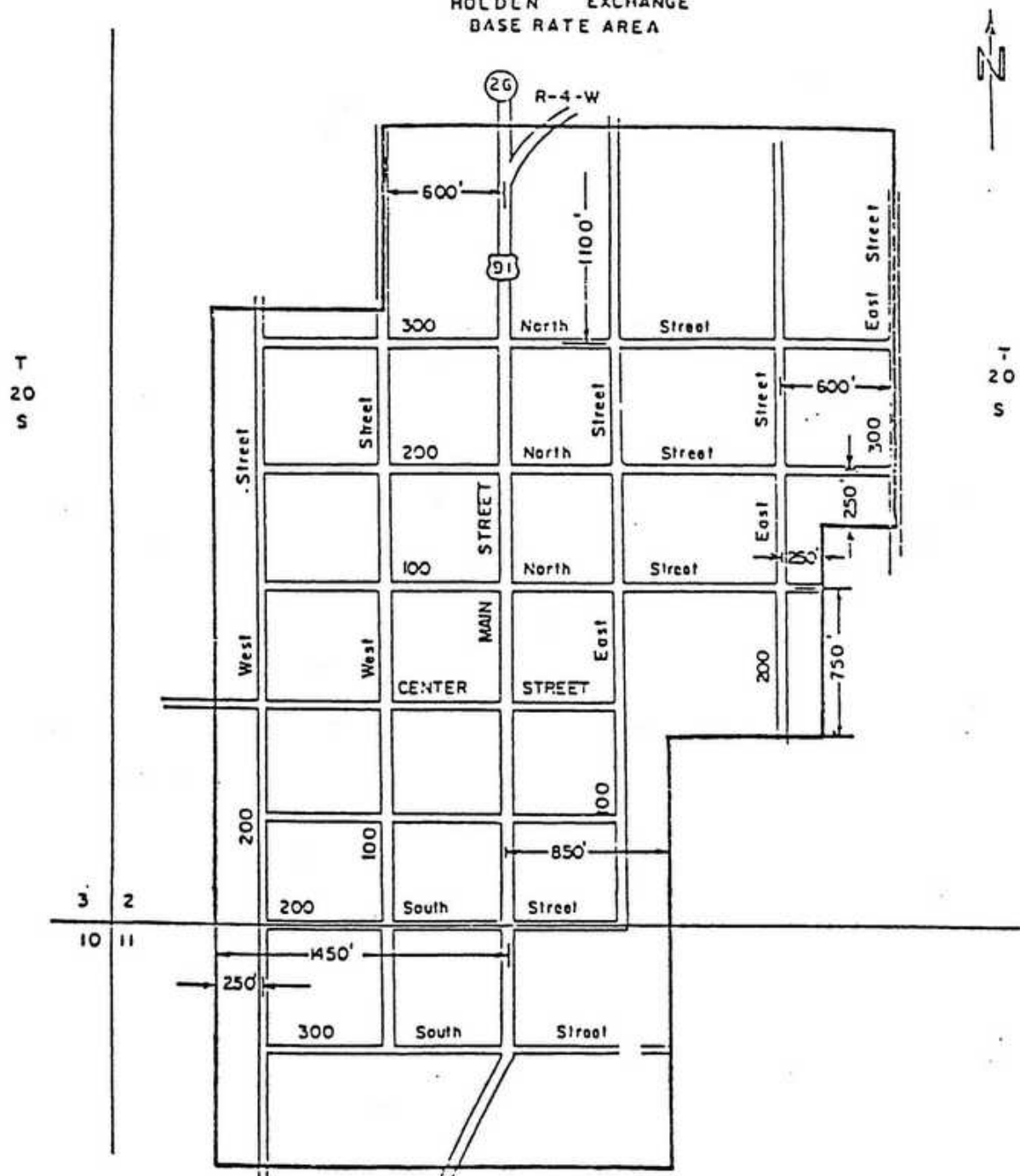
FILLMORE EXCHANGE  
BASE RATE AREA



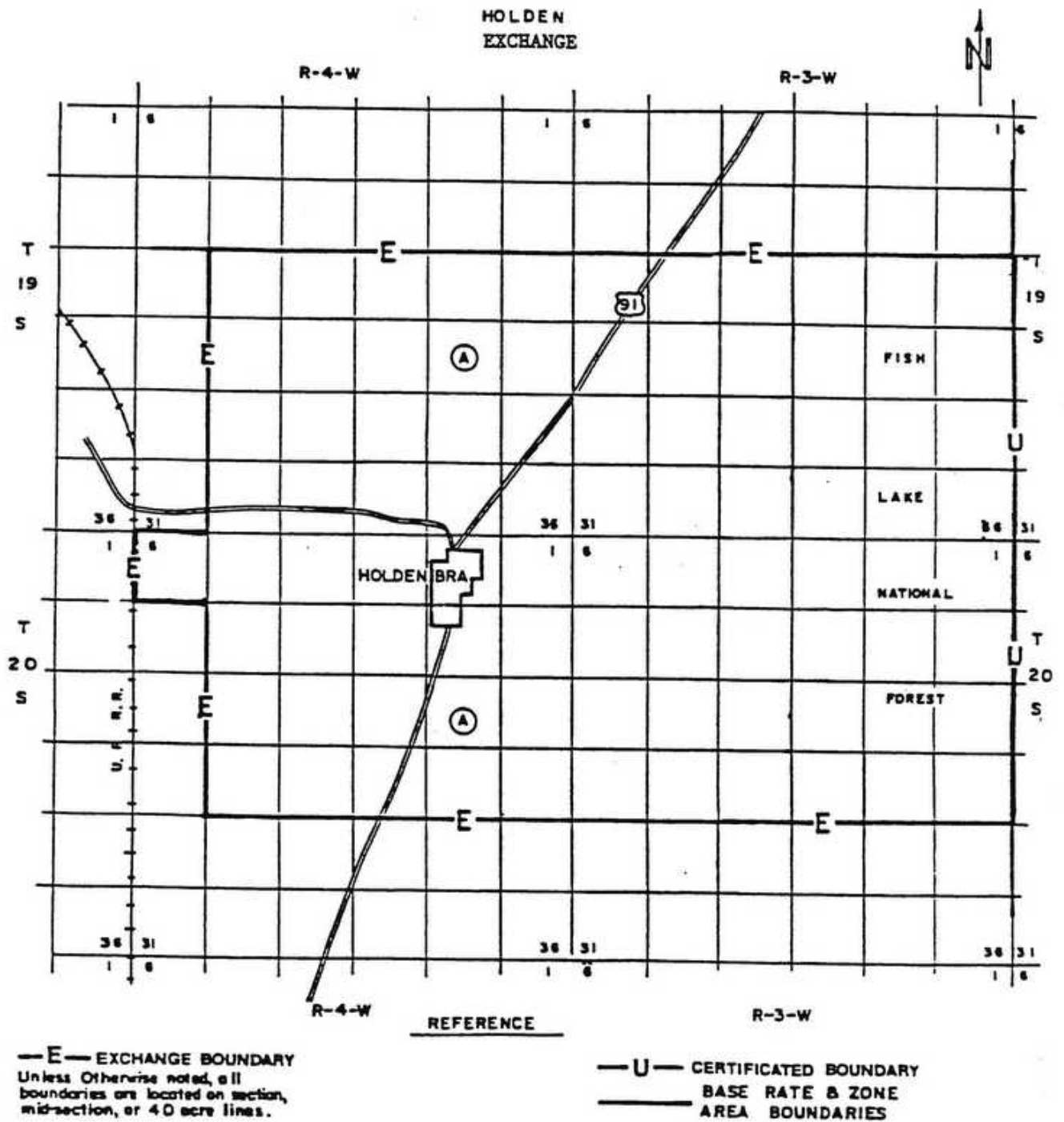
The map is a detailed survey of the Fillmore Exchange area, overlaid on a grid of sections. The grid is labeled with Range (R-6-W, R-5-W, R-4-W, R-3-W) and Township (T-19-S, T-20-S, T-21-S, T-22-S) coordinates. The U.P. R.R. line runs diagonally from the top left towards the center. The Fillmore Exchange is a large, irregularly shaped area in the center, with a smaller area labeled 'BRA' within it. The Fish Lake National Forest is located to the east of the exchange. Key locations marked include Holden, Fillmore, and Bra. The map also shows section numbers (36, 31, 1, 6) and various symbols (circles, squares, lines) indicating specific features or boundaries. A north arrow is located in the top right corner.

—U— CERTIFICATED BOUNDARY  
—E— EXCHANGE BOUNDARY  
Unless Otherwise noted, all boundaries are located on section, mid-section, or 40 acre lines.

HOLDEN      EXCHANGE  
BASE RATE AREA



SCHEDULE NO. AB



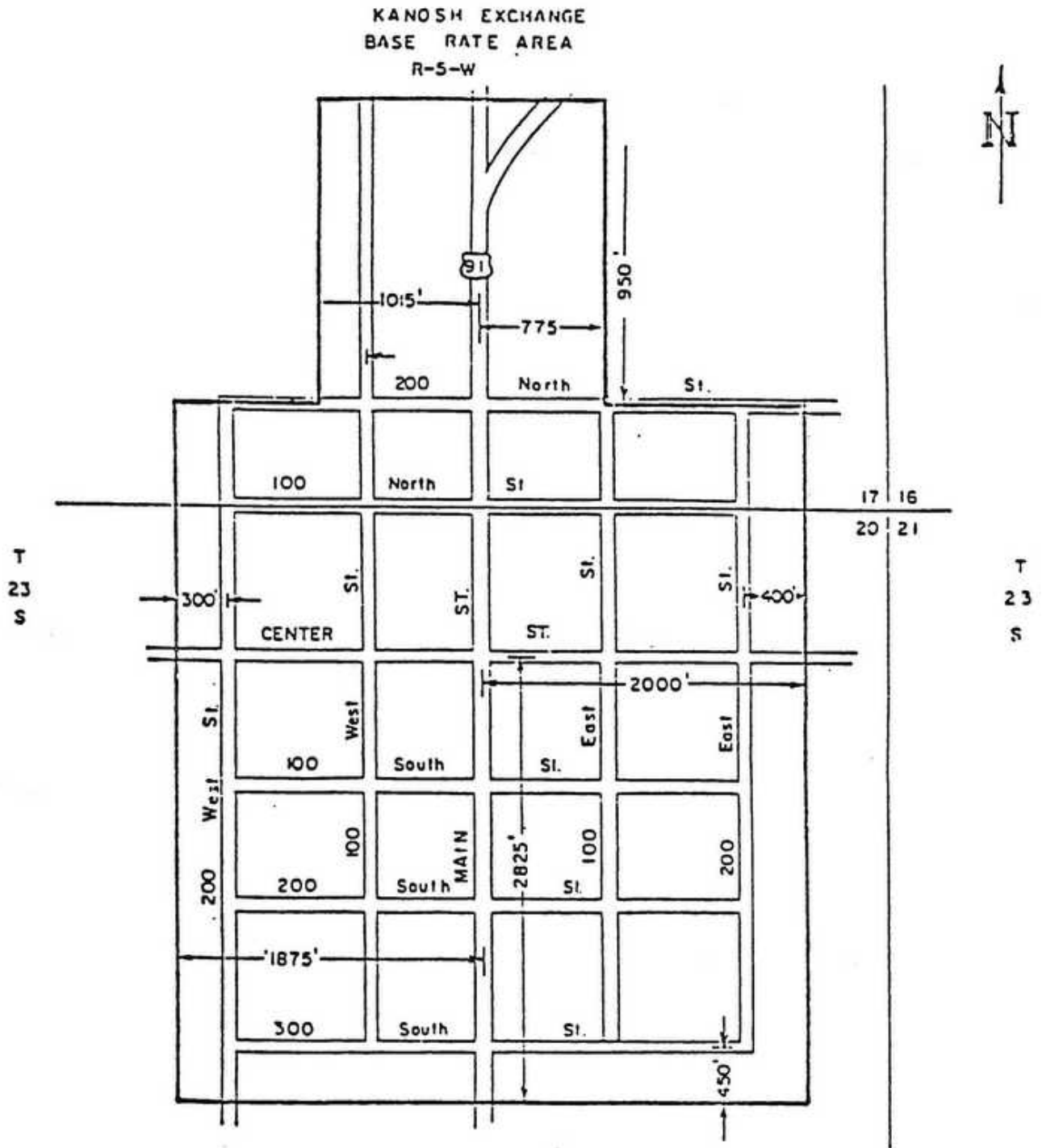
Issued: February 9, 1998

Advice letter No. UT-98-01

Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

Effective: March 9, 1998

SCHEDULE NO. AB



Issued: February 9, 1998

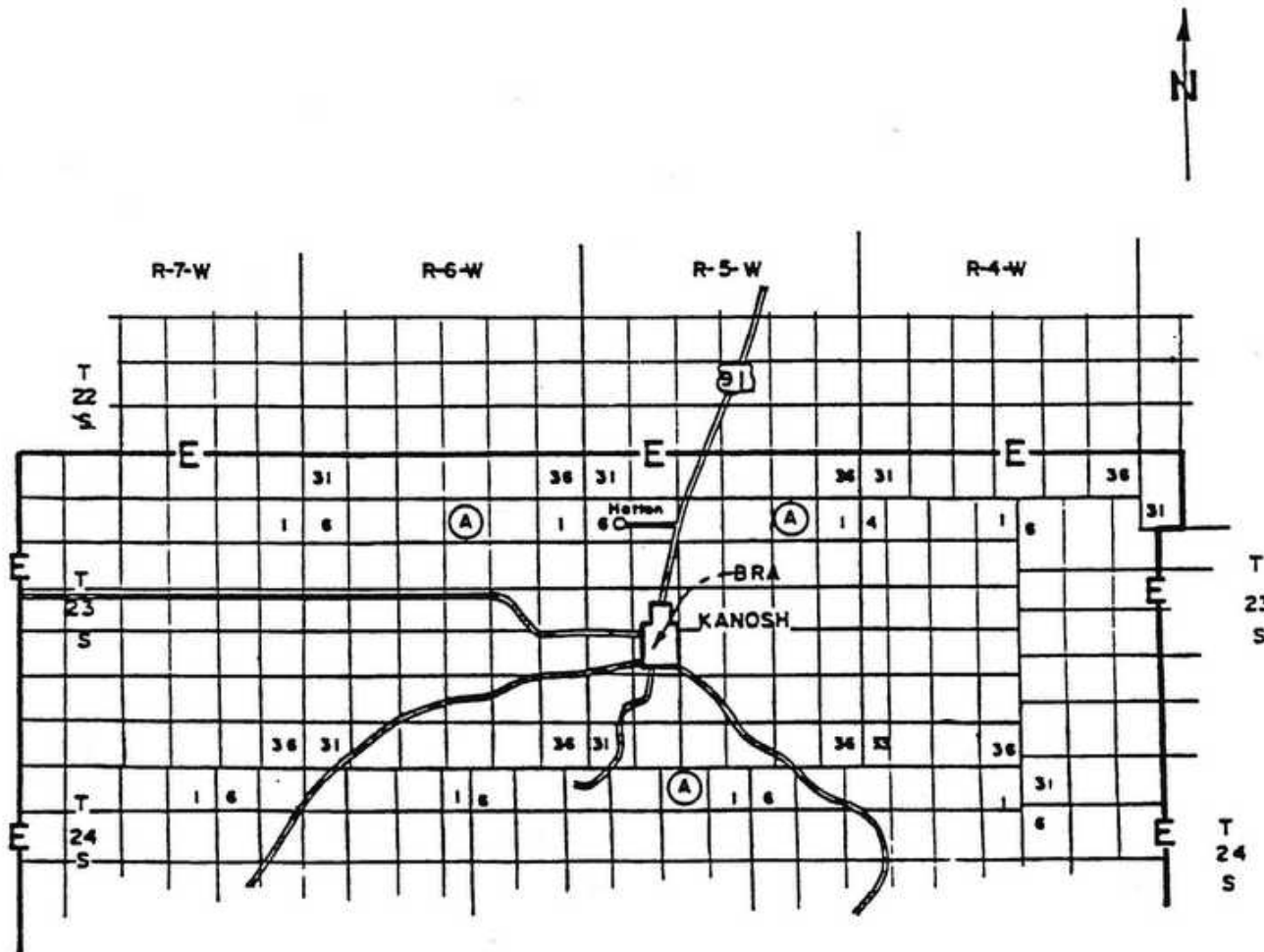
Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

Effective: March 9, 1998

Advice letter No. UT-98-01

SCHEDULE NO. AB

KANOSH  
EXCHANGE



REFERENCE

Unless Otherwise noted, all  
boundaries are located on section,  
mid-section, or 40 acre lines

————— BASE RATE & ZONE  
AREA BOUNDARIES

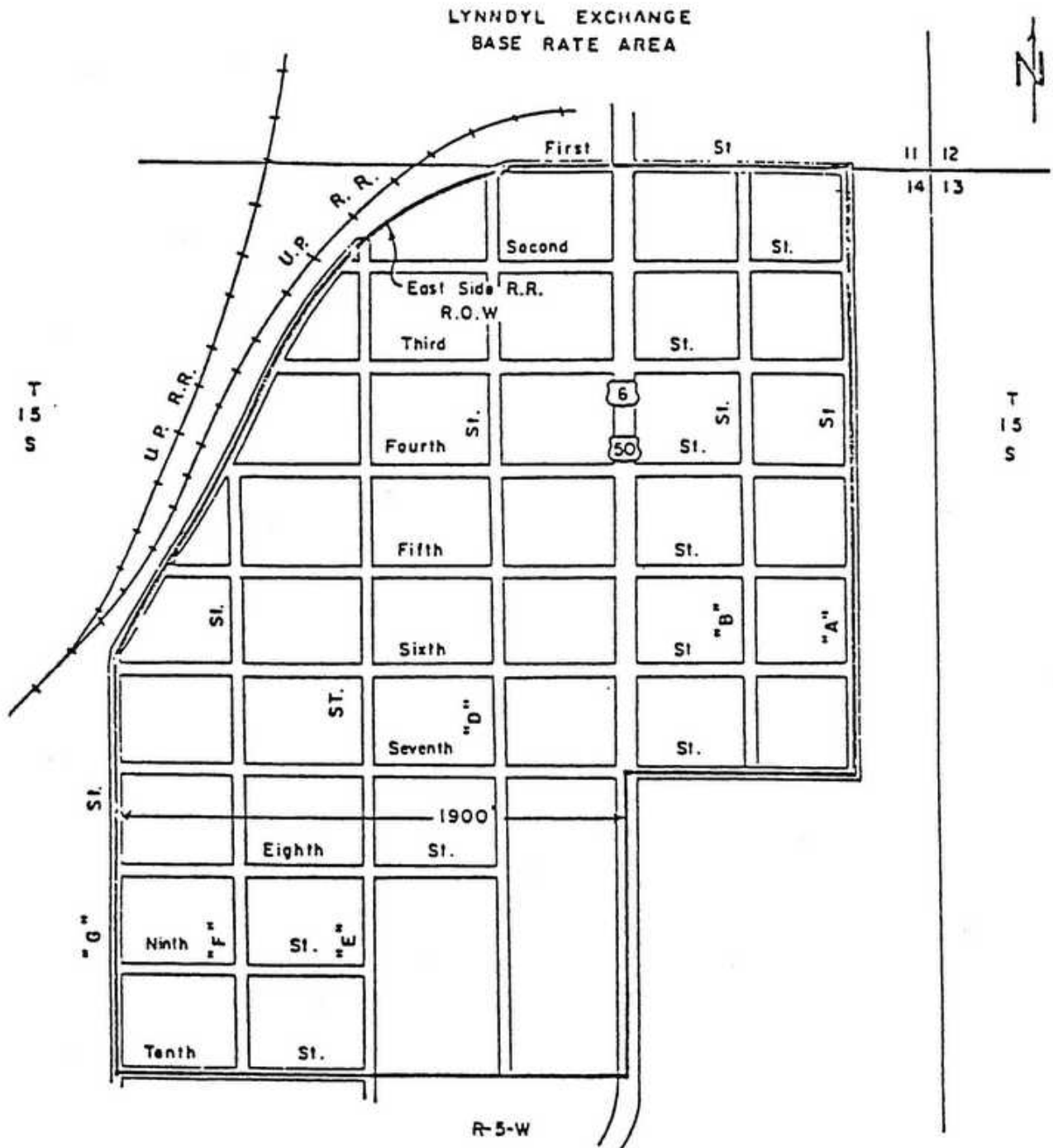
Issued: February 9, 1998

Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

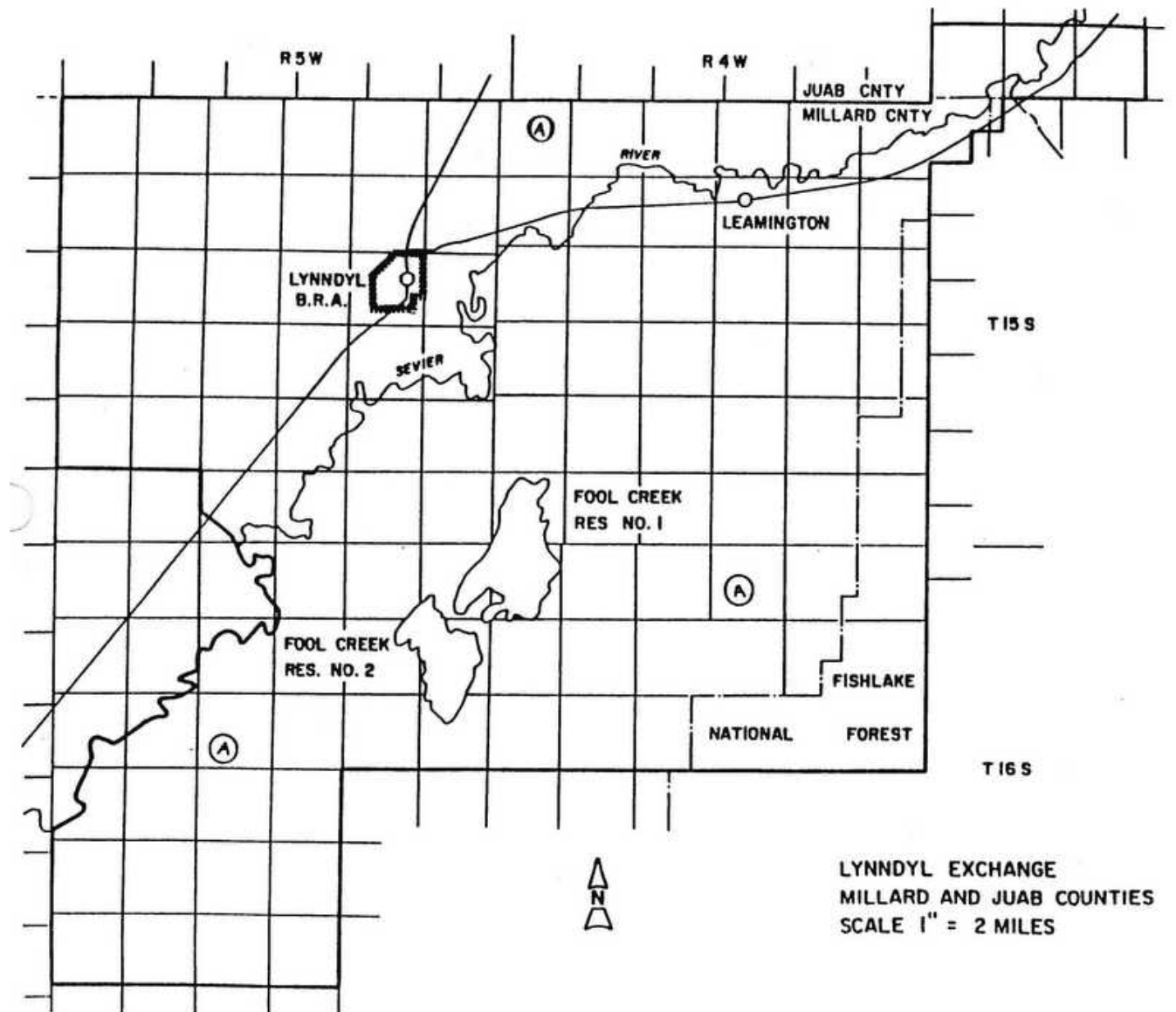
Effective: March 9, 1998

Advice letter No. UT-98-01

SCHEDULE NO. AB



SCHEDULE NO. AB



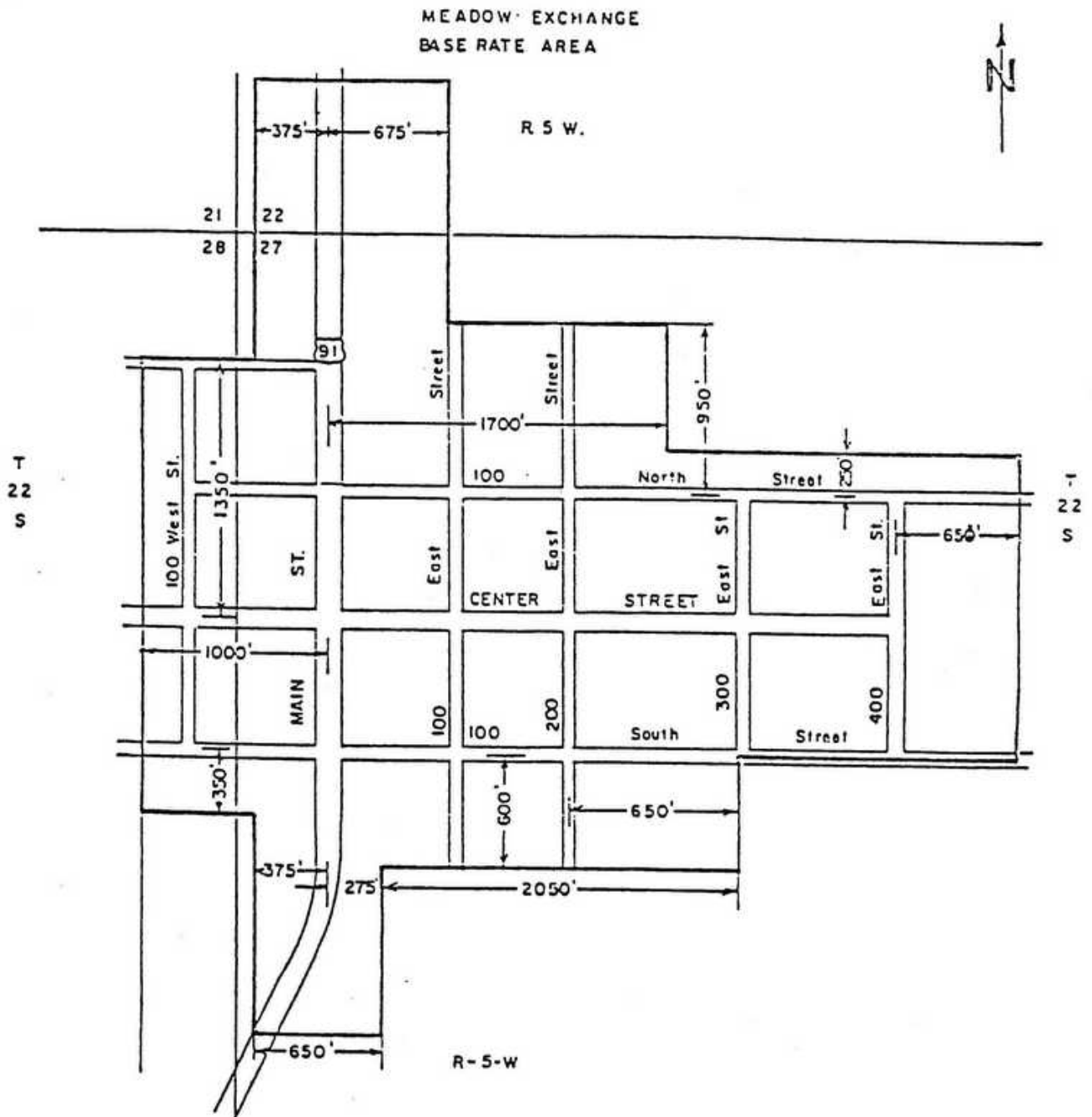
Issued: February 9, 1998

Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

Effective: March 9, 1998

Advice letter No. UT-98-01

SCHEDULE NO. AB



Issued: February 9, 1998

Advice letter No. UT-98-01

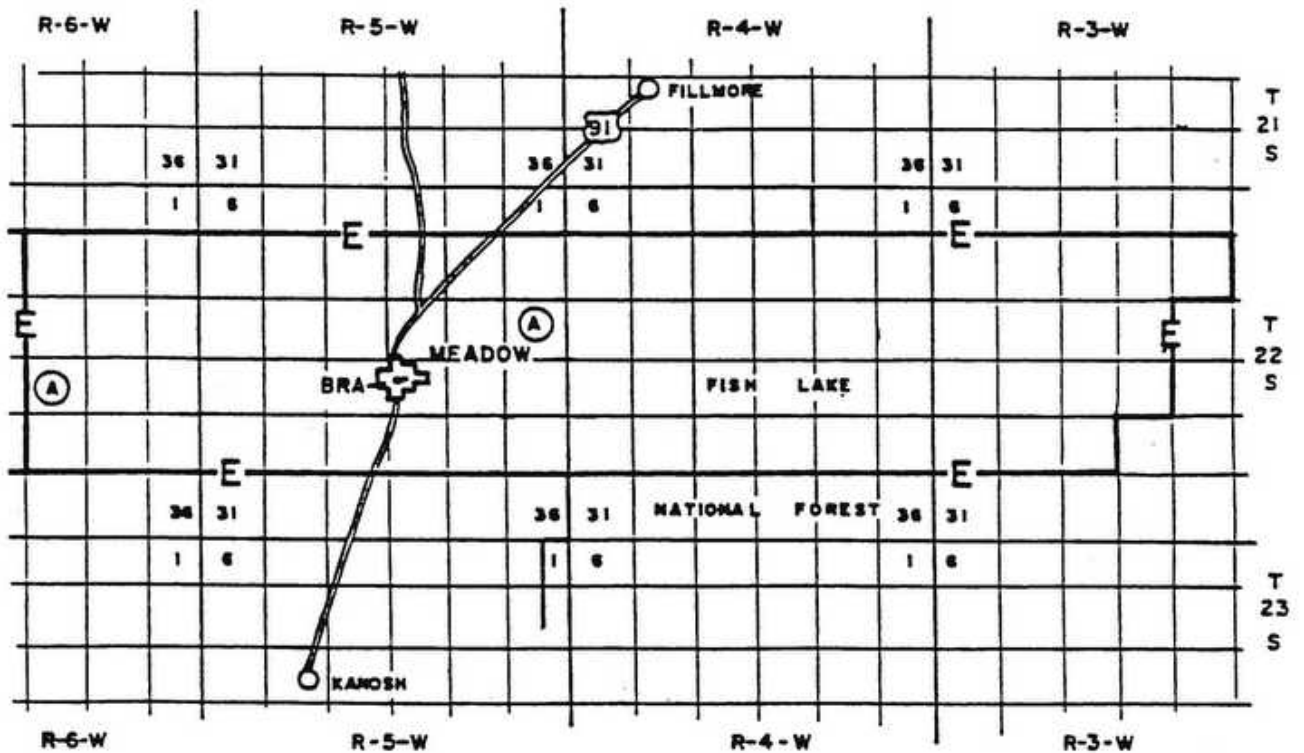
Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

Effective: March 9, 1998



SCHEDULE NO. AB

MEADOW  
EXCHANGE



REFERENCE

Unless Otherwise noted, all  
boundaries are located on section,  
mid-section, or 40 acre lines.

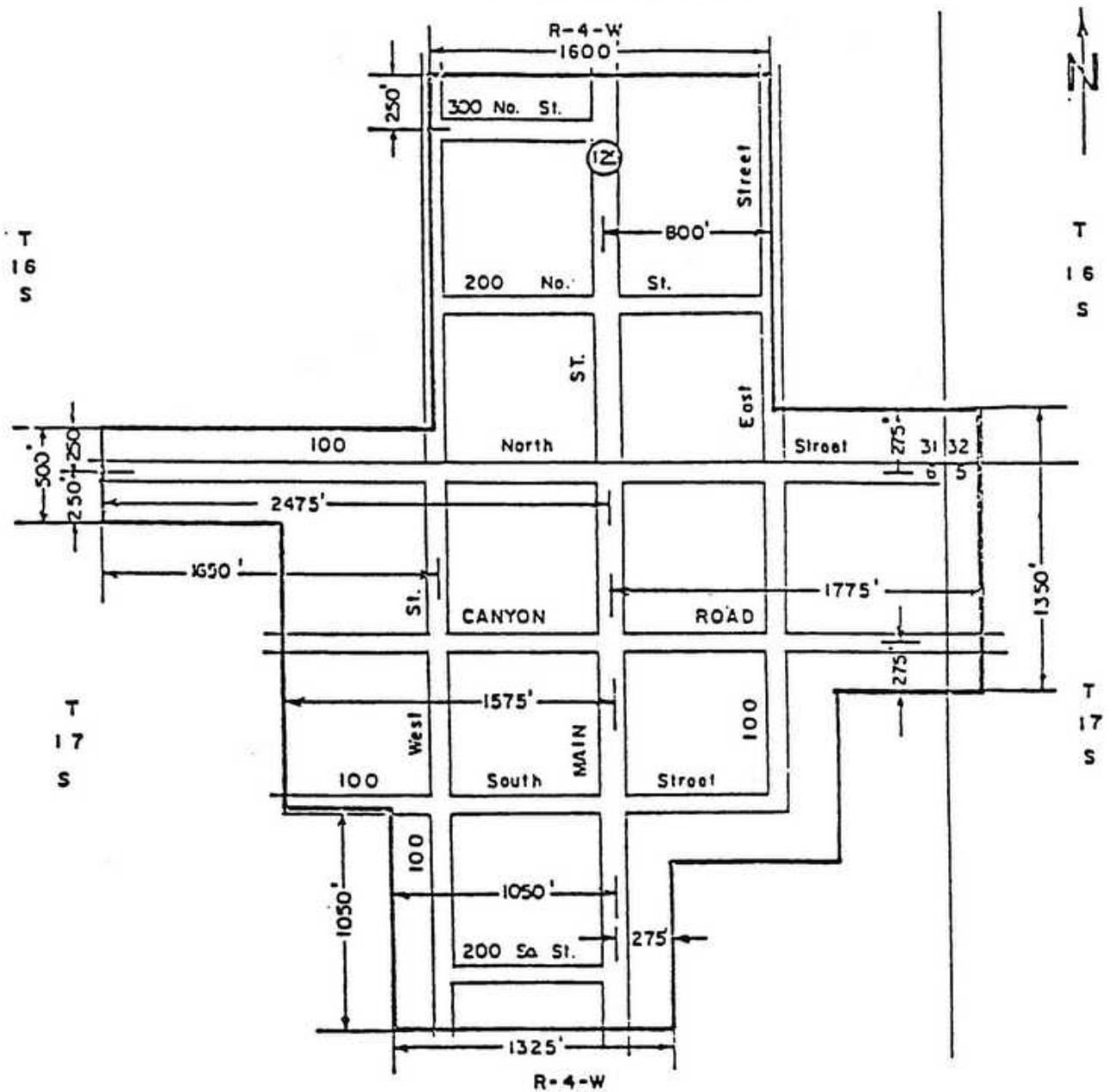
Issued: February 9, 1998

Advice letter No. UT-98-01

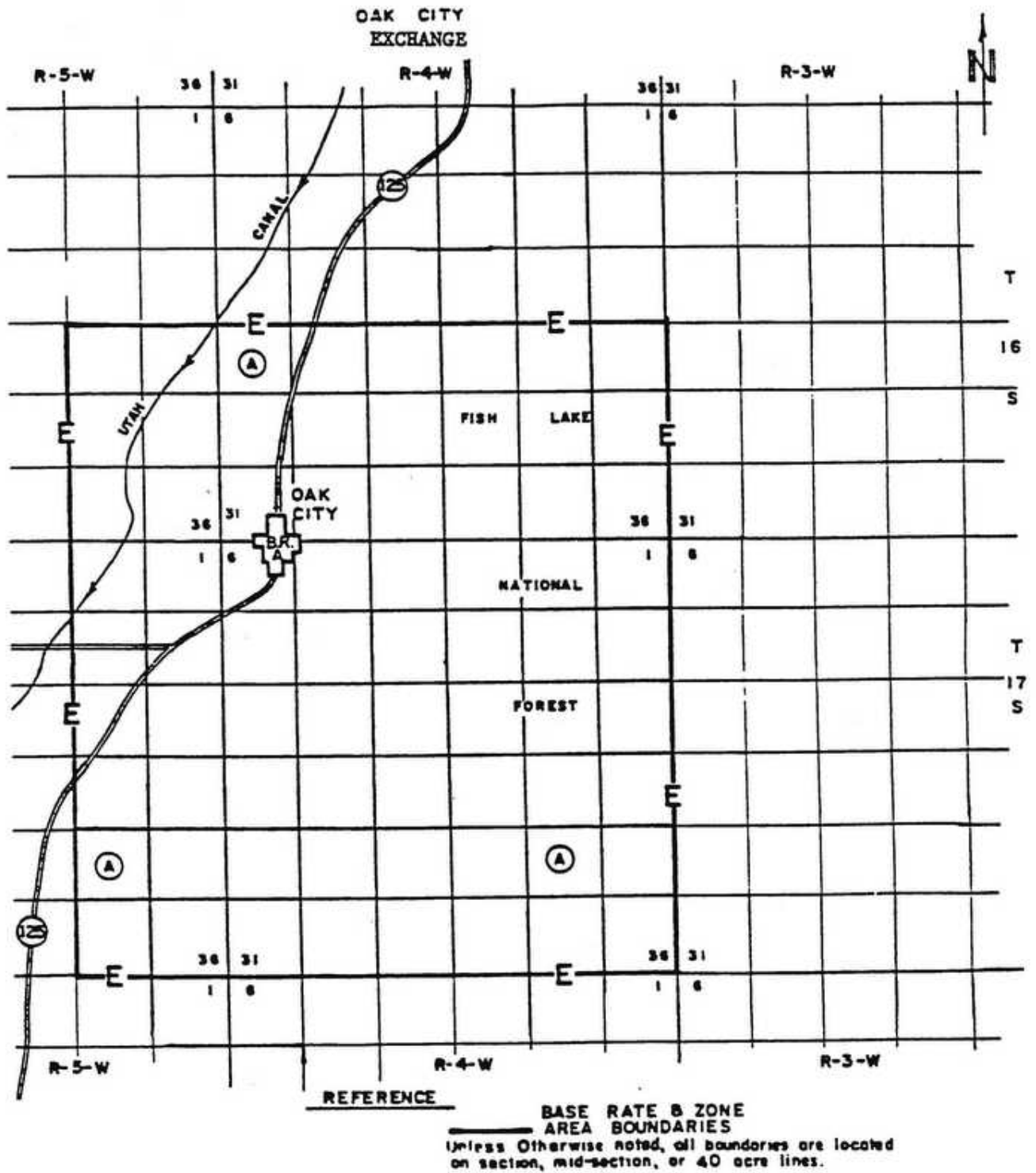
Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

Effective: March 9, 1998

OAK CITY EXCHANGE  
BASE RATE AREA



SCHEDULE NO. AB



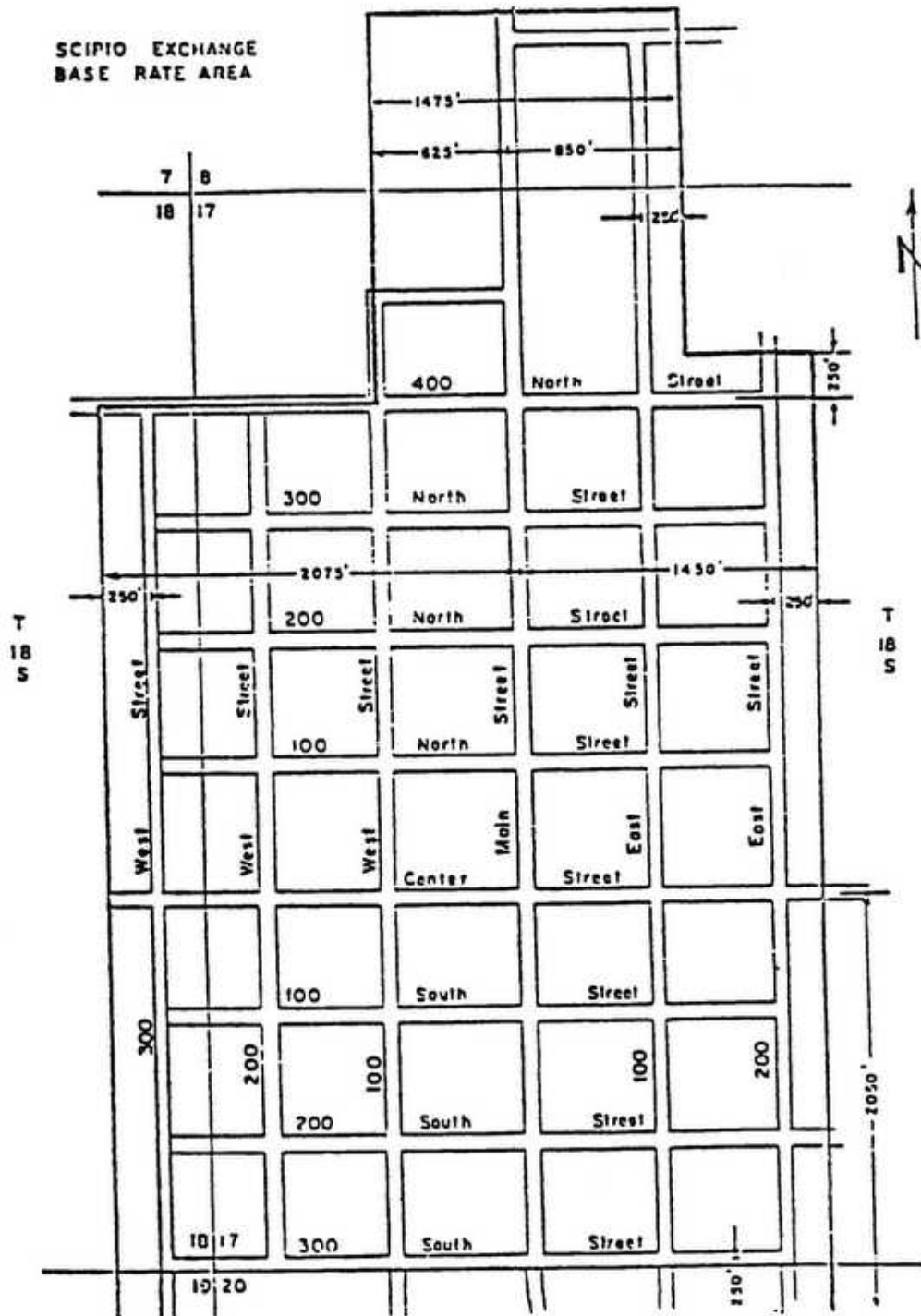
Issued: February 9, 1998

Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

Effective: March 9, 1998

Advice letter No. UT-98-01

SCHEDULE NO. AB



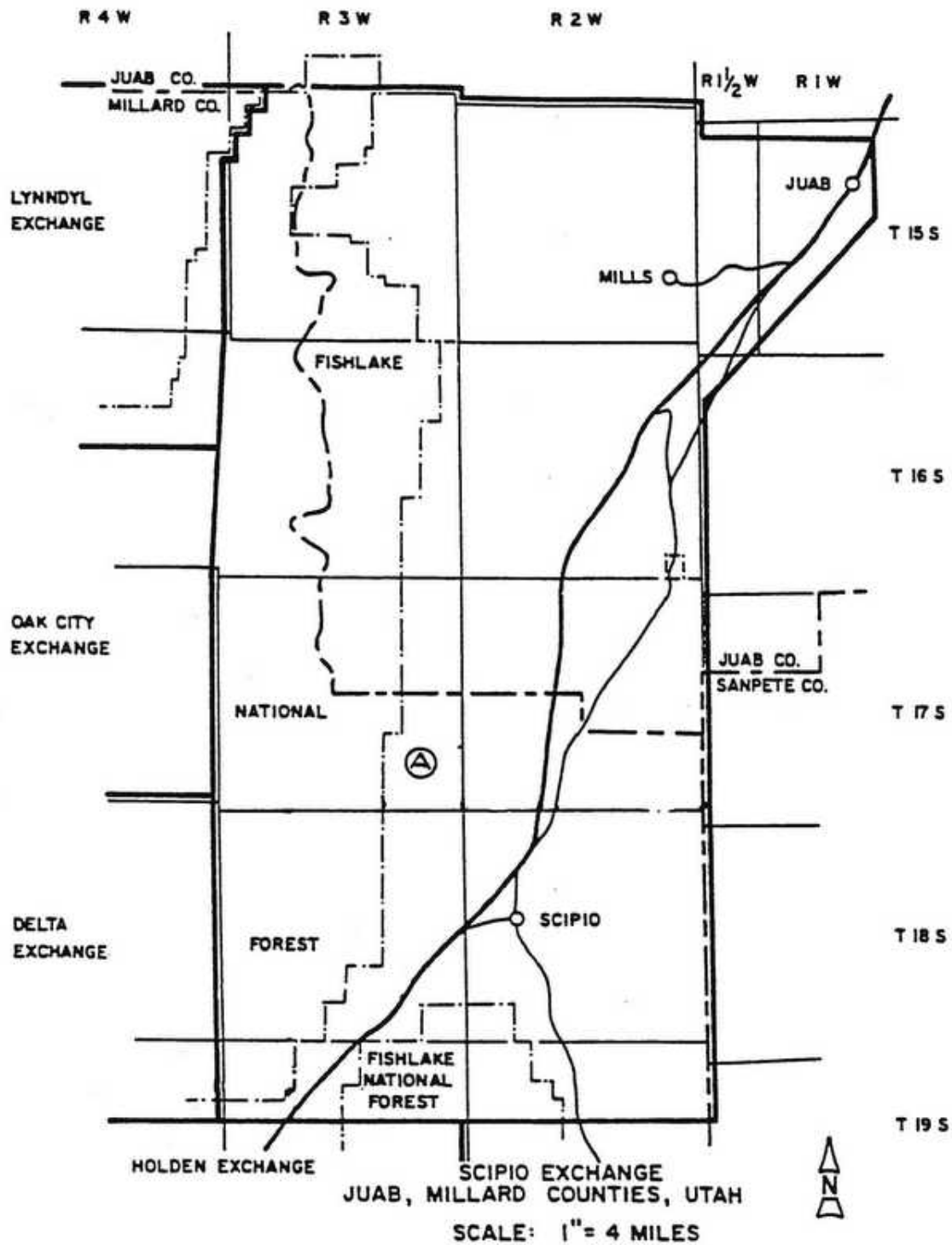
Issued: February 9, 1998

Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

Effective: March 9, 1998

Advice letter No. UT-98-01

SCHEDULE NO. AB



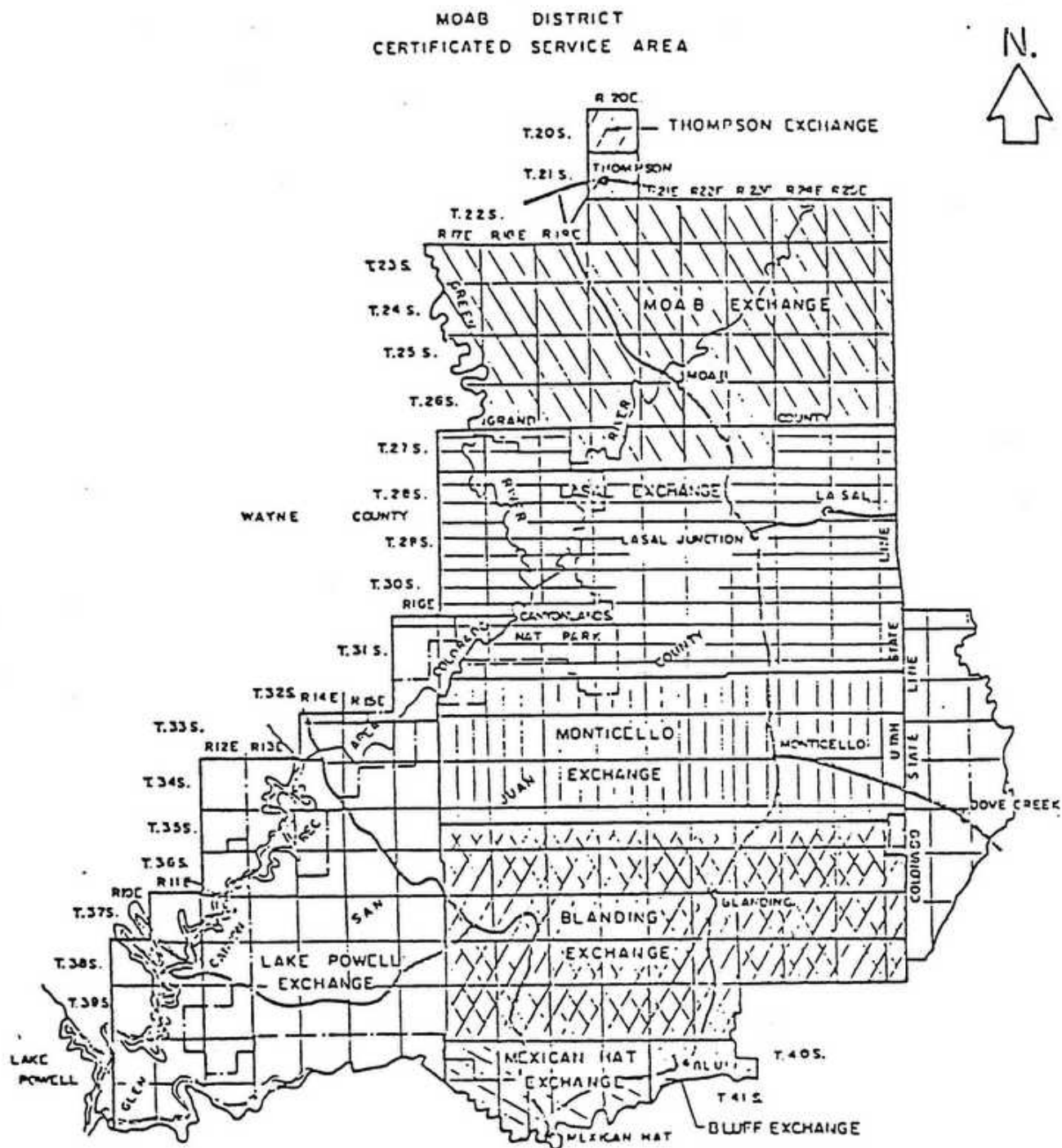
Issued: February 9, 1998

Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

Effective: March 9, 1998

Advice letter No. UT-98-01

SCHEDULE NO. AB



Issued: February 9, 1998

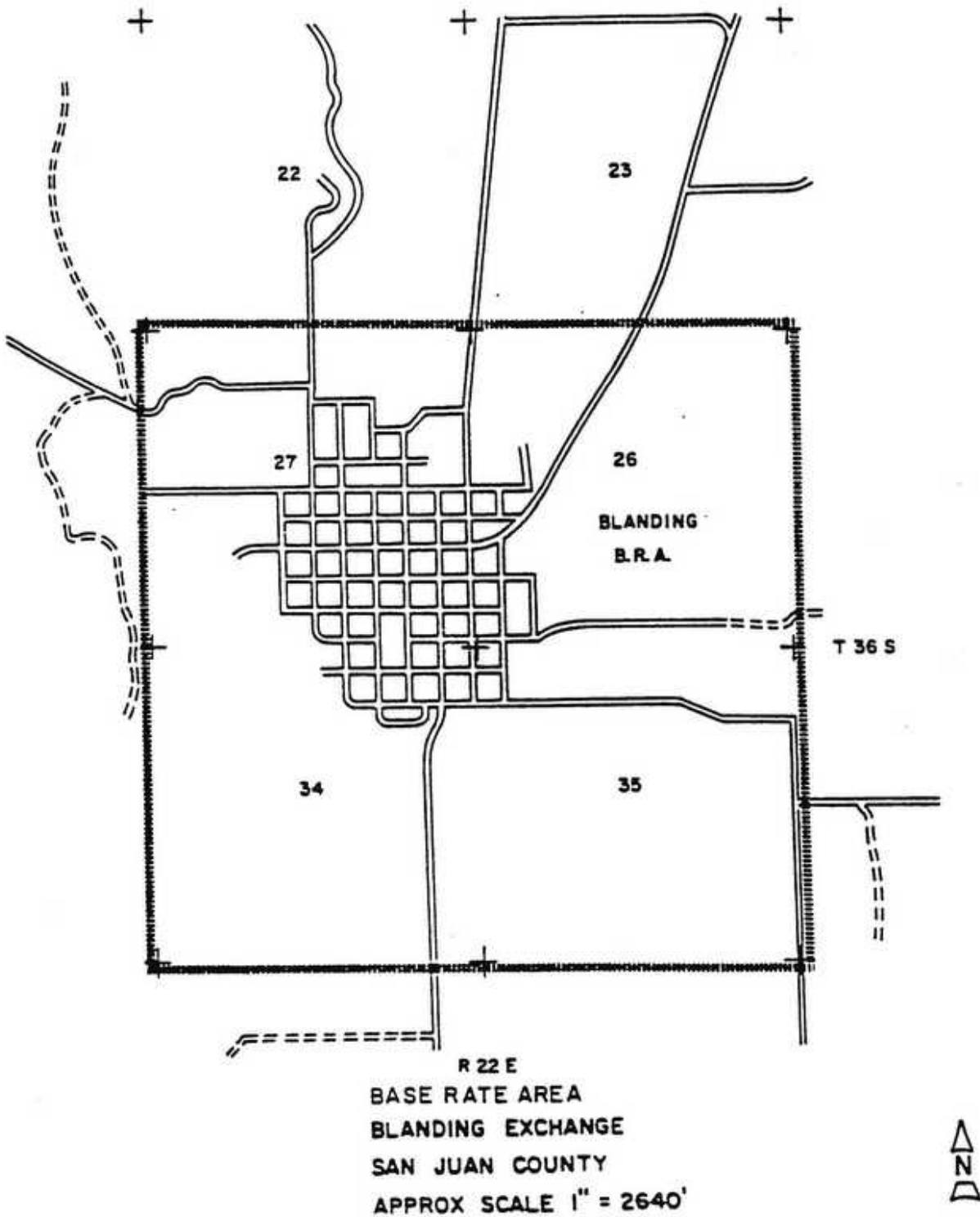
Issued By:  
F. Wayne Lafferty  
Vice President

Effective: March 9, 1998

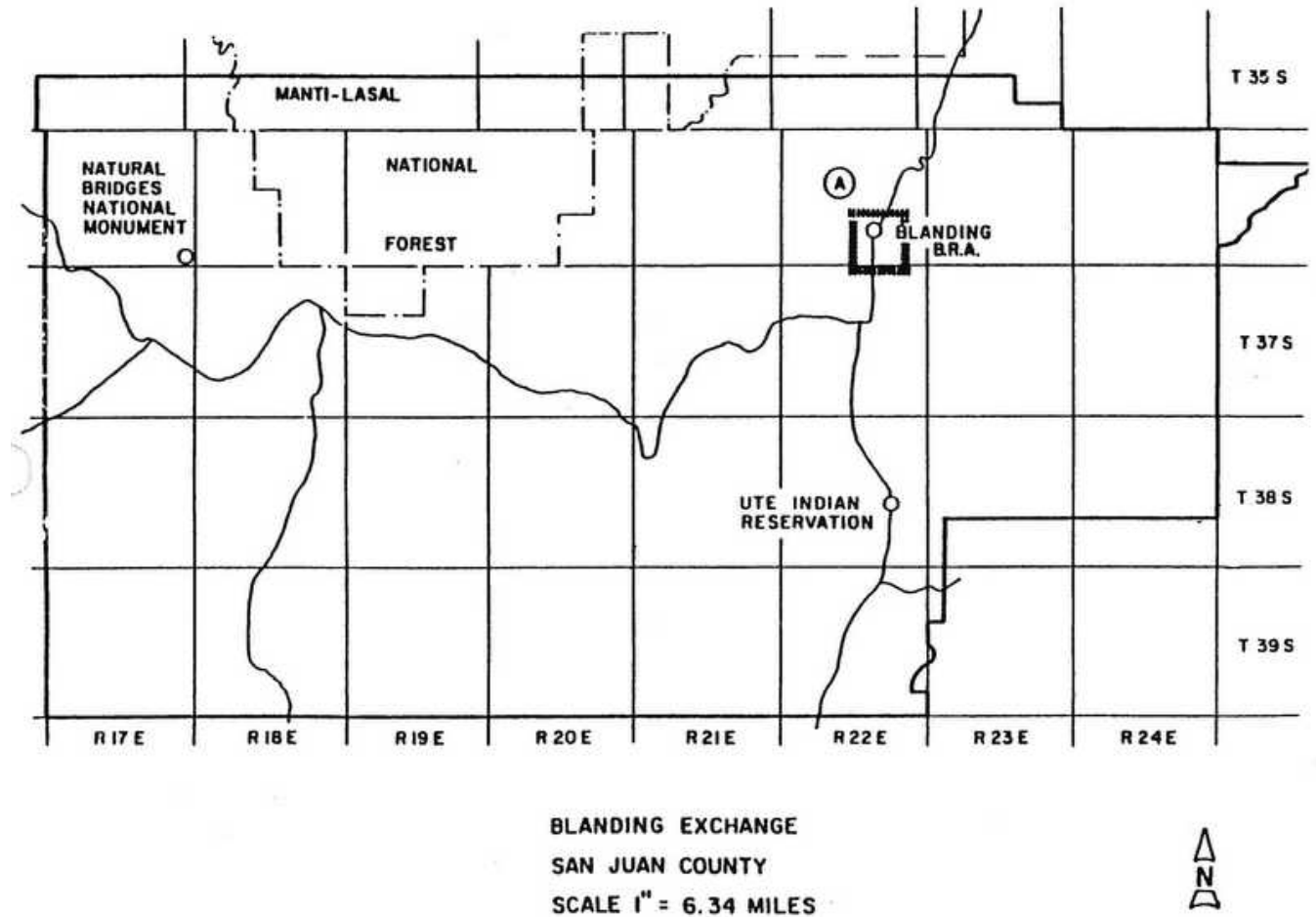
Advice letter No. UT-98-01

Telecom - Regulatory Affairs

SCHEDULE NO. AB



SCHEDULE NO. AB



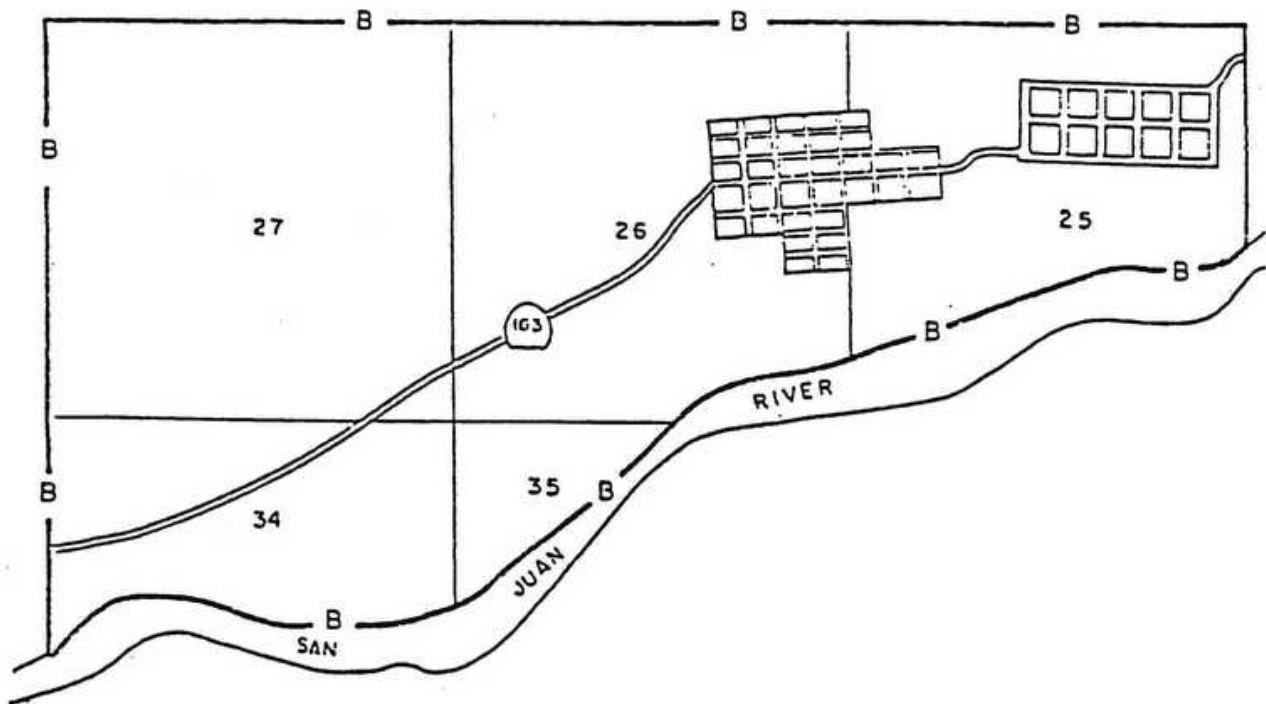


SCHEDULE NO. AB

BLUFF  
EXCHANGE BASE RATE AREA



T. 40 S. R. 21 E.



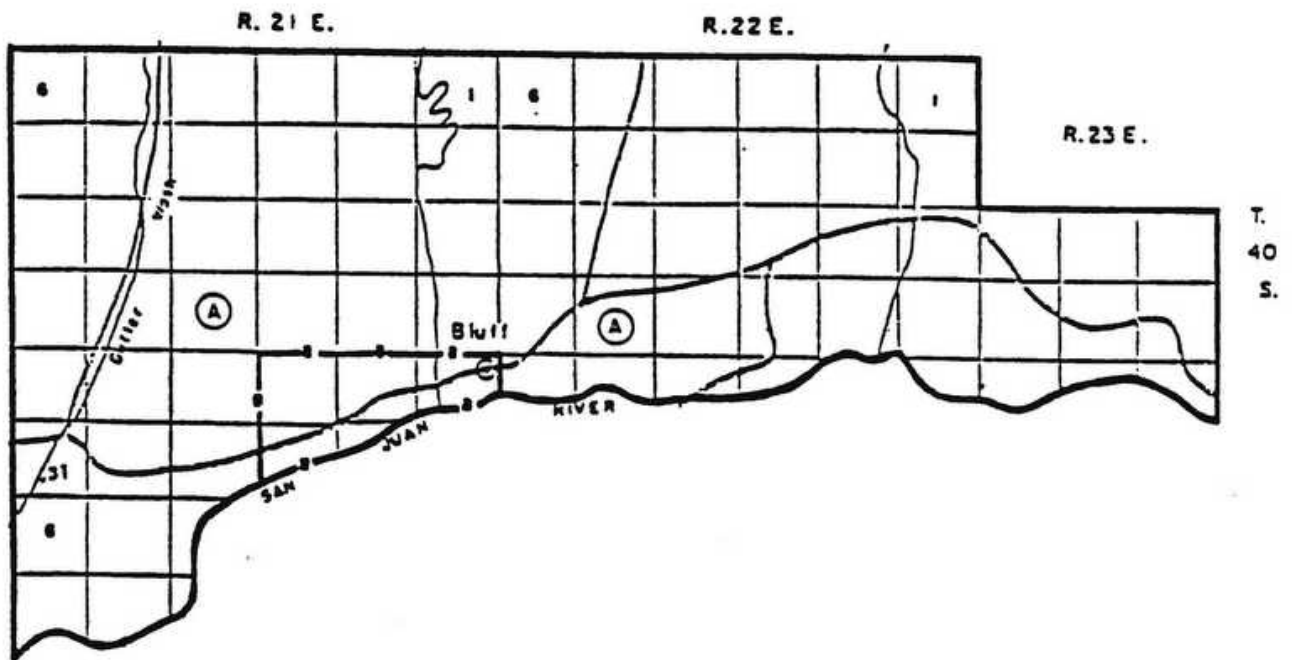
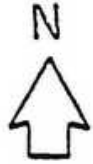
Issued: February 9, 1998

Advice letter No. UT-98-01

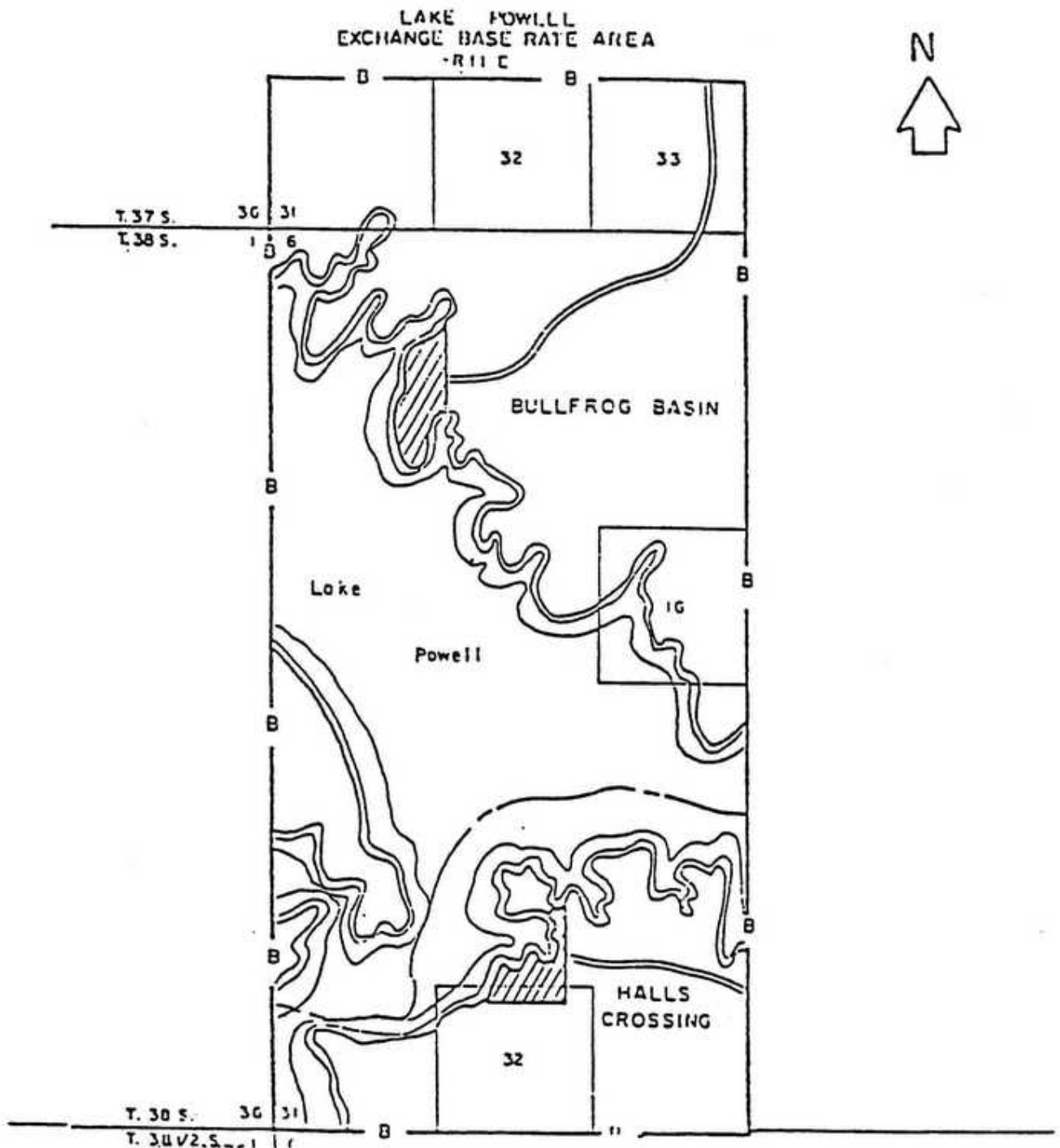
Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

Effective: March 9, 1998

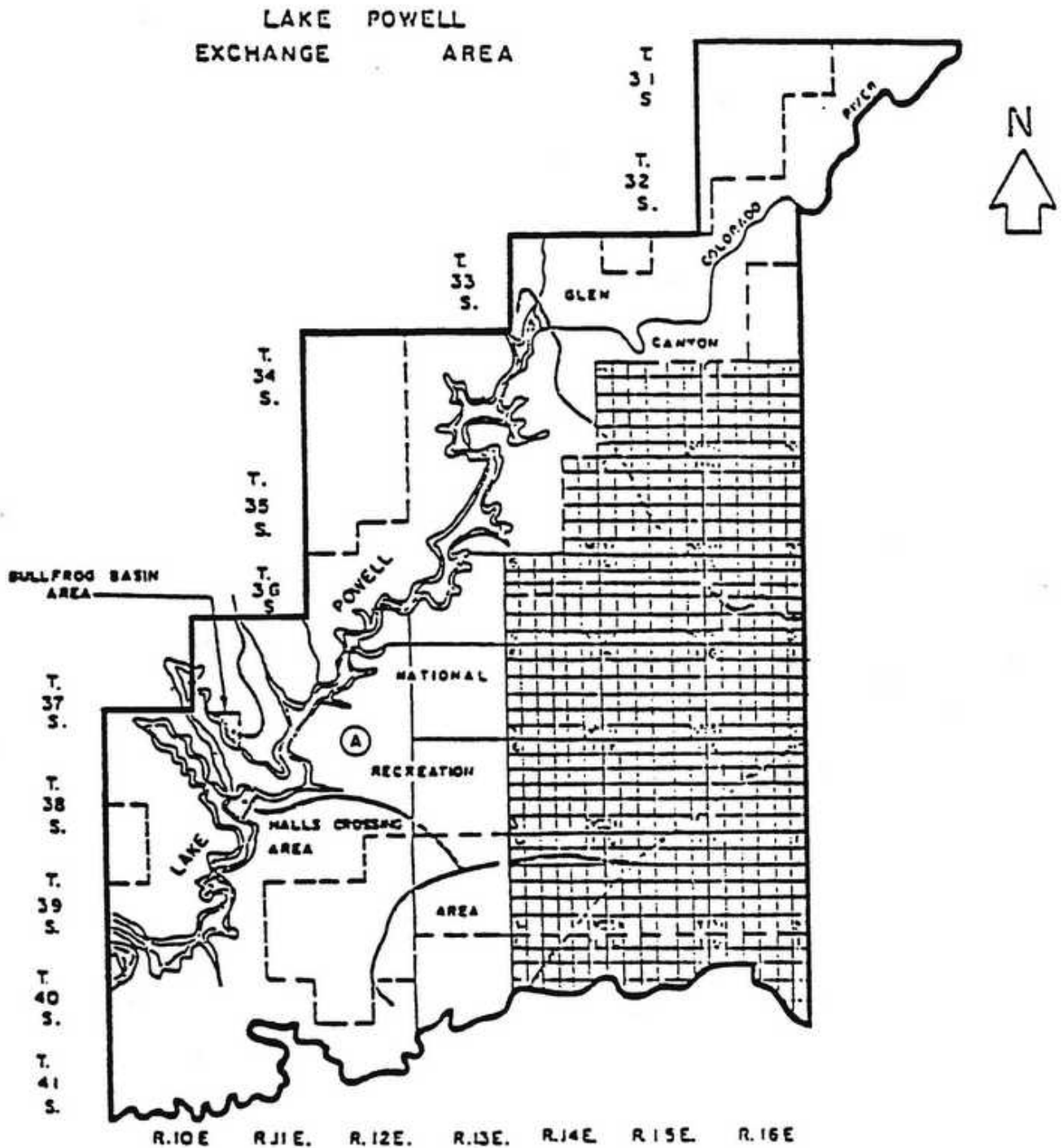
BLUFF  
EXCHANGE AREA



SCHEDULE NO. AB



SCHEDULE NO. AB



Issued: February 9, 1998

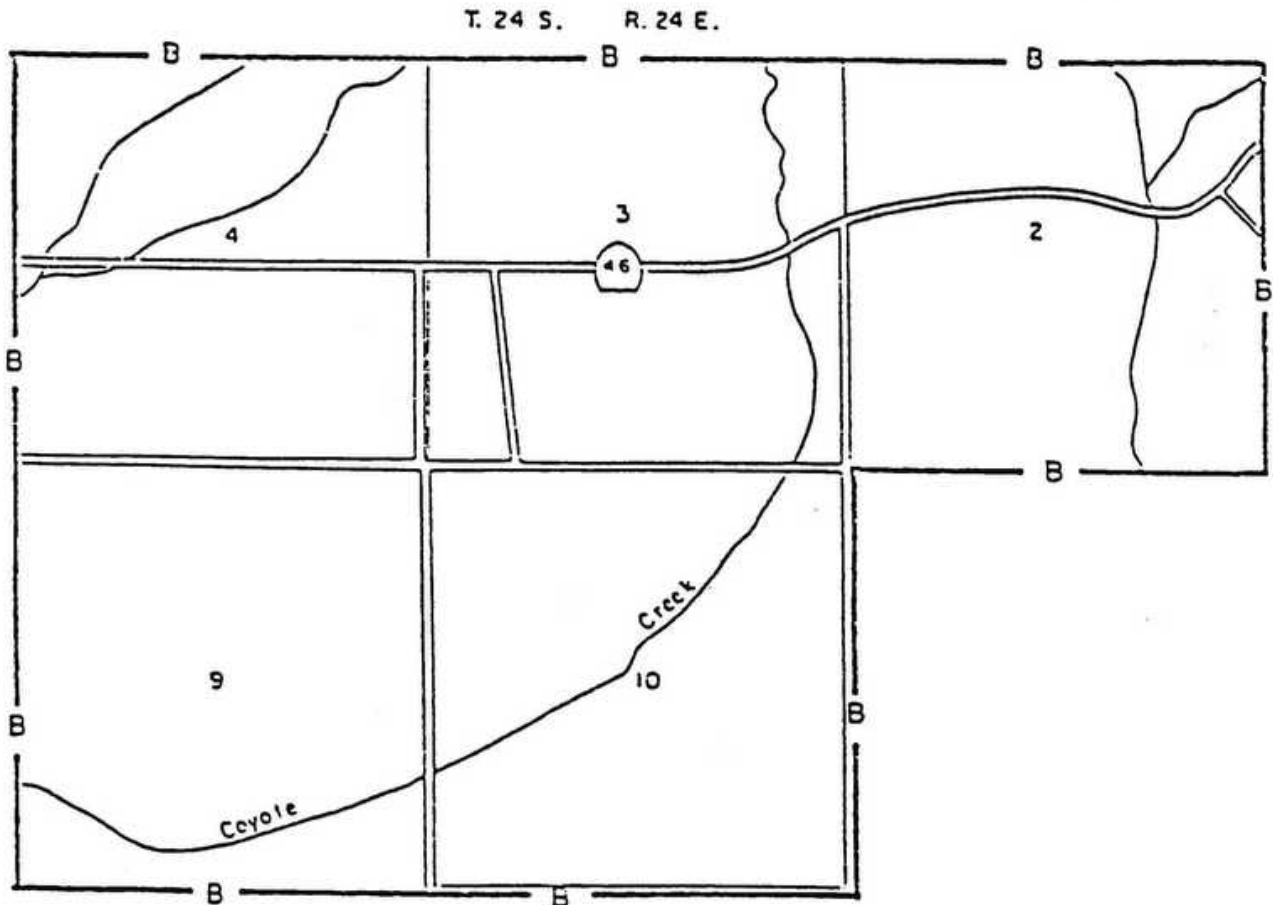
Advice letter No. UT-98-01

Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

Effective: March 9, 1998

SCHEDULE NO. AB

LA SAL  
EXCHANGE BASE RATE AREA



Issued: February 9, 1998

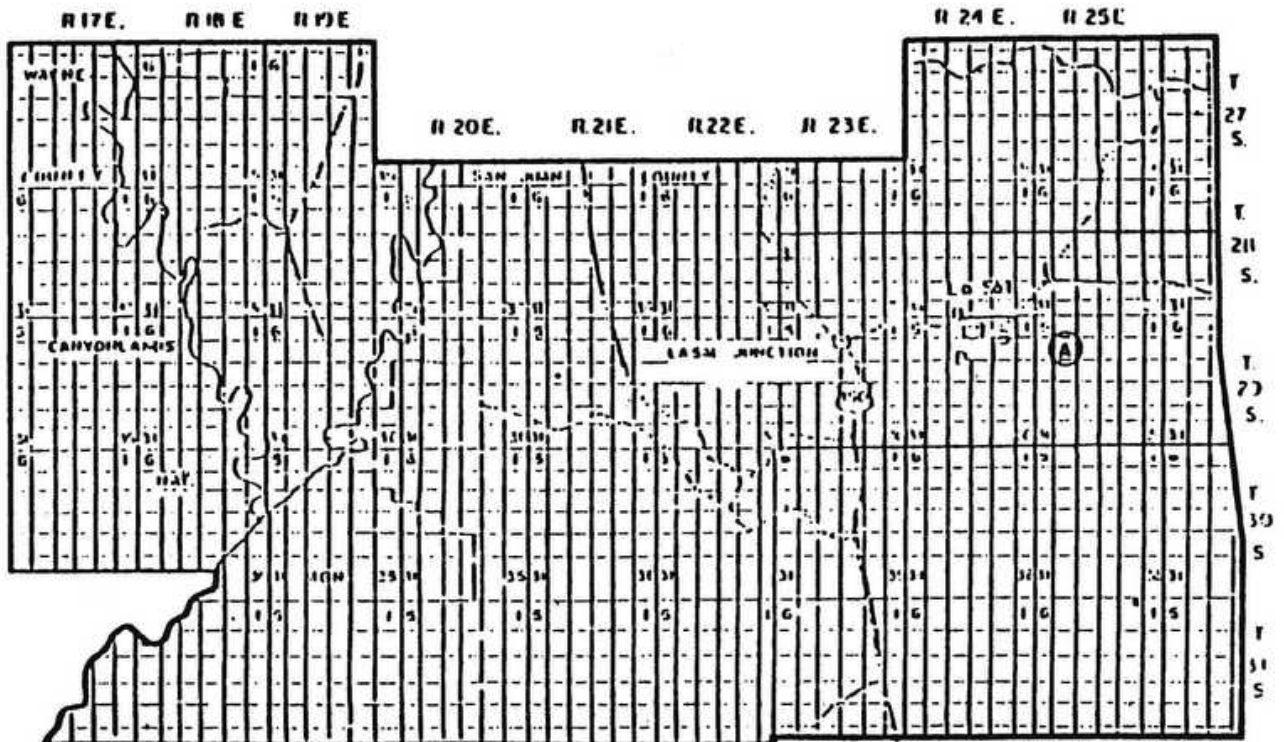
Advice letter No. UT-98-01

Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

Effective: March 9, 1998

SCHEDULE NO. AB

LA SAL  
EXCHANGE AREA



Issued: February 9, 1998

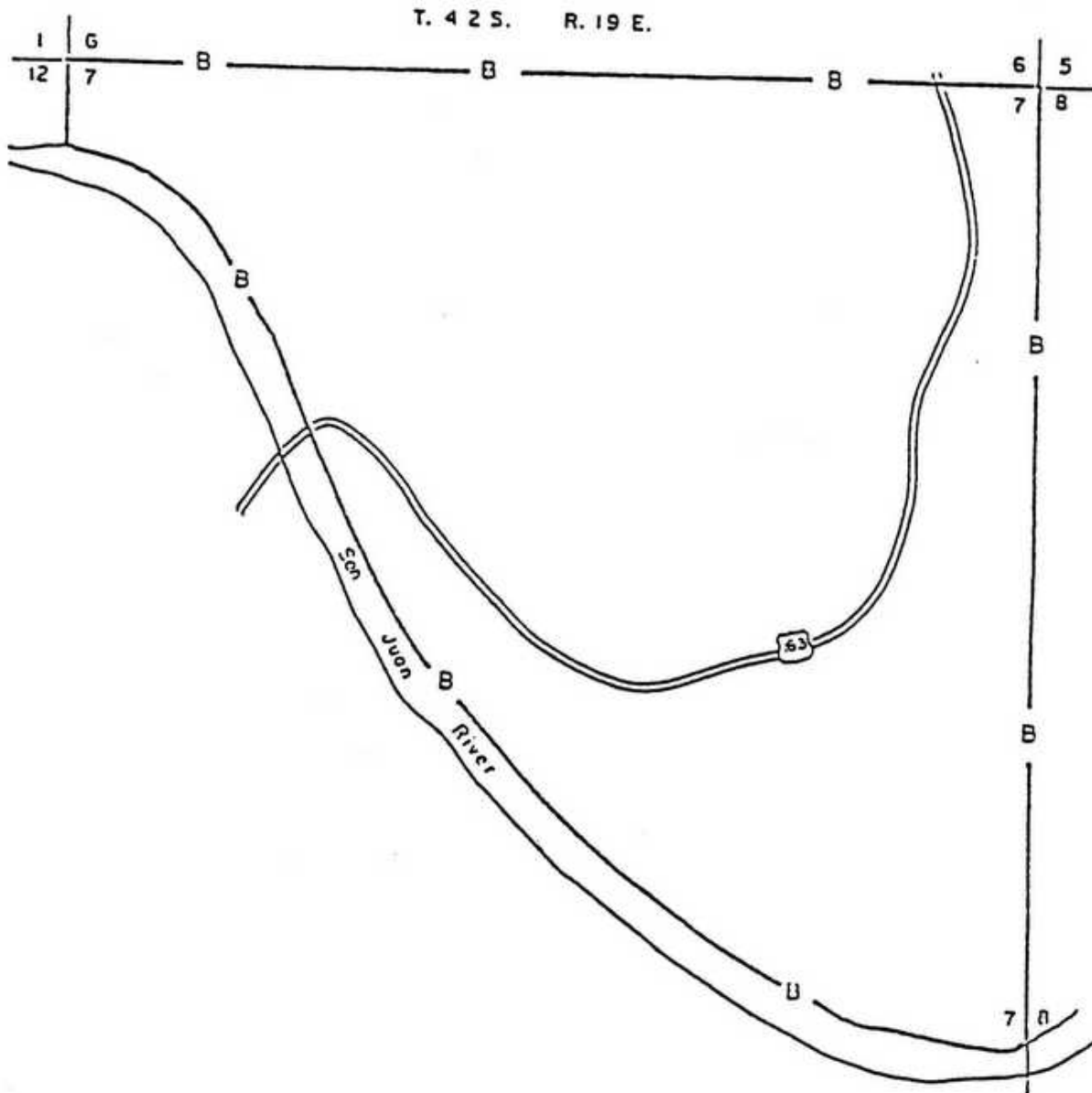
Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

Effective: March 9, 1998

Advice letter No. UT-98-01

SCHEDULE NO. AB

MEXICAN HAT  
EXCHANGE BASE RATE AREA



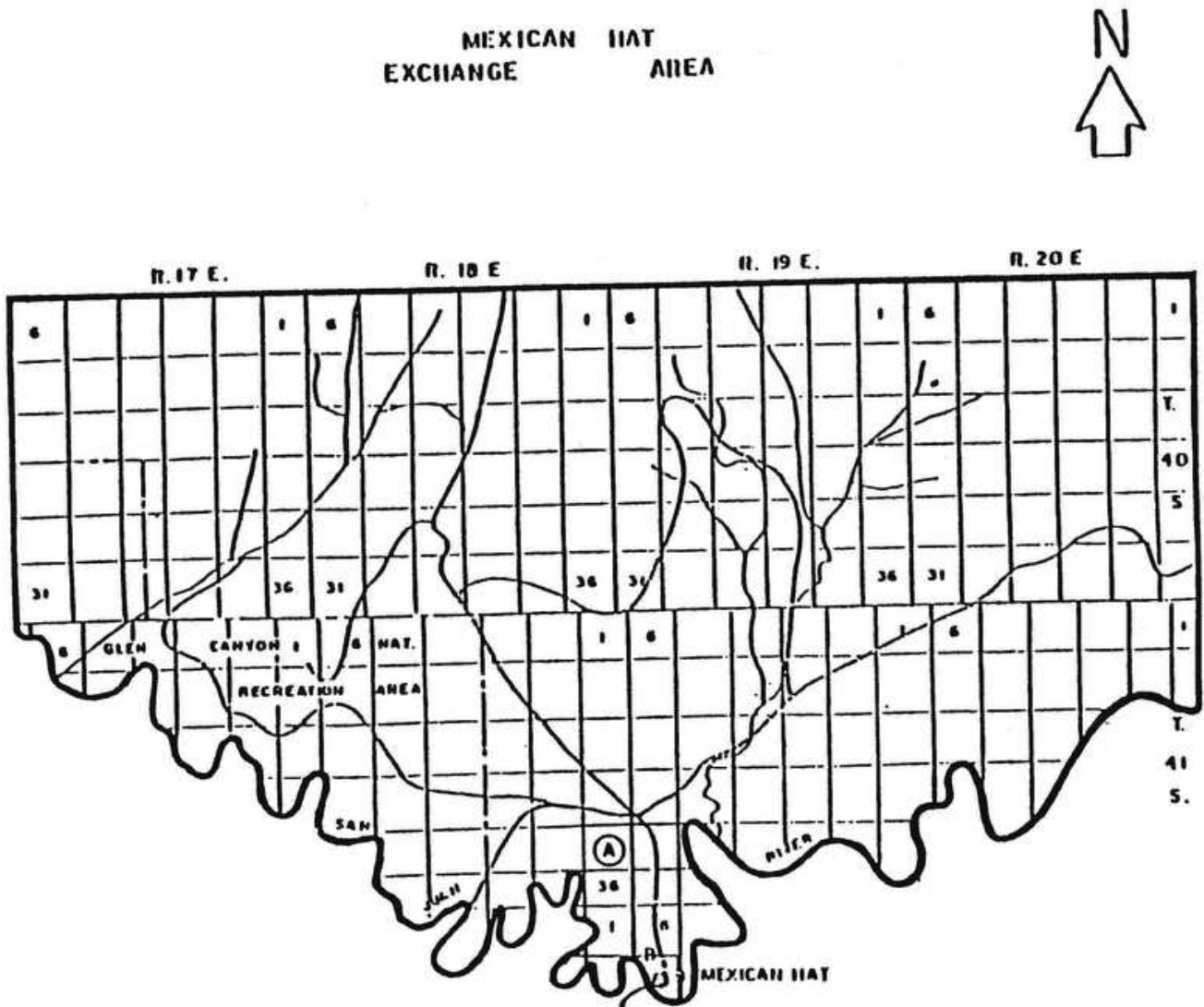
Issued: February 9, 1998

Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

Effective: March 9, 1998

Advice letter No. UT-98-01

SCHEDULE NO. AB



Issued: February 9, 1998

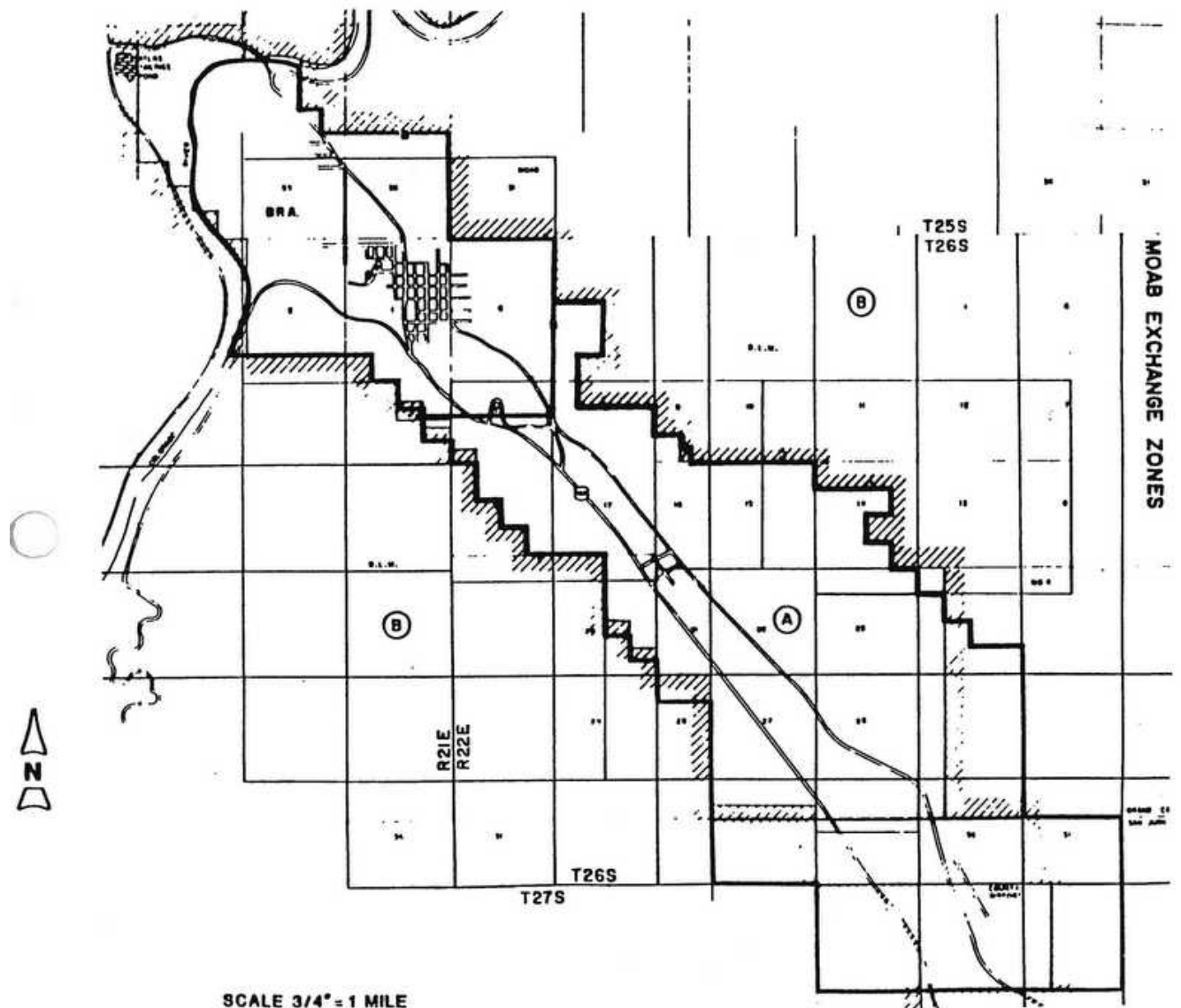
Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

Effective: March 9, 1998

Advice letter No. UT-98-01



SCHEDULE NO. AB



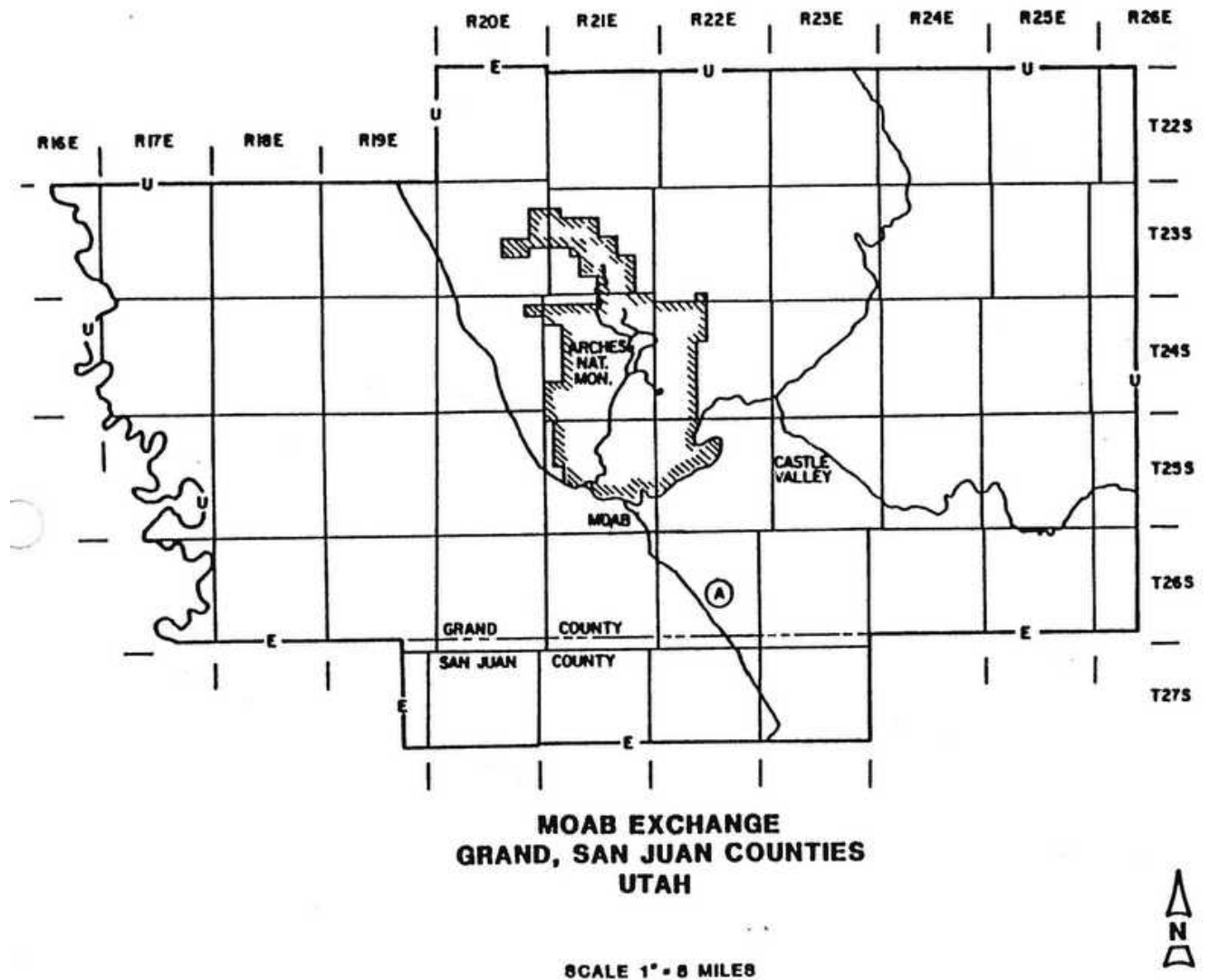
Issued: February 9, 1998

Advice letter No. UT-98-01

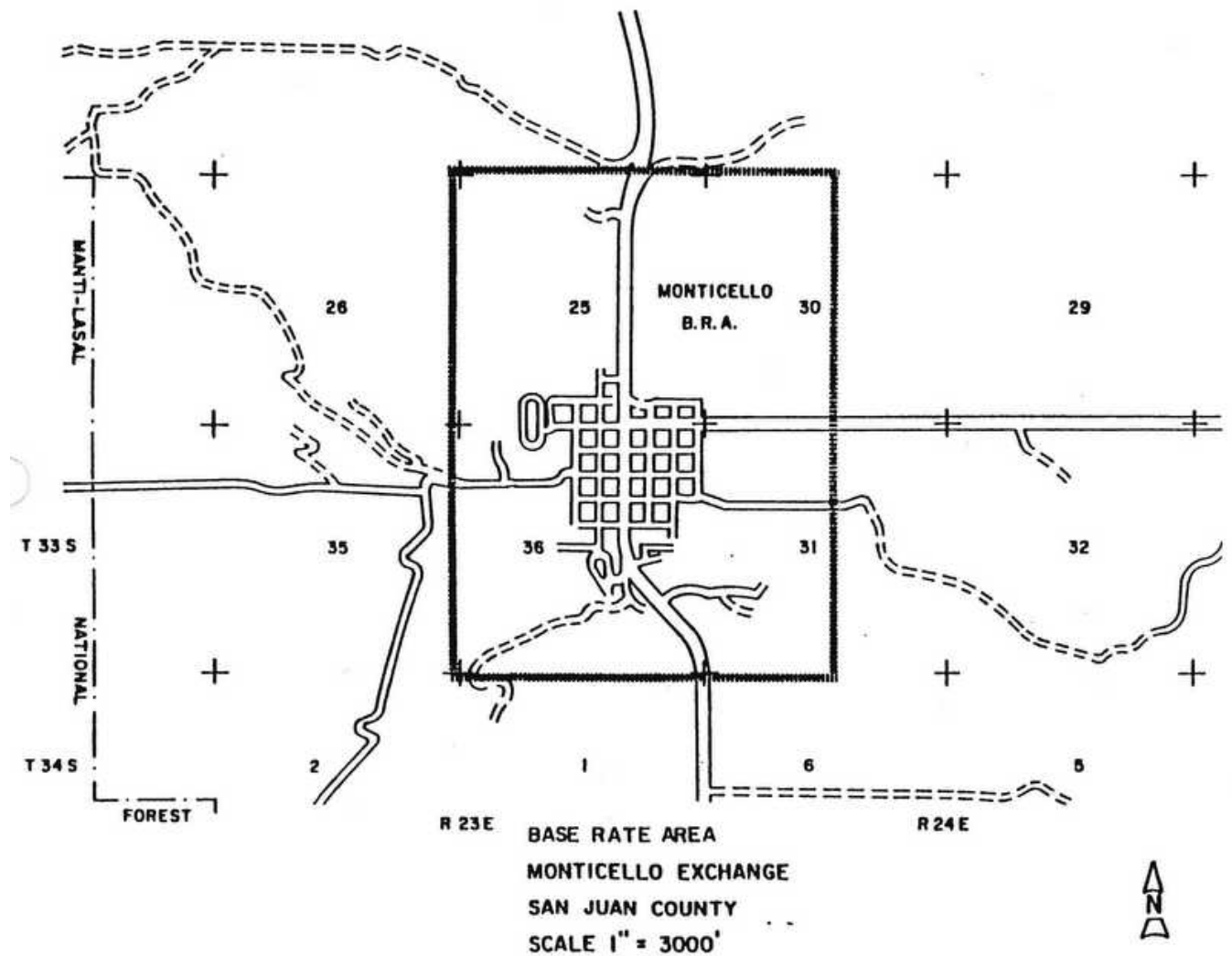
Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

Effective: March 9, 1998

SCHEDULE NO. AB



SCHEDULE NO. AB



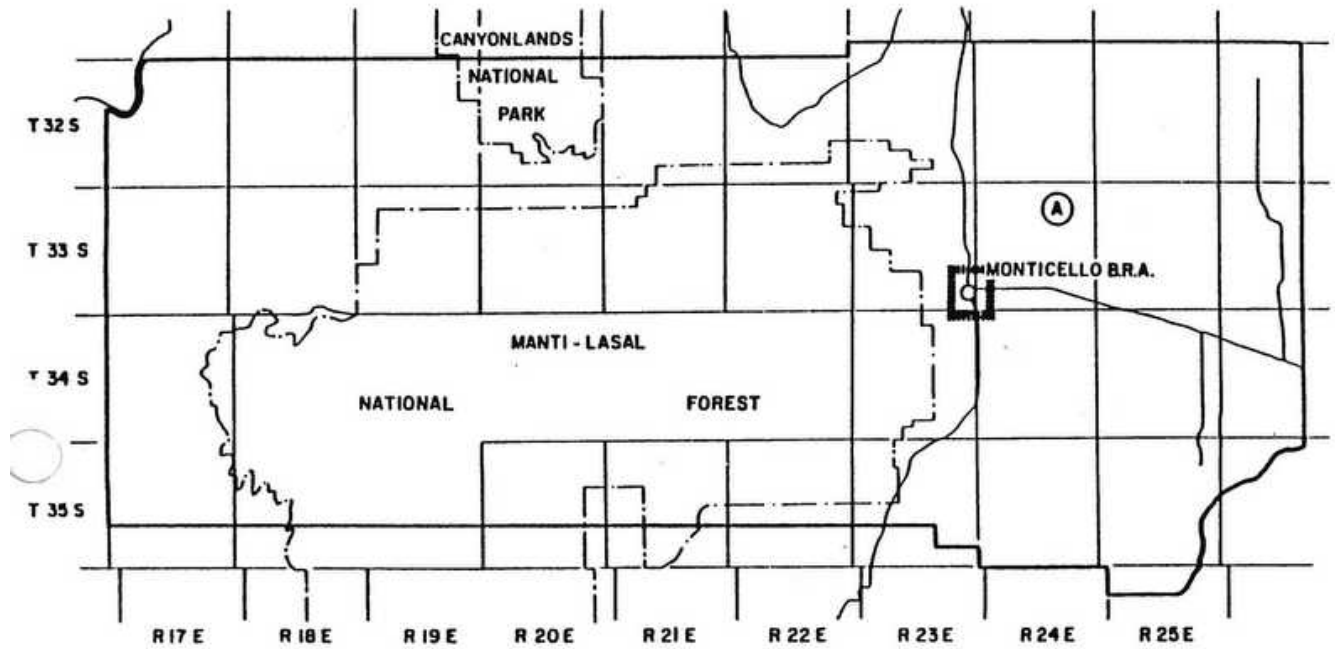
Issued: February 9, 1998

Advice letter No. UT-98-01

Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

Effective: March 9, 1998

SCHEDULE NO. AB



MONTICELLO EXCHANGE  
SAN JUAN COUNTY  
APPROX SCALE 1" = 7.63 MILES



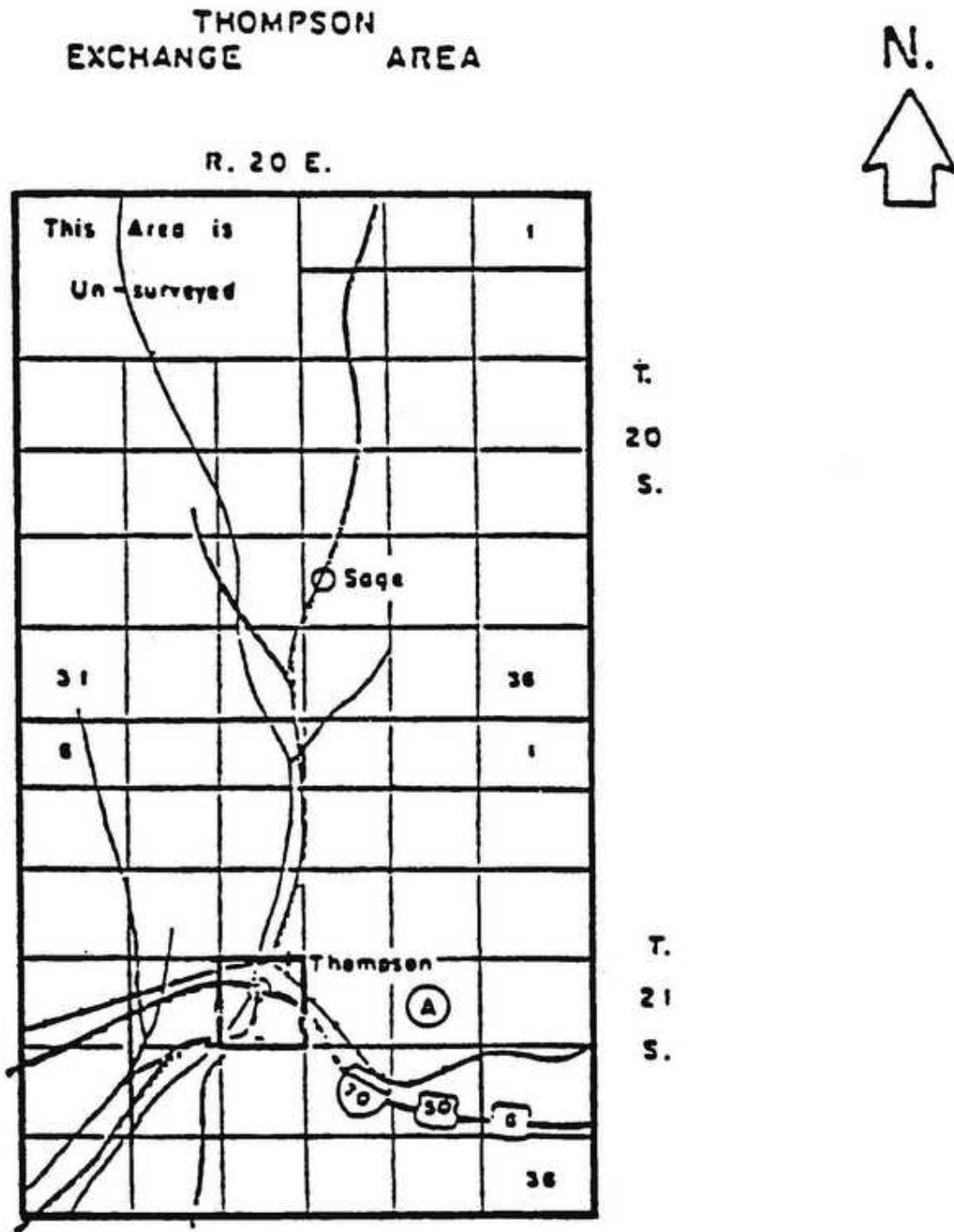
THOMPSON  
EXCHANGE BASE RATE AREA

T.12 S. R.20 E.

17 16 21 22 20 28 29 27 26 25 24 23 22 21 20 19 18 17 16 15 14 13 12 11 10 9 8 7 6 5 4 3 2 1

Morris Ave.  
DeCort Ave.  
Sedgwick Ave.  
Bellard Ave.  
Miller Ave.  
Milton Ave.  
Landing Strip  
D.D.R.G.W. R.R.  
R.O.W.

SCHEDULE NO. AB



SCHEDULE NO. AC

RULES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 53 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>
<b>1</b>	<b>10<sup>th</sup> Revised</b>	29	Original
2	Original	30	2 <sup>nd</sup> Revised
3	Original	<b>31</b>	<b>2<sup>nd</sup> Revised</b>
4	1 <sup>st</sup> Revised	<b>32</b>	<b>1<sup>st</sup> Revised</b>
5	Original	33	Original
6	Original	<b>34</b>	<b>1<sup>st</sup> Revised</b>
7	1 <sup>st</sup> Revised	35	Original
8	Original	36	Original
9	Original	37	Original
10	1 <sup>st</sup> Revised	38	1 <sup>st</sup> Revised
<b>11</b>	<b>1<sup>st</sup> Revised</b>	39	1 <sup>st</sup> Revised
12	Original	40	1 <sup>st</sup> Revised
13	Original	41	Original
14	Original	42	Original
15	Original	43	Original
16	Original	44	Original
17	Original	45	Original
18	Original	46	Original
19	2 <sup>nd</sup> Revised	47	Original
20	Original	48	Original
21	Original	49	Original
22	Original	50	Original
23	Original	51	Original
24	Original	52	Original
25	2 <sup>nd</sup> Revised	53	Original
26	Original		
<b>27</b>	<b>1<sup>st</sup> Revised</b>		
<b>28</b>	<b>1<sup>st</sup> Revised</b>		

SCHEDULE NO. AC

RULES (continued)

INDEX TO RULES

<u>Rule Number</u>	<u>Title</u>	<u>Sheet Number</u>
1	Definitions	4
2	Description of Service	19
3	Customers' Requirements for Service	22
4	Telephone Directories, Listings and Numbers	34
5	Termination (Contract) Agreements	35
6	Limitation of Liability	36
7	Temporary Service	39
8	Work Performed Outside Regular Working Hours and Right of Access	40
9	Outside Plant Facilities and Service Connection	41
10	Recorded Public Announcement of Utility Facilities.	45
11	Connection of Service and Facilities on Premises of Customer	46
12	Customer's Private Service Not for Public Use	51



---

SCHEDULE NO. AC

RULE 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 - Telephone service involving outside plant facilities which enables the customer to initiate and receive telephone calls. (See Network Access Lines.)

ACOUSTICAL CONNECTION - A connecting arrangement without electrical connections that permits transmission of sound between utility-provided telephone instrument and customer-provided equipment.

ACTUAL COST - Actual cost refers to the cost of materials plus the rate per hour at the utility's construction labor rate.

ADDITIONAL LISTING - Any listing of a name or other authorized information in connection with a customer's telephone number in addition to that to which he is entitled in connection with his regular service.

AIR LINE MILE - As used in connection with air line mileage measurements in determining charges for exchange telephone service, including message unit service and message toll telephone service, means statute mile or 5,280 feet.

APPARATUS - Electrical or mechanical equipment in whole or in part provided by the utility in the provision of various services.

APPLICANT - The person making application to the utility for service.

AUTHORIZED PROTECTIVE CONNECTING MODULE (APCM) - Denotes a protective unit designed and manufactured under the control of American Telephone and Telegraph Company's quality assurance procedures, and which unit is to be incorporated in a Conforming Answering Device.

---

SCHEDULE NO. AC

RULE NO. 1

DEFINITIONS

AUTOMATIC DIALING - ANNOUNCING DEVICES - Any automatic terminal equipment which incorporates:

1.     (a)     Storage capabilities of numbers to be called, or  
         (b)     A random or sequential number generated that produces numbers to be called,  
                  and  
         (c)     An ability to dial a call, and
2.     Has the capabilities of working alone, or in conjunction with other equipment of disseminating a prerecorded message to the number called.

AUXILIARY LINE - An additional network access line from the same central office to the same premises as the main network access line and associated therewith.

BASE RATE AREA - A more closely built-up section of the exchange area in which the basic rates apply without outside plant facility charges.

BATTERY POWER - A source of electrical energy furnished for the operation of telephone equipment.

BELL - A device which produces a resonant sound.

BURIED WIRE OR CABLE - A wire or cable designed for use in underground construction and utilized in extending the utility's outside plant facilities.

BUSINESS SERVICE - Exchange 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 service is principally or substantially of a business, professional or occupational nature.

(D)  
(D)

CENTRAL OFFICE - A telephone utility's switching office unit by means of which one telephone station may be connected to another.

SCHEDULE NO. AC

RULE NO. 1

DEFINITIONS (continued)

CIRCUIT - An outside plant facility used for the transmission of electrical energy in the furnishing of telephone and other communications service.

COIN OPERATED TELEPHONE (COT) - A customer provided pay telephone for public or nonpublic use. This service is provided on an instrument implemented basis rather than central office basis and must be connected to a COT access line.

COIN OPERATED TELEPHONE ACCESS LINE - An exchange line to which a customer provided instrument is connected to provide pay telephone service.

COMMISSION - The regulatory body of the State of Utah, namely the Public Service Commission of Utah.

COMMUNICATIONS SYSTEM - Channels and other facilities which are capable, when not connected to exchange telecommunications service, of two-way communications.

COMPANY - The public utility named herein, Citizens Telecommunications Company of Utah.

COMPLEX SERVICE - Key equipment and switching system services, including: KTS, PBX, Centrex, TAS, associated with flat or measured, WATS, local extended and foreign exchange services. Public telephone service is also included.

CONFORMANCE NUMBER - An identifying number assigned by the AT&T Company to a particular model of Conforming Answering Device incorporating an Authorized Protective Connecting Module when that model of device is in conformance with the provisions set forth by the AT&T Company in its Technical Reference for Conforming Answering Devices.

CONFORMING ANSWERING DEVICE - A customer-provided device which automatically answers incoming calls; transmits a prerecorded voice message or appropriate audible signal to the calling party; records a voice message from the calling party if so designed and arranged; and automatically disconnects from the line in a prearranged manner on completion of the last of the functions for which it was designed and arranged as described in this paragraph. The Conforming Answering Device may include remote interrogation and/or device function control. A Conforming Answering Device must incorporate an Authorized Protective Connecting Module and must bear a valid Conformance Number.

SCHEDULE NO. AC

RULE NO. 1

DEFINITIONS (continued)

CONNECTING ARRANGEMENT - The equipment provided by the utility to accomplish the direct electrical connection of customer-provided equipment or facilities with the outside plant facilities of the utility.

CONTINUOUS PROPERTY - A property owned or leased by a customer where all portions may be served without crossing a public thoroughfare or the property of another. The property of a customer when divided by a public thoroughfare is considered to be continuous provided the customer furnishes, at his expense, a suitable underground or overhead outside plant facility connecting the property separated by the public thoroughfare.

CUSTOMER - The person in whose name service is furnished as evidenced by the signature on the application or contract for that service, or in the absence of a signed instrument, by the receipt and payment of bills regularly ISSUED: in his name regardless of the identity of the actual user of the service.

CUSTOMER OWNED PAYPHONE (COP) - A customer provided pay telephone (coin and coinless) for public or nonpublic use. This service is provided on an instrument implemented basis rather than central office basis and must be connected to a public access line (PAL).

CUSTOMER PREMISES EQUIPMENT - Devices or apparatus and/or their associated wiring provided by a customer.

DATE OF PRESENTATION - The date upon which a bill or notice is mailed or delivered to the customer.

DESK SET - A telephone consisting of a fixed signal box and a portable stand containing the switch hook, connected to the signal box by means of a flexible cord and to which stand is attached a transmitter, and a receiver attached by means of a flexible cord.

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 telephone is equipped with a dial for use in originating calls.

DIGITAL CHANNEL SERVICE - 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.

SCHEDULE NO. AC

RULE NO. 1

DEFINITIONS (continued)

**DIRECT CONNECTION** - Connection of terminal equipment to the telephone network by means other than acoustic and/or inductive coupling.

**DIRECTORY ASSISTANCE SERVICE** - Service whereby customers may request assistance in determining telephone numbers.

**DIRECTORY LISTINGS** - Essential information in the telephone directory whereby telephone users may ascertain the telephone number of a customer in the alphabetical section.

**DISCONNECT** - A discontinuance of service in which the outside plant facilities used in the service are immediately made available for use for another service.

**DISTRIBUTION FACILITIES** - The utility's cables, wires, and associated supporting structures and appurtenances, located in dedicated streets and utility easements, designed to service more than one property and extending from the serving central office to the points of connection with service connection.

**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. (N)  
|  
(N)

**EMERGENCY** - A situation which exists when serious sickness, public safety, necessity or war conditions are involved.

**EQUIPMENT HANDLING/CONNECTION CHARGE** - A charge made for the connection, moving or changing of telephone equipment, at the request of the customers, and which is not initiated by the utility or required for the proper maintenance of the equipment or service.

**EXCHANGE** - A telephone system providing service within a specified area as shown on maps filed elsewhere in the tariff schedules.

**EXCHANGE AREA** - An area shown on maps filed 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 between telephones in the same local service area.

**EXCHANGE SERVICE** - Telephone service furnished within an exchange area or local service area.

---

SCHEDULE NO. AC

RULE NO. 1

DEFINITIONS (continued)

EXTENDED AREA SERVICE - Exchange service available to customers in a particular exchange or district area for communication throughout that exchange and other designated areas in accordance with the provisions of the exchange tariffs.

FACILITIES - Service or equipment that is installed or established to serve a particular purpose.

FICTITIOUS NAME - A name or style employed by an individual or a concern to direct attention to a commodity or service or for any purpose other than the actual conduct of the business.

FIXED STATION - Is stationary radiotelephone equipment, located in a remote area, suitable for sending and receiving messages through a base station of the utility.

FLAT RATE SERVICE - Exchange service furnished at a fixed periodic charge.

FOREIGN ATTACHMENT - Equipment or facilities not owned, furnished or authorized by the utility which are attached or connected to and used with exchange telephone facilities.

FOREIGN EXCHANGE SERVICE - Exchange service furnished by means of outside plant facilities connecting a customer's telephone with a central office in an exchange area other than the exchange area in which the customer is located, or off-premises access line service in an exchange area other than that in which the customer's service or PBX service is located.

GENERAL SERVICE - Is furnished between any wire telephone served from an exchange or district area within the mobile service area and a mobile unit or a fixed station or between two such mobile units or between a mobile unit and a fixed station.

---

SCHEDULE NO. AC

RULE NO. 1

DEFINITIONS (continued)

HARM - Harm consists of hazards to personnel, damage to utility equipment, and impairment of service to persons other than the user of the customer-provided equipment. Types of harm include, but shall not be limited to, voltages dangerous to personnel, destruction of or damage to utility equipment, induced noise or cross talk, incorrect dial pulsing, failure of supervision, false answer, incorrect billing, absence of voice band transmission path for call progress signals, and loss of capability to answer an incoming call.

INDIVIDUAL LINE SERVICE - Network access line service furnished by means of a central office line or circuit assigned for use for one primary telephone only.

INDUCTIVE CONNECTION - Electromagnetic coupling between customer-provided equipment and utility equipment by means of mutual inductance between an inductor in the utility equipment and a customer-provided inductor external to the utility equipment.

INTERCONNECTION - The method by which network access lines facilities of a utility are arranged to transmit to or receive information from customer-provided equipment.

INTERFACE - The point of interconnection between terminal equipment and telephone network access lines.

JACK - Standard or miniature (modular) connecting device used in connection with apparatus.

JOINT USER - An individual or concern authorized by the utility and the customer to share in the use of the customer's business telephone service.

KEY TELEPHONE ACCESS SERVICE - Exchange service furnished by means of assemblies of one or more individual or PBX station lines, including at least one key telephone set, and associated apparatus arranged for various combinations of cutoff, holding, intercommunicating, pickup and signaling within the capacity of the equipment.

KEY TELEPHONE SET - A handset telephone, used in providing key telephone service, with one or more keys in the handset base mounting.

SCHEDULE NO. AC

RULE NO. 1

DEFINITIONS (continued)

LIFELINE TELEPHONE SERVICE – Service, which provides a credit on residence network access line service monthly rates. This credit is only available to the single line serving the principal residence of low-income customers meeting eligibility requirements established by the Commission. This service also provides exceptions to the deposit rule and service charges.

(D)  
(D)

LOCAL NON-NETWORK ACCESS TELEPHONE SERVICE - A service furnished for the customer's own use by means of a circuit to which are permanently connected two or more telephones and which shall not be connected for exchange service.

LOCAL PUBLIC ACCESS LINE (LPAL) - An exchange line to which a customer-provided instrument is connected to provide pay telephone service.

LOCAL SERVICE - Service or other apparatus in an exchange area for communication between telephones within that exchange.

LOCAL SERVICE AREA - An area within which are located the telephones 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 part of an exchange area, or parts or all of two or more exchange areas.

LOCAL USAGE - A flat rate or measured charges for the usage portion of local service to be applied in addition to the network access line.

MEASURED LOCAL USAGE CHARGES - Charges for local calls based on number of calls, duration, and distance.

MOBILE UNIT - Is a land vehicle equipped with radiotelephone equipment suitable for sending or receiving messages through a base station of the utility.

MOVABLE PREMISES - That which is not mounted on a permanent foundation



---

SCHEDULE NO. AC

RULE NO. 1

DEFINITIONS (continued)

NETWORK ACCESS LINE - An outside plant facility from the telephone company's central office to a customer's premises which provides direct access to the local exchange and/or the toll switching networks.

NONLISTED NUMBER - Requested by a customer whose name and telephone number are not listed in the telephone directory, but can be obtained by contacting Directory Assistance.

NONPUBLISHED NUMBER - Requested by a customer who does not desire to have his name and telephone number listed in the directory or have his number made known to other telephone users.

NONRECURRING CHARGE - A one-time charge associated with certain installations, change or transfer of services, either in lieu of or in addition to recurring monthly rates.

NONRECURRING FACILITY CHARGES - Additions to plant from existing outside plant facilities to service connections.

OUTSIDE PLANT FACILITIES - The connecting facilities over which telephone service is provided a customer, and includes, but is not restricted to, open wire, aerial and underground cable and wire.

PARTY LINE SERVICE - A telephone service furnished by means of a network access line to which may be assigned two or more customers.

PERMANENT DISCONNECT - Complete termination of utility service and subsequent service will require a reconnect charge.

(T)

---

SCHEDULE NO. AC

RULE NO. 1

DEFINITIONS (continued)

PERSON - Any individual, public agency, partnership, corporation, or other organization operating as a single business entity.

POINT OF DEMARCATION - It is either the utility's protective connecting arrangement or the customer provided protective connecting arrangement, where the utility's facilities terminate on the customer's premises.

PREMISES - In multiple occupancy buildings a customer's premises are confined to that portion of building owned or leased by the customer. In single occupancy buildings or where more than one building is occupied by one firm or individual, the customer's premises includes the buildings occupied by the customer or the same continuous property and not separated by public thoroughfare or by property occupied by others.

PRIVATE BRANCH EXCHANGE (PBX) SERVICE - Exchange service furnished by means of a PBX switchboard, intercommunicating system, or mechanical equipment located on the customer's premises and telephones with communication between them and the general system by means of network access lines to the utility's central office.

PRIVATE BRANCH EXCHANGE SWITCHBOARD - Equipment located on a customer's premises by means of which access lines are interconnected for communication between the PBX stations and between such stations and the utility's central office.

---

SCHEDULE NO. AC

RULE NO. 1

DEFINITIONS (continued)

RADIO TELEPHONE SERVICE - Is a communication service through a land radiotelephone station, between a wire telephone and a mobile unit, or between two mobile units, or between a wire telephone and a fixed station, or between a fixed station and a mobile unit.

RECURRING FACILITY CHARGES - The additional charges for exchange telephone service based upon distance measurement for service furnished, where outside plant facilities are applicable, or off the premises of the primary service or in connection with foreign exchange service.

REGISTERED PROTECTIVE CIRCUITRY - Separate, identifiable and discrete electrical circuitry designed to protect the telephone network from harm which is registered in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations.

REGISTERED TERMINAL EQUIPMENT - Terminal equipment which is registered in accordance with the rules and regulations in Part 68, Subpart B of F.C.C. Federal Communication Commission's Rules and Regulations.

RESIDENCE SERVICE - Exchange telephone service furnished a customer at a residence or place of dwelling where the actual or obvious use is for domestic purposes.

RINGING POWER - Electrical energy furnished to a private branch exchange system or other equipment for signaling telephones 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.

---

SCHEDULE NO. AC

RULE NO. 1

DEFINITIONS (continued)

SERVICE CONNECTION - Drop and block wiring or cable, from the point of connection with the utility's outside plant facilities to the point of connection with inside wiring to the premises 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.

SET - A telephone instrument.

SIMPLE SERVICE - Non-key services for network access line business and residence services associated with flat and measured, WATS, local, extended and foreign exchange services.

SPECIAL BILL - A bill for accumulated exchange and toll service charges rendered in lieu of the requirement of a cash deposit for the reestablishment of credit before disconnection of service as provided in the tariff schedules, or a bill for accumulated exchange and toll charges rendered at such time as the amount of the unpaid charges, billed and unbilled, materially exceeds the amount of any prepared charges or any deposits made in connection with the particular service.

SPECULATIVE PROJECTS - An undertaking of a speculative nature which, in the opinion of the utility, appears to involve risk of failure.

STATION - A telephone set generally used in conjunction with PBX, key system, or multiline equipment, or may be used interchangeably with telephone set. See also telephone set.

STATION LINE - A term generally used to describe the serving capacity of a PBX or key system or the facility between switching equipment and a telephone set or apparatus associated with such equipment.

---

SCHEDULE NO. AC

RULE NO. 1

DEFINITIONS (continued)

SUBDIVISION - Is the partitioning of a parcel of land into four or more parcels for the purpose of transfer of ownership or leasing for the express purpose of the construction of homes thereon. In locations where subdivisions must be approved by a political body, such approval is adequate proof that a subdivision exists. A mobile home court will be considered as a subdivision for the purposes of this tariff.

SUBSCRIBER - The person in whose name service is furnished as evidenced by the signature on the application or contract for that service, or in the absence of a signed instrument, but the receipt and payment of bills regularly ISSUED: in his name regardless of the identity of the actual user of the service.

SUBURBAN AREA - A suburban area is that area outside the base rate and zoned areas but within the exchange area.

SUBURBAN SERVICE - Service furnished in the suburban area.

SUPERSEDURE - The transfer of a business or residence customer's complete service, including the telephone number, from one party to another with no change in type or location of the equipment or wiring and 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 schedule.

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.

---

SCHEDULE NO. AC

RULE 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 or abnormal risk or of unpredictable duration, such as mine development, oil well drilling, or lumbering operations.

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

TIE LINE - A circuit connecting two PBX systems for the purpose of interconnecting the telephones of one with those of the other without the use of trunks to the utility's central office.

TOLL MESSAGE - A completed telephone call via the established toll network.

TOUCH CALLING SERVICE - A service arrangement permitting the use of pushbutton equipped telephone sets in lieu of rotary dial equipped telephone sets to originate calls.

---

SCHEDULE NO. AC

RULE NO. 1

DEFINITIONS (continued)

TRACT OR SUBDIVISION - Improved or unimproved land under a definite plan of development wherein it can be shown that there are reasonable prospects within the next three years for five or more main residential telephones.

TRADE NAME - The name or style under which an individual or concern conducts its business and by which it is generally known to the public.

TRENCHING COSTS - Cost of excavating, backfilling and compacting, and, where necessary, cost of breaking and repaving pavement and of restoring landscaping.

TRUNK LINE - A network access line 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 in Trenching Costs above.

USAGE PRICING - A local service which consists of a local network access charge and measured local usage charges.

UTILITY - The Public Utility named herein. See also Company.

WALL SET - A telephone with separate transmitter and receiver, designed to be attached to the wall of a room or building.

ZONE - A portion of an exchange area shown on maps filed elsewhere in the tariff schedules.

SCHEDULE NO. AC

RULE NO. 2

DESCRIPTION OF SERVICE

A1 General

- B1 Exchange service is available by means of facilities owned and maintained by the utility operated from central offices designated by the utility. In certain exchanges extended service is furnished with availability of exchange service to other exchange areas of the utility or of a connecting utility. Foreign exchange service from other exchanges of the utility or connecting utilities is furnished in designated areas.
- B2 Toll service is furnished either by means of the utility's toll lines or lines to a connecting utility or both.
- B3 The utility normally furnishes dial and touch calling telephone service. Touch calling telephone service is furnished where facilities are available.
- B4 In general, the exchange areas are comprised of the following:
  - C1 A base rate area (BRA).
  - C2 A zoned area.

A2 Service

The utility furnishes exchange network access service in its service territory in accordance with its effective tariff schedules and, in general, as follows:

- B1 Classes of service furnished
  - C1 Business service
  - C2 Residence service
- B2 Types of service furnished
  - C1 Flat rate service
  - C2 Paystation service
  - C3 Message rate service (LPALs only)
  - C4 Usage pricing service (LPALs only)



SCHEDULE NO. AC

RULE NO. 2

DESCRIPTION OF SERVICE (continued)

A2 Service (continued)

B3 Grades of service furnished

C1 In general the following grades of service are furnished

<u>Grade of Service</u>	<u>Area Applicable</u>
D1 One-party service	B.R.A., Zone
D2 Private branch exchange service	B.R.A., Zone
D3 Key system service	B.R.A., Zone
D4 Multiline service	B.R.A., Zone

NOTE: B.R.A. - Base Rate Area

C2 Miscellaneous services, including private line, are furnished by the utility in accordance with the tariff schedules.

Unless specifically identified as such, two-wire circuits provided in this tariff are not intended to support data speeds higher than 28.8 K/bps.

(N)  
|  
(N)

C3 Exchange service generally consists of:

- D1 Network access line service
- D2 Local usage
- D3 Extended area service
- D4 Facilities between company central office and customer location

SCHEDULE NO. AC

RULE NO. 2

DESCRIPTION OF SERVICE (continued)

A3 Non-network access lines

Non-network access lines will be provided solely for communication between points thereon, and will not be connected with the utility's network access line.

A4 Interexchange receiving service

Interexchange receiving service will be furnished over the utility's toll circuits from one exchange to the customer's telephone location in another exchange, the customer assuming responsibility for payment of the toll charges.

SCHEDULE NO. AC

RULE NO. 3

CUSTOMERS' REQUIREMENTS FOR SERVICE

TABLE OF CONTENTS

<u>Subject</u>	<u>Sheet Number</u>
A1 Application of Service	23
B1 Requirement of Customer	23
B2 Cancellation of Application	24
A2 Application of Business and Residence Rates	25
A3 Obligation to Provide Service	26
A4 Establishment of Credit	27
A5 Reestablishment of Credit	28
A6 Advance Payments	28
A7 Deposits	29
A8 Notices	29
A9 Billing and Payment of Bills	30
A10 Insufficient Fund (NSF) Check Service Charges	31
A11 Disputed Bills	31
A12 Discontinuance of Service	32
B1 Nonpayment of Bills	32
B2 Restoration of Service	32
B3 Fraud	32
B4 Customer's Request for Service Discontinuances	32
A13 Grounds for Refusal of Service	33
A14 Supersedure	34

SCHEDULE NO. AC

RULE NO. 3

CUSTOMERS' REQUIREMENTS FOR SERVICE (continued)

A1 Application for service

B1 Requirement of customer

Each applicant for telephone service may be required to sign an application for the service desired, on a form provided by the utility, as a condition precedent to the initial establishment of service.

The application form will generally set forth the following information:

- C1 Date and place of application.
- C2 Location of premises to be served.
- C3 Date applicant will be ready for service.
  
- C4 Purpose for which service is to be used (business or residence).
- C5 Address to which bills are to be mailed or delivered.
- C6 Whether applicant is the owner or tenant of, or agent for, the premises.
- C7 Service desired - class, type, and grade.
- C8 Information for listing in alphabetical and classified telephone directories.
- C9 Such other information as the utility may reasonably require.
- C10 Signature of applicant.

The utility may accept an oral or written application from a customer for additions to or changes in the present service.

Any application is merely a request for service and does not in itself bind the utility to furnish the service except under reasonable conditions as set forth in the tariff schedules, nor does it bind the applicant to take service.

SCHEDULE NO. AC

RULE NO. 3

CUSTOMERS' REQUIREMENTS FOR SERVICE (continued)

A1 Application for service (continued)

B2 Cancellation of application

An application for service cancelled by the applicant or by the utility prior to the establishment of the service applied for is subject to the following conditions:

C1 Cancelled by applicant

D1 If cancellation of an application for service is requested by the applicant prior to the time service is connected, the application will be cancelled by the utility and the utility will collect all charges applicable to any service actually installed at the time of the requested cancellation, or such other amounts as may be specifically provided for by written contract previously made in accordance with the tariff schedules.

D2 If cancellation of an application for service is requested by the applicant prior to the time service is connected, such cancellation will be considered as an order to discontinue service and the utility will collect all charges applicable to the connection of service. The minimum requirements of the rate schedule under which service is furnished will apply.

C2 Cancelled by the utility

If applicant refuses to comply with the requirements set forth in the utility's tariff schedules prior to the establishment of service, the utility may cancel the application, in which case any amounts collected from the applicant will be refunded.

SCHEDULE NO. AC

RULE NO. 3

CUSTOMERS' REQUIREMENTS FOR SERVICE (continued)

A1 APPLICATION FOR SERVICE (continued)

B3 Limit of conversation and emergency use

Applications for party line service will be accepted with the understanding that the customer will so use the service as not to interfere with the equitable proportionate use of the service by other customers on the same line. Exchange calls of a customer of party line service may be limited to a maximum period of five minutes. Under the law of the State of Utah a person is guilty of a misdemeanor if he shall

C1 willfully refuse to immediately relinquish a party line when informed that such line is needed for an emergency call, and in fact such line is needed for an emergency call, to a fire department or police department or for medical aid or ambulance service;

C2 secure the use of a party line by falsely stating that such line is needed for an emergency call.

B4 Responsibility for payment of bills

The customer 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.

B5 Service not to be immediately used

The utility may refuse the installation of service that is not to be used within a reasonable period after installation.

SCHEDULE NO. AC

RULE NO. 3

CUSTOMERS' REQUIREMENTS FOR SERVICE (continued)

A2 APPLICATION OF BUSINESS AND RESIDENCE RATES

B1 Business or residence classification of customer service (as distinguished from public telephone service) is determined by the character of use to be made of the service.

B2 Service is classified as business service and business rates apply where the use is primarily or substantially of a business, professional, institutional, or otherwise occupational nature, or where the service or any part thereof is furnished at a business location.

(D)

(D)

B3 Service is classified as residence service and residence rates apply where the use is primarily or substantially of a social or domestic nature and the business use, if any, is incidental.

B4 When it is determined that a customer's residence service is primarily or substantially using the service in such a manner that it should be reclassified as business service under the above provisions, the utility will discontinue the service of such customer in the event he refuses to permit his service to be classified as business service and pay applicable business rates.

(C)

(C)

A3 Obligation to provide service

B1 The utility's obligation to furnish service is dependent upon its ability to secure and retain without unreasonable expense suitable facilities and rights for the construction and maintenance of the necessary pole lines, circuits, and equipment.

A4 Termination or Re-origination of Calls Received Over a Data Service

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

SCHEDULE NO. AC

RULE NO. 3

CUSTOMERS' REQUIREMENTS FOR SERVICE (continued)

A4 ESTABLISHMENT OF CREDIT

B1 Each applicant for telephone service will be required to establish credit, which will be deemed established upon qualifying under any one of the following

C1 Applicant is a customer of the utility for a similar class of service and has paid all bills for service without having been temporarily or permanently discontinued for nonpayment thereof, for a period of twelve consecutive months immediately prior to the date of the present application.

C2 Applicant has been a customer of the utility or any other telephone utility in the last two years and during the last twelve consecutive months that service was provided has paid all bills for such service, without having been disconnected for nonpayment thereof.

C3 Applicant for residence service has been continuously employed by his present employer (including military) for a period of two years or more, or is retired on pension.

C4 Applicant furnishes a guarantor satisfactory to the utility to secure payment of bills of applicant for telephone service requested in the application.

C5 Applicant's credit is otherwise established to the satisfaction of the utility.

C6 Applicant makes the deposit prescribed in this Rule.



SCHEDULE NO. AC

RULE NO. 3

CUSTOMERS' REQUIREMENTS FOR SERVICE (continued)

A5 REESTABLISHMENT OF CREDIT

- B1 A customer whose service has been discontinued for nonpayment of bills will be required to pay any unpaid balance due the utility for the premises for which service is to be restored, and will be required to pay service charges as specified in Schedule No. A-5 and to reestablish credit by making the deposit prescribed in this Rule before service is restored. (T)
- B2 An applicant who previously has been a customer of the utility and during the last twelve months of the prior service has had service discontinued for nonpayment of bills will be required to pay any unpaid balance due the utility, and will be required to reestablish credit by making the deposit prescribed in this Rule.
- B3 A customer may be required to reestablish credit under provisions set forth herein or by making a deposit in accordance with this Rule, if the conditions of service or basis on which credit was originally established have materially changed.

A6 ADVANCE PAYMENTS

- B1 An applicant for telephone service may be required to pay in advance at the time application for service is made, the service charges as specified in Schedule No. A-5, together with at least one month's charges for the services, equipment, and facilities applied for, and where necessary, in the opinion of the utility, the estimated amount of construction and installation charges. (T)
- B2 The amount of the advance payment will be credited to the customer's account and applied to any indebtedness under the contract for services, equipment, and facilities furnished, for service charges, and for toll messages. (T)

SCHEDULE NO. AC

RULE NO. 3

CUSTOMERS' REQUIREMENTS FOR SERVICE (continued)

A7 DEPOSITS

- B1 The amount of deposit required to establish credit for residential telephone service shall not exceed the amount of the bill which it is now estimated will accrue during two normal billing periods. Whenever a deposit is taken, normal service charges as specified in Schedule No. A-5 and one month's advance payment will be collected at the time of application. (T)
- B2 The amount of deposit required to reestablish credit is equal to twice the average monthly bill for the last twelve months, when available, otherwise the deposit shall be determined as above.
- B3 The deposit will bear simple interest at 9 percent a year payable on the actual amount on deposit with the utility.
- B4 Upon discontinuance of telephone service, the utility will refund, with interest, the customer's deposit or the balance in excess of unpaid bills for that service, and the customer will be so advised.
- B5 No interest will be paid if service is discontinued for nonpayment of bills, or if deposit is held less than one year.
- B6 Lifeline telephone service
- Deposit requirements will be waived for Lifeline telephone service subscribers unless such subscriber has had a prior credit problem with, or has an outstanding bill with any local exchange carrier. Deposit requirement for Lifeline customers will also be waived if optional toll blocking is added to the customer's line at no charge.

SCHEDULE NO. AC

RULE NO. 3

CUSTOMERS' REQUIREMENTS FOR SERVICE (continued)

A8 NOTICES

B1 Notice to customers

C1 Notices from the utility to a customer normally will be given in writing, either delivered to him or mailed to his address.

C2 In emergencies the utility may resort to verbal notices given by telephone or by personal contact.

B2 Notices from customers

C1 Notices from a customer to the utility may be given verbally by him or his authorized agent at the utility's office, or by written communications mailed thereto.

SCHEDULE NO. AC

RULE NO. 3

CUSTOMERS' REQUIREMENTS FOR SERVICE (continued)

A9 BILLING AND PAYMENT OF BILLS

- B1 Customer bills for telephone service are due when they are rendered. A customer is in default unless payment is made on or before the due date specified on the bill.
- B2 All delinquent bills for which payment has not been received within five (5) days shall be subject to the provisions of the utility's termination procedures.
- B3 Late Payment Charge
- C1 A Late Payment Charge of 1.5 percent applies to all billed balances, which are not paid by the billing date shown on the next bill. The 1.5 percent charge is applied to the total unpaid amount carried forward. (T)  
(T)  
(D)  
|  
(D)
- C2 Minimum charge (T)  
The Late Payment Charge will not apply if it is less than 50 cents.
- B4 All payments shall be made at or mailed to the office of the utility or to the utility's duly authorized representative.
- B5 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 and section or service total information. It will also include call detail and adds and changes in detail options. See Tariff Schedule A-8 for rates and special conditions.
- B6 Failure to receive bills or notices which have been properly placed in the United States mail shall not prevent such bills from becoming delinquent nor relieve the customer of his obligations therein.
- B7 Unless otherwise specified in this tariff, all charges for exchange service, equipment and facilities, exclusive of charge for local messages in excess of the monthly allowance and toll messages, are payable monthly in advance. Charges for local messages in excess of the monthly allowance and toll messages are payable monthly except that the utility reserves the right to require payment of such charges at more frequent intervals.

SCHEDULE NO. AC

RULE NO. 3

CUSTOMERS' REQUIREMENTS FOR SERVICE (continued)

A9 BILLING AND PAYMENT OF BILLS (continued)

- B8 In the event that payment from a customer is less than the total amount of all charges owing to the utility and the customer does not specifically designate the manner in which he wishes to apply said payment, then the utility may apply all or any part of the payments received to such accounts or indebtedness in any manner that the utility desires. (T)

A10 INSUFFICIENT FUND (NSF) CHECK SERVICE CHARGE

- B1 If a check for payment of a purchase or a bill for telephone service is returned to the utility by the bank, for any reason, the check charge (per check), as shown in the applicable schedule will be added to the amount due.
- B2 If telephone service is disconnected for nonpayment as a result of a returned check, in addition to the amount of the check the reconnect charge and the check charge, as shown in the applicable schedule, will apply. A deposit may also be required. All charges must be paid before service will be reconnected. (T)
- B3 If a check received as a deposit or advance payment to establish service is returned, establishment of service will be denied until the amount of the returned check and the check charge is paid, or, if already connected, will be discontinued until the charges and amounts are paid.
- B4 Should a check for payment of a discontinued account be returned, the amount of the check and the check charge must be paid. No new service will be established until the amount and charge is paid.

A11 DISPUTED BILLS

- B1 In the event of dispute between the customer and the utility respecting any bill, the utility shall promptly make such investigation as shall be required by the particular case, and report the result to the customer. In the event that the complaint is not reconciled, the utility or the customer may make application to the Commission for review of the complaint. The utility will maintain a record of all complaints and the results thereof for six months.

SCHEDULE NO. AC

RULE NO. 3

CUSTOMERS' REQUIREMENTS FOR SERVICE (continued)

A12 DISCONTINUANCE OF SERVICE

B1 Nonpayment of bills

Customer bills for telephone service are due when they are rendered. A customer is in default unless payment is made on or before the due date specified on the bill.

C1 All classes, types and grades of exchange and toll service

Service to a particular premises, separately served and billed, may be temporarily or permanently discontinued for the nonpayment of a bill for the service furnished, provided the bill therefore has not been paid within the period specified on the bill and the utility informs the customer with a written 5 day notice.

C2 Lifeline customers cannot be disconnected for non-payment of Toll charges. If a Lifeline customer makes a partial payment, the dollars must first be applied to Local service charges, then applied to Toll Service charges.

B2 Restoration of service

C1 A customer whose service has been discontinued for nonpayment of bills will be required to pay any unpaid balance due the utility for the premises for which service is to be restored, and will be required to pay service charges applicable before service is restored as specified in Schedule No. A-5.

(T)  
(T)

B2 Fraud

C1 The utility shall have the right to refuse or to discontinue telephone service if the acts of the customer or the conditions upon his premises are such as to indicate intention to defraud the utility.

B4 Customer's request for service discontinuance

C1 A customer may have his telephone service discontinued by giving notice of his desire not less than two days before its effective date. The utility will hold the customer responsible for payment of all bills for service furnished until the date specified by the customer.

SCHEDULE NO. AC

RULE NO. 3

CUSTOMERS' REQUIREMENTS FOR SERVICE (continued)

A13 GROUNDS FOR REFUSAL OF SERVICE

B1 A utility may refuse to establish service if any of the following conditions exist:

- C1 The applicant has an outstanding amount due for former utility services, and the applicant is unwilling to make arrangements with the utility for payment.
- C2 A condition exists which in the utility's judgment is unsafe or hazardous to the applicant, the general population, or the utility's personnel or facilities.
- C3 Refusal by the applicant to provide the utility with a deposit when the customer has failed to meet the credit criteria for waiver of deposit requirements.
- C4 Customer is known to be in violation of the utility's tariffs filed with the Commission or of the Commission's Rules and Regulations.
- C5 Failure of the customer to furnish such funds, service, equipment, and/or rights-of-way necessary to serve the customer and which have been specified by the utility as a condition for providing service.
- C6 Service which has been disconnected for nonpayment at the premises will not be reestablished for another applicant, married or otherwise, if the delinquent customer still resides on the premises.

SCHEDULE NO. AC

RULE NO. 3

CUSTOMER'S REQUIREMENTS FOR SERVICE (continued)

A13 GROUNDS FOR REFUSAL OF SERVICE (continued)

B2 Legal requirements

- C1 The service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law, or if the utility receives other evidence that such service is being or will be so used.

A14 SUPERSEDURE

- B1 An applicant who otherwise qualifies for immediate establishment of service may supersede the service of a customer discontinuing that service when the applicant is to take service on the same premises where that service is being rendered when a written notice to that effect from both the customer and applicant is presented to the utility and where an arrangement acceptable to the utility is made to pay outstanding charges against the service. Service Order Charge – Initial as specified in Schedule No. A-5 will be required.

(T)



---

SCHEDULE NO. AC

RULE NO. 4

TELEPHONE DIRECTORIES, LISTINGS, AND NUMBERS

- A1 The utility will distribute to its customers without charge such directory information as, in its opinion, is generally necessary for the efficient use of the service. Other directories will be furnished at the discretion of the utility at a reasonable charge.
- A2 The utility's liability arising from errors in or omissions of directory listings shall be limited to and satisfied by a refund not exceeding the amount of the local service charges for the customer's service affected during the period covered by the directory in which the error or omission occurs.
- A3 The utility, in accepting listings as prescribed by applicants or customers, will not assume responsibility for the result of the publication of such listings in its directories, nor will the utility be a party to controversies arising between customers or others as a result of such publication.
- A4 Telephone numbers
- B1 The customer has no property right in the telephone number nor any right to continuance of service through any particular central office, and the utility may change the telephone number or central office designation of a customer whenever it considers it desirable in the conduct of its business.
- A5 Nonpublished telephone numbers
- B1 A customer may request that the telephone number of his service not be published in the utility's directories. If the customer shall make such a request, the utility will take reasonable precautions not to publish the number in any of its publicly distributed directories and, except when required by law, not to disclose the number to any person other than representatives of law enforcement agencies, its own employees or representatives, or those of other telephone companies, or other telephone customers who are billed for calls placed from nonpublished numbers.
- B2 The customer releases, indemnifies and holds harmless the utility 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 person, caused or claimed to have been caused directly or indirectly by the publication of such number or the disclosure or nondisclosure of said number to any persons.

SCHEDULE NO. AC

RULE NO. 5

TERMINATION (CONTRACT) AGREEMENTS

- A1 Contracts will not be required as a condition precedent to service except as follows:
- B1 In conjunction with the provisions of special assemblies of equipment.
  - B2 The utility may require a contract for certain services for periods specified in this tariff.
  - B3 A contract will take the form of a written "termination agreement" relating specifically to a customer's service requiring such written agreement. These are intended to safeguard the utility from the loss of nonrecoverable costs coincident with a particular service investment.
  - B4 The amount of money covered by contract (termination agreement) is computed by subtracting all nonrecurring charges from the sum of the nonrecoverable costs involved with a service installation. This figure is prorated, then, by dividing it by the number of months in the specified contract period.
  - B5 Service may be terminated prior to the expiration of the contract period upon notification to the utility a reasonable period in advance and upon payment of all charges due for service which has been furnished plus the contract termination charges determined by the number of months remaining in the contract period.
  - B6 Where only a portion of a system is discontinued, contract termination charges apply for various items of equipment discontinued as though they were the last of their kind installed.
  - B7 In the case of special equipment, such proportion of the sum of the cost of the equipment installed and the cost of removal, less the salvage value of the equipment removed, as the unexpired portion of the contract period bears to the full contract period.

SCHEDULE NO. AC

RULE NO. 5

TERMINATION (CONTRACT) AGREEMENTS (continued)

- A1 Contracts will not be required as a condition precedent to service except as follows:
- B8 Service may be terminated after the expiration of the initial contract period, upon notification to the utility a reasonable period in advance and upon payment of all charges due to the date of termination of the service. However, after listings have appeared in the directory, each directory period is considered as a separate contract period (i.e., listings are automatically included in each directory issue unless notice to the contrary is received from the customer) and termination may be arranged for only under the conditions specified above

SCHEDULE NO. AC

RULE NO. 6

LIMITATION OF LIABILITY

A1 Limitation of liability

B1 Liability of the utility for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in any of the services of facilities furnished.

C1 Except in case of actionable negligence, the liability of the utility for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in any of the services or facilities furnished by the utility (including exchange, toll, private line, supplemental equipment, directory and all other service) shall in no event exceed an amount equal to the pro rata charges to the customer for the period during which the services or facilities are affected by the mistake, omission, interruption, delay, error, or defect provided; however, that where any mistake, omission, interruption, delay, error, or defect in any one service or facility affects or diminishes the value of any other service, said liability shall include such diminution, but in no event shall the liability exceed the total amount of charges to the customer for all services or facilities for the period affected by the mistake, omission, interruption, delay, error, or defect.

C2 Interruptions of service

D1 Credit allowance

E1 This credit will be applicable to all services not referenced under D2 of this rule, Service Guarantee Credit. The utility will allow customers credit (upon customers request) in all cases where the utility's facilities are "out of service", except when the "out of service" is due to the fault of the customer or to a temporary discontinuance for nonpayment of a bill, for periods of one day or more from the time the fact was reported by the customer or detected by the utility, of an amount equal to the total fixed monthly charge for exchange service multiplied by the ratio of the number of days "out of service" to the number of calendar days in the billing period within which the "out of service" occurs.

(C)  
(C)

SCHEDULE NO. AC

RULE NO. 6

LIMITATION OF LIABILITY (continued)

A1 Limitation of liability (continued)

B1 Liability of the utility for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in any of the services or facilities furnished. (continued)

C2 Interruptions of service (continued)

D1 Credit allowance (continued)

E2 A day "out of service" will be considered to exist when outgoing service is not available for a period of twenty-four consecutive hours. When any "out of service" period continues for a period in excess of an even multiple of twenty-four consecutive hours, the total period upon which to determine the credit allowance will be taken to the next higher even twenty-four multiple. In no case will the credit allowance for any period exceed the total fixed charges for exchange service for that period.

E3 Other than as expressly provided under Condition A1 B1 C2 D2 of this rule, Service Guarantee Credit, in no case will a credit allowance for any period exceed the total fixed charges for the exchange service for that period.

D2 Service Guarantee Credit

E1 The utility will provide credit for one month of local exchange service should the customer experience an "out of service" condition on the local access line over 24 hours from the time the "out of service" condition is reported or discovered by the utility. The credit will be applicable to all single-line, business and residence service upon customer's request.

(C)

E2 The credit will be applicable to one month's billing for all local exchange service charges.

E3 For each repeat occurrence of a local access line "out of service" condition lasting over 24 hours from the time the outage is reported or discovered by the utility, the customer will receive an additional one month's credit.

SCHEDULE NO. AC

RULE NO. 6

LIMITATION OF LIABILITY (continued)

A1 Limitation of liability (continued)

B1 Liability of the utility for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in any of the services of facilities furnished. (continued)

C2 Interruptions of service (continued)

D2 Service Guarantee Credit (continued)

E4 The credit will not apply to "out of service" conditions resulting from the willful neglect, misuse or abuse by the customer. The credit will not apply to "out of service" conditions where the outage is in the customer's inside wire or customer's premises equipment. This credit will not apply to "out of service" conditions resulting from natural disasters, fire, extreme weather conditions such as flooding, earthquake or circumstances beyond the Company's control. This credit also will not apply to "out of service" conditions where service has been temporarily or permanently discontinued for nonpayment of bills. (N)

E5 The credit will apply, when due to the fault of the company, a commitment date for installation of primary service is missed. (N)

C3 Use of connecting utility facilities or services when suitable arrangements can be made, outside plant facilities of other utilities may be used in establishing connections to points not reached by this utility's outside plant facilities. In establishing connections with the facilities of other utilities, this utility is not responsible or liable for any action of the connecting utility.

C4 Defacement of premises. The utility shall exercise due care in connection with all work done on customer's premises. No liability shall attach to the utility by reason of any defacement or damage to the customer's premises resulting from the existence of the utility's facilities on such premises or by the installation or removal thereof, unless such defacement or damage is the result of the negligence of the utility.

SCHEDULE NO. AC

RULE NO. 6

LIMITATION OF LIABILITY (continued)

A1 Limitation of liability (continued)

B1 Liability of the utility for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in any of the services of facilities furnished. (continued)

C5 Errors in transmitting, receiving or delivering oral messages by telephone

The utility shall not be liable for errors in transmitting, receiving or delivering oral messages by telephone over the lines of the utility and connecting telephone utilities.

C6 Maintenance and repair

All ordinary expense of maintenance and repair in connection with facilities and services provided by the utility is borne by the utility unless otherwise specified in this tariff. In case of damage to or destruction of any of the utility's facilities or accessories due to the negligence or willful act of the customer and not due to ordinary wear and tear, the customer will be held responsible for the cost of restoring the facility to its original condition, or of replacing the facility destroyed.

C7 Temporary suspension for repairs

The utility 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 utility will give the customers 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 customers. When the utility is repairing or changing its facilities, it shall take appropriate precautions to avoid unnecessary interruptions of conversations on customer's service.

SCHEDULE NO. AC

RULE NO. 7

TEMPORARY SERVICE

A1 Establishment of temporary service

The utility will, if no undue service impairment to its existing customers will result therefrom, furnish temporary service or service to speculative projects under the following conditions:

- B1 The applicant shall pay, in advance or otherwise as required by the utility, the estimated cost installed plus the estimated cost of removal, less the estimated salvage of the facilities necessary for furnishing service.
- B2 The applicant shall establish credit as required by Rule No. 3, except that the deposit which may be required will be sufficient to reasonably protect the utility against the assumed risk provided such policy is applied in a uniform and nondiscriminatory manner.

A2 Refunds

- B1 The amount of refund upon reclassification of a customer's service from temporary to permanent will be made on the basis of the outside plant facility charges schedule in effect at the time the customer's service is reclassified.
- B2 Total refunds shall not exceed the amount deposited and no interest shall be paid on the amount advanced.



SCHEDULE NO. AC

RULE NO. 8

WORK PERFORMED OUTSIDE REGULAR WORKING HOURS AND RIGHT OF ACCESS

- A1 The rates and charges specified in the various sections of this tariff contemplate that work will be performed during regular working hours and that work once begun will not be interrupted by the customer. If, at the request of the customer, work is performed outside of regular working hours, either to meet his convenience or because the time allowed is insufficient to permit completion during regular working hours or if the customer interrupts work which has begun, the customer may be required to pay any additional cost incurred.
- A2 Right of access
- B1 The telephone utility's authorized employees may enter a customer'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.
- B2 The utility may remove any or all of its property located on the customer's premises at the termination of service as provided by the tariff schedules.

---

SCHEDULE NO. AC

RULE NO. 9

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS

A1 Outside plant facilities

B1 General

- C1 Except as otherwise provided in these rules, the utility will, at its own expense, furnish, install and maintain all facilities necessary to service applicants or customers in accordance with its lawful rates, rules and current construction standards.
- C2 Pole line and buried wire extensions necessary to furnish telephone service will be made by the utility in accordance with the tariff schedules, provided dedicated streets are available, or acceptable easements can be obtained without additional charge or condemnation. Outside plant facility charges are computed in accordance with the regular rates set forth in the tariff schedules and the payment of such charges gives the customer no ownership or control of the extension.
- C3 Except as otherwise provided, the utility may permit the customer to furnish the outside plant facilities in accordance with the construction standards of the utility in lieu of outside plant facility charges, but in all such cases the ownership of the facilities shall be vested in the utility.
- C4 Contracts for the telephone service where outside plant facilities at filed charges is necessary may be required by the utility as a condition incident to the establishment of service, for a period not to exceed three years.
- C5 All outside plant facilities will be owned and maintained by the utility.
- C6 The utility will determine the specific type of construction and route to be used in each particular case.

SCHEDULE NO. AC

RULE NO. 9

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (continued)

A1 Outside plant facilities (continued)

B2 Facilities to the property of an applicant or customer (other than service connections)

C1 In areas where the utility desires to maintain underground rather than aerial facilities for its operating convenience, the utility will, at no additional expense, construct the necessary underground facilities for service connections in accordance with its established construction standards.

C2 In all other cases (including facilities within subdivisions where under agreement with the tract owners or promoters, the utility has installed service by means of underground facilities), if the applicant or customer requests underground construction he will be required to pay the difference between the cost of providing underground facilities and the estimated cost of constructing equivalent aerial facilities. In lieu of all or part of such payment the applicant or customer may furnish such materials or perform such work as may be mutually agreed between the utility and the applicant or customer. Upon acceptance by the utility, ownership of any materials so furnished shall vest in the utility.

SCHEDULE NO. AC

RULE NO. 9

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (continued)

A2 Service connections

B1 New underground service connections

When applicant or customer, including subdivider or developer, either requests or is lawfully required to provide underground facilities, the utility will furnish such service under the following conditions with respect to underground service connections.

C1 To property of applicant or customer, including subdivider or developer

D1 Tracts or subdivisions

The utility will construct underground service connections without charge where right of way can, in the utility's judgment, be reasonably obtained, and where soil conditions and topography are such that trenching costs will not materially exceed the utility's average trenching costs. Where right of way or trenching costs are materially excessive, the subdivider or developer will pay the difference between that actual cost and average right of way and/or trenching costs.

D2 All other cases

In all cases other than those included in A2, B1, C1, D1, above, if the applicant or customer requests underground construction he will be required to pay the difference between the cost of providing underground service connection and the estimated cost of constructing the aerial equivalent. In lieu of all or part of such payment the applicant or customer may furnish such materials or perform such work as may be mutually agreed between the utility and the applicant or customer. Upon acceptance by the utility, ownership of any material so furnished shall vest in the utility.

SCHEDULE NO. AC

RULE NO. 9

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (continued)

A2 Service connections (continued)

B1 New underground service connections (continued)

C2 On property of an applicant or customer, including subdivider or developer

D1 Where the utility determines that conduit is to be used for the service connection, the applicant or customer will furnish, install and maintain at his expense the required conduit in accordance with the utility's specifications, or

D2 Where the utility determines that buried wire or buried cable is to be used for the service connection, the applicant or customer will provide or pay the cost of the underground supporting structure, and

D3 In either D1 or D2 above the utility will at its expense furnish, install and maintain the service connection wire or cable.

B2 Interior wiring

C1 The interior wiring in buildings to provide telephone service to the occupants will be furnished, installed and maintained by the customer. The owner of a building under construction will furnish and install interior wiring which conforms with the specifications of the utility, the utility will connect its facilities at the point of demarcation.

SCHEDULE NO. AC

RULE NO. 10

RECORDED PUBLIC ANNOUNCEMENTS ON UTILITY FACILITIES

The use of utility facilities for public announcement is subject to the following:

- A1 For purposes of identification, customers of telephone service who transmit recorded public announcements over facilities provided by the utility must include in the recorded message the name of the organization or individual responsible for the service and the address of which the service is provided.
- A2 Customers transmitting factual public announcements such as time, weather, stock market quotations, airline schedules, and similar information are excluded from the preceding condition.
- A3 Failure to comply with the provisions of this tariff shall be cause for termination of the service.

---

SCHEDULE NO. AC

RULE NO. 11

CONNECTION OF SERVICE AND FACILITIES ON PREMISES OF CUSTOMER

A1 Ownership and use of facilities on customer's premises

B1 All facilities furnished by the utility in connection with a customer's service shall be carefully used. The customer will be held responsible for any loss, damage or alteration to any facilities furnished by the utility on his premises, unless such loss or damage is due to cause beyond his control.

B2 Except as provided herein and in the tariff schedules, no apparatus or device not in compliance with Part 68 of the Federal Communications Commission's Rules and Regulations shall be attached to or used in connection with telephone facilities provided by the utility. The utility shall have the right to disconnect the service during the continuance of such attachment or connection.

A2 Customer premises equipment

B1 General

C1 Customer premises equipment may be connected at the customer's premises to outside plant facilities of the utility for use with exchange service in compliance with the Federal Communication Commission's Rules, Regulations and Decisions.

SCHEDULE NO. AC

RULE NO. 11

CONNECTION OF SERVICE AND FACILITIES ON PREMISES OF CUSTOMER  
(continued)

A2 Customer premises equipment (continued)

C2 The utility may make changes in its equipment, operations or procedures where such action is not inconsistent with the Federal Communications Commission's Rules, Regulations and Decisions.

C3 Ringer equivalence of customer premises equipment connected to the same line will not exceed the allowable maximum for that line as determined by the utility.

B2 Responsibility of the utility

C1 In compliance with the Federal Communications Commission's Rules, Regulations and Decisions, the utility will not be responsible to the customer or otherwise should necessary changes be made in utility's facilities, operations or procedures which may render any customer premises equipment obsolete, require modification or alteration to such equipment or otherwise affect its use or performance.

C2 Customers service may be disconnected if customer premises equipment is causing harm to utility's facilities.

C3 The utility shall not be responsible for the installation, operation or maintenance of any customer premises equipment. Network access lines of the utility are not represented as adapted to the use of customer premises equipment and where such customer premises equipment is connected to utility's facilities the responsibility of the utility shall be limited to the furnishing of access line suitable for telephone service and to the maintenance and operation of such access lines in a manner proper for such service; subject to this responsibility the utility shall not be responsible for the through transmission of signals generated by the customer premises equipment or for the quality of, or defects in such transmission, or the reception of signals by the customer premises equipment.



SCHEDULE NO. AC

RULE NO. 11

CONNECTION OF SERVICE AND FACILITIES ON PREMISES OF CUSTOMER  
(continued)

A2 Customer premises equipment (continued)

B3 Responsibility of the customer

- C1 In compliance with the Federal Communications Commission's Rules, Regulations and Decisions, customer premises equipment may be connected to the exchange network.
- C2 All combinations of customer premises registered or nonregistered equipment (including but not limited to wiring) shall be installed, operated and maintained in compliance with requirements set forth in the Federal Communications Commission's Rules, Regulations and Decisions. No combination of customer premises registered or nonregistered equipment (including but not limited to wiring), shall cause electrical hazards to utility personnel, interfere with the operation of or cause harm to utility's equipment or facilities, or interfere with service of persons other than the user of such equipment.
- C3 Upon notice from the utility that the equipment of the customer is causing or is likely to cause such interference or hazard, the customer shall make such changes as may be necessary to remove or prevent such interference or hazard. The utility may discontinue service for failure to comply with those provisions.
- C4 The customer shall be responsible for payment of all utility charges for visits by the utility to the customer's premises where a service difficulty is caused by customer premises equipment. Visit charges are defined in the appropriate tariff schedule.

SCHEDULE NO. AC

RULE NO. 11

CONNECTION OF SERVICE AND FACILITIES ON PREMISES OF CUSTOMER  
(continued)

A2 Customer premises equipment (continued)

B4 Violation of tariffs

- C1 Where any customer premises equipment is used in violation of any of the provisions of the tariff, the utility will take such immediate action as is necessary for the protection of its facilities and network and will promptly notify the customer of the violation. The customer shall discontinue use of the equipment or correct the violation and shall confirm in writing to the utility within 5 days, following the receipt of written notice from the utility, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the utility within the time stated shall result in termination of the customer's services until such a time as the customer complies with the provisions of these tariffs.

B5 Utility liability

- C1 The customer indemnifies the utility against and holds the utility harmless from any and all losses, claims, demands, causes of action, damages, costs of liability, in law or in equity, of every kind and nature whatsoever (including, without limiting the generality of the foregoing, losses, claims, demands, causes of action, damages, costs or liability for libel, slander, fraudulent or misleading advertising, invasion of the right of privacy, or infringement of copyright or patent) arising directly or indirectly from the material transmitted over its facilities or arising directly or indirectly from any act or omission of the customer or the calling party while using or attempting to use facilities furnished by the utility or arising from combining with, or using in connection with facilities of the utility, any equipment or systems of the customer.

SCHEDULE NO. AC

RULE NO. 12

CUSTOMER'S PRIVATE SERVICE NOT FOR PUBLIC USE

- A1 Telephone service, other than public paystation and customer owned coin-operated service, is furnished for the use of the customer, his family and persons residing in his home, or his employees or representatives.
- A2 Flat 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 customer or the public in general.
- A3 If it is found that the customer is permitting public use of service furnished him for his private use, the utility will thereafter provide public paystation, except where the customer consents to the telephone 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. The customer may as an alternative provide his own coin-operated telephone service but must subscribe to an LPAL and must comply with the rules, regulations and conditions as set forth in this tariff.

SCHEDULE NO. A

TARIFF

LIST OF EFFECTIVE SHEETS

Sheets 1 through 5 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
<b>1</b>	<b>4<sup>th</sup> Revised</b>
<b>2</b>	<b>2<sup>nd</sup> Revised</b>
<b>3</b>	<b>2<sup>nd</sup> Revised</b>
<b>4</b>	<b>2<sup>nd</sup> Revised</b>
<b>5</b>	<b>2<sup>nd</sup> Revised</b>

(Continued)

SCHEDULE NO. A

TARIFF

<u>Location</u>	<u>Service</u>	<u>Monthly Rate</u>		(T)
		<u>Business</u>	<u>Residence</u>	
Schedule No. A1	<u>Custom Calling – one feature</u>			
	Call Waiting/Cancel Call Waiting	\$2.00	\$1.60	
	Basic Call Forward	2.00	1.60	
	Call Forward Variable	2.00	1.60	
	Call Forward Fixed	2.00	1.60	
	Call Forward Busy	2.00	1.60	
	Call Forward No Answer	2.00	1.60	
	Call Forward Busy/No Answer	2.00	1.60	
	3 Way Calling	2.00	1.60	
	Speed Call 8 <sup>(1)</sup>	2.00	1.60	(C)
	Speed Call 30	4.00	3.20	
	Distinctive Ring	5.00	4.00	(T)

<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

(N)  
(N)

(Continued)

Issued: October 14, 2015

Issued By:

Effective: November 15, 2015

Advice letter No. UT-15-03

Steve Crosby  
Senior Vice President  
Regulatory Affairs

SCHEDULE NO. A

TARIFF

<u>Location</u>	<u>Service</u>	<u>Monthly Rate</u>		(T)
		<u>Business</u>	<u>Residence</u>	
Schedule No. A1	<u>Custom Calling - Two feature packages</u>			
	Call Waiting, Call Forward:	\$3.20	2.50	
	Call Waiting, 3 Way Calling:	3.20	2.50	
	Call Forward, 3 Way Calling:	3.20	2.50	
	Call Forward, Speed Call 8 <sup>(1)</sup> :	3.20	2.50	(C)
	Call Waiting, Speed Call 8 <sup>(1)</sup> :	3.20	2.50	(C)
	3 Way Calling, Speed Call 8 <sup>(1)</sup> :	3.20	2.50	(T)(C)

<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)  
(N)

(Continued)

Issued: October 14, 2015

Issued By:

Effective: November 15, 2015

Advice letter No. UT-15-03

Steve Crosby  
Senior Vice President  
Regulatory Affairs

SCHEDULE NO. A

TARIFF

<u>Location</u>	<u>Service</u>	<u>Monthly Rate</u>		(T)
		<u>Business</u>	<u>Residence</u>	
Schedule No. A-1	<u>Custom Calling - Three feature packages</u> <sup>(1)</sup>			
	Call Waiting, Call Forward, 3 Way Calling:	\$4.80	3.80	
	Call Waiting, Call Forward, Speed Call 8 <sup>(2)</sup> :	4.80	3.80	(C)
	Call Waiting, 3 Way Calling, Speed Call 8 <sup>(2)</sup> :	4.80	3.80	(C)
	Call Forward, 3 Way Calling, Speed Call 8 <sup>(2)</sup> :	4.80	3.80	(C)
	Call Waiting, Cancel Call Waiting, Call Forward:	4.80	3.80	
	Call Waiting, Cancel Call Waiting, 3 Way Calling:	4.80	3.80	
	Call Waiting, Cancel Call Waiting, Speed Call 8 <sup>(2)</sup> :	4.80	3.80	(C)
				(T)
				(N)

<sup>(1)</sup> Three-feature packages have been grandfathered.  
<sup>(2)</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

(Continued)

Issued: October 14, 2015

Issued By:

Effective: November 15, 2015

Advice letter No. UT-15-03

Steve Crosby  
Senior Vice President  
Regulatory Affairs

SCHEDULE NO. A

TARIFF

<u>Location</u>	<u>Service</u>	<u>Monthly Rate</u>		(T)
		<u>Business</u>	<u>Residence</u>	
Schedule No. A-1	<u>Custom Calling - Four feature packages</u> <sup>(1)</sup>			
	Call Waiting, Call Forward, 3 Way Calling, Speed Call 8 <sup>(2)</sup> :	\$ 6.00	4.80	
	Call Waiting, Cancel Call Waiting, Call Forward, 3 Way Calling:	6.00	4.80	
	Call Waiting, Cancel Call Waiting, Call Forward, Speed Call 8 <sup>(2)</sup> :	6.00	4.80	
	Call Waiting, Cancel Call Waiting, 3 Way Calling, Speed Call 8 <sup>(2)</sup> :	6.00	4.80	
Schedule No. A-1	<u>Five feature package</u>			
	Call Waiting, Cancel Call Waiting, Call Forward, 3 Way Calling, Speed Call 8 <sup>(2)</sup> :	6.95	4.95	

<sup>(1)</sup> Four-feature packages have been grandfathered.

<sup>(2)</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.



SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 37 of this schedule are effective as of the date shown on each sheet.

Number of <u>Sheet</u>	Revision	Number of <u>Sheet</u>	Revision
1	<b>20<sup>th</sup> Revised</b>	27.1	Original
2	Original	28	1 <sup>st</sup> Revised
3	Original	29	Original
4	Original	30	1 <sup>st</sup> Revised
5	2 <sup>nd</sup> Revised	31	1 <sup>st</sup> Revised
6	2 <sup>nd</sup> Revised	32	2 <sup>nd</sup> Revised
7	3 <sup>rd</sup> Revised	33	1 <sup>st</sup> Revised
<b>8</b>	<b>7<sup>th</sup> Revised</b>	34	2 <sup>nd</sup> Revised
9	2 <sup>nd</sup> Revised	35	2 <sup>nd</sup> Revised
10	5 <sup>th</sup> Revised	36	2 <sup>nd</sup> Revised
11	3 <sup>rd</sup> Revised	37	3 <sup>rd</sup> Revised
12	2 <sup>nd</sup> Revised		
13	2 <sup>nd</sup> Revised		
14	2 <sup>nd</sup> Revised		
15	2 <sup>nd</sup> Revised		
16	Original		
17	Original		
18	Original		
19	2 <sup>nd</sup> Revised		
20	2 <sup>nd</sup> Revised		
21	2 <sup>nd</sup> Revised		
22	1 <sup>st</sup> Revised		
23	1 <sup>st</sup> Revised		
24	1 <sup>st</sup> Revised		
25	Original		
26	Original		
27	4 <sup>th</sup> Revised		

Issued: October 29, 2021

Issued By:

Effective: December 1, 2021

Advice letter No. UT-21-03

Allison Ellis  
Sr. Vice President  
Regulatory Affairs

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

APPLICABILITY

Applicable to lines which provide direct access to the local and long distance exchange switching network via a circuit provided between a telephone company central office and the customer's premises.

TERRITORY

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

Exchanges listed alphabetically.

Bear River City	Meadow
Blanding	Mexican Hat
Bluff	Moab
Delta	Monticello
Fielding	Oak City
Fillmore	Portage
Holden	Scipio
Howell	Snowville
Kanosh	Thatcher
Lake Powell	Thompson
LaSal	Tremonton
Lynndyl	

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES

A1 Local exchange network access lines

B1 Extended area service

<u>Originating Exchange</u>	<u>Exchange Calling Area</u>
Bear River City	Fielding, Howell, Portage, Snowville, Thatcher, Tremonton Brigham City and Corinne Community Dial Office
Fielding	Bear River City, Howell, Portage Snowville, Thatcher and Tremonton
Howell	Bear River City, Fielding, Portage, Snowville, Thatcher and Tremonton
Portage	Bear River City, Fielding, Howell, Snowville, Thatcher and Tremonton
Snowville	Bear River City, Fielding, Howell, Portage, Thatcher and Tremonton
Thatcher	Bear River City, Fielding, Howell, Portage, Snowville and Tremonton

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

A1 Local exchange network access lines (continued)

B1 Extended area service (continued)

<u>Originating Exchange</u>	<u>Exchange Calling Area</u>
Tremonton	Bear River City, Fielding, Howell, Portage, Snowville, and Thatcher
Delta	Lynndyl and Oak City
Fillmore	Holden, Kanosh, Meadow, and Scipio
Holden	Fillmore and Scipio
Kanosh	Fillmore and Meadow
Lynndyl	Delta and Oak City
Meadow	Fillmore and Kanosh
Oak City	Delta and Lynndyl
Scipio	Fillmore and Holden

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)		One- Party/ <u>Centrex</u>	(D)
			(D)
A1	Local exchange network access lines (continued)		
B2	Business		
C1	Each network access line <sup>1</sup>		(T)
D1	BRA	\$23.00	(D)
D2	Zone A	23.00	(D)
C2	EAS increments		
	Delta/ Lynndyl/ Oak City/	4.40	(D)
	Holden/ Kanosh/ Meadow/ Scipio	4.00	(D)
	Fielding/ Howell/ Portage/ Snowville/ Thatcher/ Tremonton	6.80	(D)
	Fillmore	8.00	 (D)
	Bear River City	13.00	

<sup>1</sup> Plus any applicable EAS increment, with exception of intragroup Centrex lines. Touch Calling Service is provided, where facilities are available, at no additional charge to the customer. (T)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

		<u>PBX Trunk</u>	<u>Key System Trunk/ Centrex</u>	<u>Multi- Line</u>	(D) (D)
A1	Local exchange network access lines (continued)				
B2	Business (continued)				
C1	Each network access line <sup>1</sup>				(T)
	D1 BRA	\$35.40	\$24.75	\$23.00	(D)
	D2 Zone A	35.40	24.75	23.00	(D)
C2	EAS increments				
	Delta/ Lynndyl/ Oak City/	8.80	5.50	4.40	(D)
	Holden/ Kanosh/ Meadow/ Scipio	8.00	5.00	4.00	(D)
	Fielding/ Howell/ Portage/ Snowville/ Thatcher/ Tremonton	13.60	8.50	6.80	(D)
	Fillmore	16.00	10.00	8.00	 (D)
	Bear River City	26.00	16.25	13.00	

<sup>1</sup> Plus any applicable EAS increment. (T)  
Touch Calling Service is provided, where facilities are available, at no additional charge to the customer.

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

		<u>PBX Trunk</u>	<u>Key System Trunk/ Centrex</u>	<u>Multi- Line</u>	(D)
A1	Local exchange network access lines (continued)				(D)
B3	Residence				
C1	Each network access line <sup>1</sup>				(T)
	D1 Base rate area	\$13.50	\$13.50	\$13.50	(D)
	D2 Zone A	13.50	13.50	13.50	(D)
C2	EAS increments				
	Delta/ Lynndyl/ Oak City/	2.20	2.75	2.20	(D)
	Holden/ Kanosh/ Meadow/ Scipio	2.00	2.50	2.00	(D)
	Fielding/ Howell/ Portage/ Snowville/ Thatcher/ Tremonton	3.40	4.25	3.40	(D)
	Fillmore	4.00	5.00	4.00	 (D)
	Bear River City	6.50	8.15	6.50	

<sup>1</sup> Plus any applicable EAS increment. (T)  
Touch Calling Service is provided, where facilities are available, at no additional charge to the customer.

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

A1 Local exchange network access lines (continued)

B4 Local usage charges@ - Local usage charges are included in both the residence and business Network access line rates.

B5 Lifeline telephone service#\*

		Broadband <sup>1</sup> Monthly <u>Credit</u>	Voice <sup>2</sup> Monthly <u>Credit</u>	
C1	Federal and State Lifeline Credits for a One-Party Line:			
C2	Federal Lifeline Support Credit (equal to Federal End User Common Line Credit)	\$9.25	\$6.50	(I) (C)
C3	State Credit	\$3.50	\$3.50	

@ Local usage charges do not apply to intragroup Centrex lines.

# Touch Calling Service is offered where facilities are available at no additional charge to the customer.

\* See Condition A10.

<sup>1</sup> Broadband = service that includes qualifying broadband service.

<sup>2</sup> Voice = voice service with no qualifying broadband service as defined by 47 C.F.R., Section 54.403 (a)(2). Only subscribers in FCC designated census blocks are eligible for Voice only Lifeline after 12/1/21. (N)  
(N)

Issued: October 29, 2021

Issued By:  
Allison Ellis  
Sr. Vice President  
Regulatory Affairs

Effective: December 1, 2021

Advice Letter No. UT-21-03



SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)		Monthly Rate	(D) (D)
A1	Local exchange network access lines (continued)		
B6	Optional features		
C1	Combination of lines service		
D1	Business Individual Access Line Rate		
D2	Residence Individual Access Line Rate		
C2	Touch Calling Service within the exchanges where facilities and operating conditions permit is offered at no additional charge to the customer.		
D1	Business, per line	\$-	(D)
D2	Residence, per line	-	
C3	Rotary hunting, additional charge per line arranged	\$1.50	(D)
C4	Each joint user service	See Schedule No. X-1	
B7	Local (411 and 555-1212) Directory Assistance Service		(D) (D)
C1	Customer direct dials	<u>Charge</u>	
D1	First three telephone numbers, local and/or intrastate, requested from directory assistance operator per line, per month	No Charge	
D2	Each additional local and/or intrastate request	\$0.20	(D)
C2	Customer places call through "O" operator, per call	\$0 .40	(D)
B8	National Directory Assistance service		
C1	National Directory Assistance, per call no monthly call allowances apply	\$0.85	(D)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

A1 Local exchange network access lines (continued)

B9 Message charges		<u>Message Charges</u>	
C2 Nonlocal			
D1	Toll calling	See Schedule No. B-1	
D2	Wide area telephone calling <sup>3</sup>	See Schedule No. B-2 (C)	
B10 Local public access line (LPAL)		<u>Monthly Rate</u> <sup>2</sup>	
C1 Flat rate <sup>1</sup>			
D1	Base rate area	\$30.00	
D2	Zone A	30.00	
C2 Message rate #, \$.12 per local message plus network access line charges of:			
D1	Base rate area	20.00	
D2	Zone A	20.00	
C3 Usage pricing			
D1	Network access line charges		
E1	Base rate area	14.00	
E2	Zone A	14.00	
D2	Measured local usage charges	<u>1st Min.</u>	<u>Add'l. Min.</u>
	Local to local	\$ .08	\$ .02
	Local to EAS	.09	.03
		<u>Monthly Rate</u>	
C4	Coin Supervision/Transmission	\$2.40	

<sup>1</sup> Plus semipublic EAS increment if applicable under Rates A1, B2, C2 above.

<sup>2</sup> In addition to applicable service charges.

Touch Calling Service is offered, where facilities are available, at no additional charge to the customer.

<sup>3</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations. (N)  
(N)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (Continued)

RATES (continued)

A1 Local exchange network access lines (continued)

		<u>Monthly Rate#</u>				<u>Pay Per</u>	(T)
		<u>Business</u>		<u>Residence</u>		<u>Use</u>	
		<u>Min</u>	<u>Max</u>	<u>Min</u>	<u>Max</u>	<u>Bus/Res</u>	
B11	Custom calling features*						
	C1 One feature						
	D1 Call Waiting/ Cancel Call Waiting	\$1.00	\$2.00	\$1.00	\$1.60		
	D2 Basic Call Forward	\$1.00	\$2.00	\$1.00	\$1.60		
	D3 Call Forward Variable	\$1.00	\$2.00	\$1.00	\$1.60		
	D4 Call Forward Fixed	\$1.00	\$2.00	\$1.00	\$1.60		
	D5 Call Forward Busy	\$1.00	\$2.00	\$1.00	\$1.60		
	D6 Call Forward No Answer	\$1.00	\$2.00	\$1.00	\$1.60		
	D7 Call Forward Busy/No Answer	\$1.00	\$2.00	\$1.00	\$1.60		
	D8 3 Way Calling <sup>(2)</sup>	\$1.00	\$2.00	\$1.00	\$1.60	\$2.00 <sup>(2)</sup>	
	D9 Speed Call 8 <sup>(1)</sup>	\$1.00	\$2.00	\$1.00	\$1.60		(C)
	D10 Speed Call 30	\$1.00	\$4.00	\$1.00	\$3.20		
	D11 Distinctive Ring	\$1.00	\$5.00	\$1.00	\$4.00		
	D12 One additional directory number per primary line	\$1.00	\$5.00	\$1.00	\$4.00		(T)

\* See Conditions A9 B5.

# In addition to applicable service charges as shown in Schedule No. A-5.

<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)

<sup>(2)</sup> The maximum monthly pay per use charge is \$10.00 for residential and business customers, regardless of the number of times the service is activated within a month. (N)

Issued: October 19, 2015

Issued By:

Effective: November 15, 2015

Advice letter No. UT-15-03

Steve Crosby  
Senior Vice President  
Regulatory Affairs

SCHEDULE NO. A-1

NETWORK ACCESS LINE (continued)

RATES (continued)

<u>Monthly Rate</u> <sup>1</sup>		
<u>Business</u>	<u>Residence</u>	
		(D)(T)
		(D)

A2 Foreign exchange service

B1 Network access line service

Applicable rates of the foreign  
exchange for class of service  
furnished.

<sup>1</sup> In addition to applicable service charges as shown in Schedule No. A-5 (T)

(D)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

		<u>Installation Charge</u>	<u>Monthly Rate</u>
A3	Direct-inward-dialing (DID) <sup>2</sup>		
B1	Each trunk arranged for DID	\$250.00	\$14.00 <sup>1</sup>
B2	Directory numbers in blocks of 20 up to 1,000 numbers, minimum 100 numbers, per number reserved <sup>3</sup>	-	.12
B3	Directory number over 1,000 numbers in blocks of 20, per number reserved <sup>3</sup>	-	.10
A4	Centrex advanced private line termination trunks		
B1	Centrex paging trunk	100.00	19.00
B2	Centrex TIE trunk	100.00	19.00

(L)  
|  
(L)

		<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
A5	Call Restriction Services		
B1	Toll Blocking		
C1	Option 1 - Blocks all 1+ calls, per line/trunk	<sup>4</sup>	\$3.00
C2	Option 2 - Blocks all 1+, 0+and 0- calls, per line/trunk	<sup>4</sup>	3.00

(T)

<sup>1</sup> In addition to applicable PBX exchange network access line rate.

<sup>2</sup> See Conditions A13 B11.

<sup>3</sup> Not applicable if installed with initial installation. Subsequent installation subject to service charges as shown in Schedule No. A-5.

<sup>4</sup> Applicable Service Order Charge - Subsequent, Schedule No. A-5 will apply if service is not installed at the same time as the network access line.

(L) Material relocated to Schedule No. B-1.

(N)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

A5 Call Restriction Services (continued) (T)

		Monthly <u>Rate</u>	Nonrecurring <u>Charge</u> <sup>1</sup>
B2	Billed Number Screening Service (BNS)		
C1	Option 1 - Collect and Third Number Billing - Per Line Screened	\$3.00	\$10.00
C2	Option 2 – Third Number Billing, - Per Line Screened	3.00	10.00
C3	Option 3 – Collect Billing - Per Line Screened	3.00	10.00
B3	Selective Class of Call Screening Service		
C1	Single line business	3.00	10.00
C2	Single line residence	3.00	10.00
C3	Per Trunk	10.00	10.00

<sup>1</sup> In addition, applicable Service Order Charge - Subsequent, Schedule No. A-5 will apply if service is not installed at the same time as the network access line.

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (Continued)

A5 Call Restriction Services (Continued)

(T)

Nonrecurring  
Charge

B4 900 Blocking

C1 Initial Request for 900 Blocking

No Charge

C2 Cancel 900 Blocking

No Charge

C3 Subsequent Request for  
900 Blocking

\$3.00

Monthly Rate

A6 Remote Call Forward

(T)

B1 First network access line equipped

\$20.00

B2 Additional network access lines equipped

20.00

Monthly Rate  
Business Residence

A7 Remote Activated Call Forward

\$6.99

\$6.50

(T)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS

- A1 Service under this schedule will be established subject to the appropriate charges contained in Schedule No. A-5, Service Charges. Other equipment and service arrangements will be provided in accordance to the rates, charges, and conditions of the respective tariff schedule.
- A2 Access lines
- B1 Service under this schedule will be provided within the base rate areas and within the exchange areas of each exchange.
- B2 Conditional temporary service
- Where central office or outside plant conditions are near total capacity conditions and the utility deems necessary to require the freezing of all requests for service to the affected exchange, the utility will provide temporary party line service within the exchange area until such time as facilities are available for service.
- B3 The cost of maintenance of inside wire is not included in the local access rates. Customers requesting utility-provided maintenance will be charged on a nonregulated basis.
- A3 Combination of lines service
- B1 In cases where selective ringing is requested by the customer, additional equipment necessary to provide this service will be the responsibility of the customer.
- A4 Touch calling service
- B1 Touch calling service is furnished only where facilities and operating conditions permit. Touch calling service is offered at no additional charge to the customer. For foreign exchange service, touch calling service will be provided only in the serving utility's exchange where facilities are available.



SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A5 Foreign exchange network access line service

- B1 Rates for local service include service without additional charge to all telephones receiving service from the particular exchange from which the foreign exchange service is furnished.
- B2 The toll rates applicable in connection with toll service over foreign exchange local lines will be in accordance with the toll tariff provisions of the foreign exchange effective in connection with local service.
- B3 Customers to foreign exchange service are not required to take service of the exchange from which local service normally would be rendered on the premises on which foreign exchange service is furnished.

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A5 Foreign exchange network access line service (continued)

- B4 A directory listing in connection with foreign exchange service is provided in the directory for the foreign exchange without additional charge. In addition, customers are also provided with the same directory listing in the local directory without additional charge in connection with foreign exchange service for each foreign exchange primary station.
- B5 Additional listings and lines of information will be furnished to foreign exchange customers in local or foreign directories in accordance with the tariff provisions in effect for the directory containing the additional listing or line of information.
- B6 When switched access FGA rates are billed in lieu of local access line rates and measurement capability does not exist, assumed minutes of use will be used. The assumed usage will be 3010 minutes of use per line per month.
- B7 This service is not available to resellers for use with the resale of WATS/MTS or WATS/MTS-type services. Resellers must order FGA service from the Intrastate Access Tariff.

A6 Extended area service

- B1 Extended area service includes service to calling areas as defined under RATES A1, B1 in this schedule. Applicable extended area service rates above are in addition to local network access line service.

A7 Custom calling service

- B1 Custom calling service will be provided for one-party business and residence service only in exchanges serviced by a digital central office.

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (Continued)

CONDITIONS (Continued)

A7 Custom Calling Service (Continued)

B1 (Continued)

C1 Thirty (30) Day Money Back Guarantee

If the customer notifies Citizens he is not satisfied with the service(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service.

C2 The Thirty Day Money Back Guarantee will apply to the following services:

(1) Call Forward Variable	(7) Speed Call 8 <sup>(1)</sup>	(T)(C)
(2) Call Forward Fixed	(8) Speed Call 30	
(3) Call Forward No Answer	(9) Distinctive Ring	(T)
(4) Call Waiting	(10) Two Feature Package	
(5) Cancel Call Waiting	(11) Three Feature Package	
(6) 3 Way Calling	(12) Four Feature Package	(T)
	(13) Five Feature Package	

B2 Custom calling service will not be provided in connection with semipublic paystation service, private branch exchange trunk access line service or Centrex service.

B3 Description of service

C1 Call Forward Variable (T)

Call forwarding permits the customer to arrange his service to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at his discretion.

C2 Call Forward Fixed (T)

This feature allows a forwarded to number (selected by the customer) is permanently programmed by the Utility at the serving Central Office. The customer's forward to number is programmed at the time service is established and can only be changed via a service order. (T)

<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)  
(N)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (Continued)

CONDITIONS (Continued)

A7 Custom Calling Service (Continued)

B3 Description of service (Continued)

C3 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)

C4 Call Waiting

By means of a tone signal, a customer who is using their telephone is alerted when another caller is trying to reach their station. Call Waiting allows the first caller to be put on hold while the second call is answered.

C5 Cancel Call Waiting

This arrangement will allow 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.

C6 3 Way Calling

3 Way Calling permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Normal transmission performance quality cannot be guaranteed on all calls.

(T)

The pay per use charge is activated irrespective of whether the call is completed or not.

(N)  
(N)

C7 Speed Call

Speed Call 8 <sup>(1)</sup> - This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in an eight-number capacity.

(C)

Speed Call 30 - This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in a thirty number capacity.

(T)

<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

(N)  
(N)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (Continued)

CONDITIONS (Continued)

A7 Custom Calling Service (Continued)

B3 Description of service (Continued)

C8 Distinctive Ring

Provides two or more different phone numbers and rings for a single telephone line. Used to distinguish incoming calls. The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns.

(T)  
|  
(T)

- B4 The call forwarding service customer is responsible for the payment of applicable charges for each completed call between his call forwarding-equipped station and the station to which the call is forwarded. This charge, local or dial station toll, 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.

- B5 The quality of transmission of calls which are forwarded or on 3 Way Calling may vary depending on the distance and the routing necessary to complete each call and normal transmission is not guaranteed on any forwarded call or 3 Way Call.

(T)  
(T)

- B6 Where a change of telephone set is made at the customer's request and not necessitated by the provision of a custom calling service feature, the charge for service charges as set forth in Schedule No. A-5 will apply.

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A8 Directory Assistance Service

- B1 A customer with two or more lines and/or PBX trunks on the same premises and billed on the same account is allowed three requests per line and/or trunk accumulated to the total lines and/or trunks in service.
- B2 Call allowances are not transferrable between separate accounts of the same customer.
- B3 When the customer places a call to the Directory Assistance via an "0" operator, the charge under Rates A1 B7 C2 will apply with no free request allowance.
- B4 In locations where requests must be made by dialing "0" operator, the charge under Rates A1 B7 C1 D2 will apply.

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A8 Directory assistance service (continued)

- B5 The charges for Local or National Directory Assistance do not apply to the following: (T)
- C1 Handicapped persons who provide written certification that they are unable to use the telephone directory. All approved certification forms will be handled by the Business Office. A record order charge will not apply when establishing or removing the handicapped exemption from an account.
- D1 Any residence account for a household in which a certified handicapped person resides.
- D2 Any business account, or single line, of a certified handicapped subscriber where assistance is otherwise not available.
- D3 Patient residential service provided in health care facilities.
- C2 Calls placed from public telephones.
- C3 Emergency calls directed to the "O" operator.
- C4 Calls placed by guests from hotels/motels.
- B6 The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of the service includes the obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain Directory Assistance Service by rearranging, tampering with, or making connection with any facilities of the telephone company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with attempt to avoid the payment, in whole or in part, of the regular charge for such service.
- B7 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. (N)
- B8 Local and National Directory Assistance Service provides the calling party with the requested telephone number or information that the requested telephone number cannot be found from the Directory Assistance records. (N)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A9 Local public access line (LPAL) service

- B1 This service is required for connection of a customer-owned pay telephone (COP) and is available only on a measured basis where usage pricing (UP) is available, on a message rate where the UP rate is not available, or on a flat rate where neither UP nor message rate is available.
- B2 The COP owner shall be responsible for compliance with tariff conditions, the installation, operation and maintenance of any COPs.
- B3 The COP owner shall be responsible for the payment of Time and Material charges on a nonregulated basis for the visit to the customer's COP when a service difficulty or trouble report results from the connection of the COP to the local network. (T)  
(T)
- B4 Directory listings for subscribers to LPAL service are provided under conditions for furnishing business listings.
- B5 The COP owner shall be responsible for the provision and replacement of telephone directories for use at each COP. The COP owner will be provided with one local telephone directory free of charge at initial installation and each time the directory is reissued by the utility. The utility will charge for any additional directories.
- B6 The COP owner shall be responsible for the payment of all charges for local access line service and all toll messages originating or accepted at the customer-owned payphone and for all directory assistance charges incurred at the COP.
- B7 A COP owner must order a separate LPAL for each COP installed and will be billed at the tariff rate.



SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A9 Local public access line (LPAL) service (continued)

B8 Utah Public Service Commission's Case No. 85-999-11 requires each COPs owner comply with the following rules:

C1 COPs must be registered in compliance with Part 68 of the FCC's Registration program or connected behind FCC registered coupler.

C2 COPs must have the following operational characteristics:

D1 Must have coin-free operator access or

D2 Must have coin-free access to 911 emergency service.

D3 Must comply with all applicable federal, state, and local laws and regulations concerning the use of COPs by disabled and/or hearing impaired persons.

C3 The customer shall cause to be prominently displayed on each COP used in connection with this service the name, address, and number of the owner of such instrument, dialing instructions, the procedure for reporting service difficulties and obtaining customer refunds, the price of a call within the local calling area, and any toll or local calling restrictions such as minutes of use per coin inserted.

Signage shall include a statement that the phone is not owned by the local exchange carrier and that charges for calls from the phone are not regulated.

The labeling should inform the user whether such telephone is pre-pay or post-pay.

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A9 Local public access line (LPAL) service (continued)

- B9 Where any COPs owner is in violation of this tariff, the utility 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 utility employees.

The COPs owner shall discontinue use of the COPs or correct the violation and notify the utility in writing within 5 days of notice from the utility, that the violation has been corrected.

Failure of the COPs owner 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.

The COPs owner will be charged on a time and material basis for any premises visit necessary to verify compliance with any of the above tariff conditions.

- B10 When an alternate operator services provider is utilized for customer-owned telephones, a notice must be posted to notify customers. This notice will state who the operator service provider is, the procedure for obtaining rate information, the procedure for reporting service difficulties, a method for obtaining refunds, emergency dialing information, and instructions for accessing the local exchange company operator. Failure to comply with notice requirements could result in disconnection of service.

- B11 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 exists.

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A10 Lifeline telephone service

B1 The utility shall provide lifeline telephone service to any applicant that self-certifies that they are currently eligible (though it is not necessary that they be participating) for public assistance under one of the following programs:

C1 Medicaid;

C2 Supplemental Nutrition Assistance Program;

C3 Supplemental Security Income;

C4 Federal Public Housing Assistance (Section 8);

(D)

(D)

C5 Veterans Pension Benefit <sup>1</sup>

(T)

C6 Veterans Survivors Pension Benefit <sup>1</sup>

(T)

B2 "Applicant," – means the eligible telecommunications customer who owns and resides in a residential property or rents and resides in a residential property.

B3 Self-certification forms will be available at the utility or the Department of Community and Culture.

<sup>1</sup> Effective December 2, 2016, in compliance with the FCC Lifeline and Link Up Reform and Modernization Third Report and Order, Further Report and Order, and Order on Reconsideration, WC Docket No. 11-42 (rel. April 27, 2016), Veterans Pension Benefit and Survivors Pension Benefit is a criterion for the federal Lifeline program. Subscribers qualified under this criterion will receive only the federal Lifeline discount.



SCHEDULE NO. A-1  
NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A10 Lifeline telephone service (continued)

B4 Lifeline telephone service will be subject to the following restrictions:

- C1 Applicants must be head of household or person in whose name the property or rental agreement resides.
- C2 Service will only be provided to the applicant's principal residence.
- C3 Applicants will only be allowed to subscribe to a single residential access line.
- C4 Lifeline customers are charged the Residence access line rate plus the Federal Subscriber Line Charge. The State Lifeline Discount and Federal Lifeline Discounts are applied to the Lifeline customer's Local bill.
- C5 Lifeline subscribers may add optional toll blocking functionality to their line at no charge.

(T)

B5 For additional conditions for application of this service see:

- C1 Deposits under Rule No. 3.
- C2 Service charges in Schedule No. A-5.

A11 Direct-inward-dialing (DID)

- B1 Direct-inward-dial (DID) is a central office trunking feature and will be provided only where facilities are available.
- B2 The DID trunk terminating equipment provides a feature which allows an incoming call from the exchange network (not foreign exchange or WATS) to reach a specific station line without an attendant's assistance.
- B3 To convert from DID operation to a regular PBX-PABX operation will be at actual cost to install regular trunk circuits, but will not exceed the charge for a new installation.

SCHEDULE NO. A-1

NETWORK ACCESS LINE (continued)

CONDITIONS (continued)

A11 Direct-inward-dialing (continued)

- B4 The service must be provided on all lines in a trunk group arranged for inward service. Each trunk group shall be considered a separate service.
- B5 Operational characteristics of interface signals between the utility-provided connecting arrangements and the customer-provided switching equipment must conform to the rules and regulations the utility considers necessary to maintain proper standards.
- B6 One primary listing will be furnished without charge for each separate trunk group. Additional listings can be obtained as specified in Schedule No. A-6.
- B7 The customer shall be responsible for providing interception of calls to vacant and nonworking assigned DID numbers by means of attendant intercept or recorded announcement service.
- All calls intercepted by the attendant will be considered to be completed and subject to a charge for the call.
- B8 DID numbers in groups of 20, minimum 100 numbers, may be reserved for future use at the preceding rates. The utility does not guarantee to provide reserved numbers arranged in a consecutive manner. The customer will be responsible for interception and administration of these numbers.
- B9 If non-DID trunks are furnished, they must be in a separate trunk group from the DID service trunks.
- B10 The provision of this feature requires that the customer subscribe to a sufficient number of trunk facilities to adequately handle the volume of incoming calls.
- B11 The rate shown above is applicable only in exchanges served by digital central offices. DID service is available in nondigital central offices on a special assembly basis.

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A12 Centrex advanced private line termination trunks

- B1 The centrex page trunk allows a centrex customer to dial a page access code which connects the centrex customer via the page trunk to a paging system on the customer's premises. Trunk level page access allows the customer to restrict certain centrex users from the paging system by centrex class of service.
- B2 The centrex tie trunk allows a centrex customer to dial a tie trunk access code and connect via the trunk to a distant centrex business group or PABX system. The tie trunk provides centrex customer the capability to dial distant PABX or other centrex customers directly using private line facilities between the two points. Tie trunks can be configured for incoming, outgoing, or two-way service. Centrex trunks provide the same functionality as PABX tie trunks that would normally be located on the customer's premises.

(L) Material relocated to Schedule No. B-1.

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A13 Call Restriction Services

(T)

B1 Toll Blocking Service

C1 Toll Blocking Service is a central office service that restricts one plus (1+ and 10XXX+), International (011+), zero plus (0+) and/or zero minus (0-) calling. Calls to 800 Service will not be restricted (1+800+ XXX-XXXX). Restricted calls are directed to a central office announcement.

C2 Two Toll Blocking Service options are available:

D1 Option 1 - Restricts any direct dialed one plus (1+ and 10XXX+) or direct dialed International (011+) call. This includes directory assistance (1+411, 1+555-1212, 1+NPA+555-1212). This option includes Originating Line Screening which allows outgoing intraLATA toll calls to be charged to the called telephone, a third number, or a credit card account.

D2 Option 2 - Restricts any direct dialed one plus (1+ and 10XXX+) or direct dialed International (011+) call. This includes directory assistance (1+411, 1+555-1212, 1+NPA+555-1212). Option 2 also restricts any local or long distance zero plus (0+) or zero minus (0-) call. If 911 service is not available in an exchange, zero minus (0-) calls will be restricted to Local Operator assisted emergency calls.



SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A13 Call Restriction Services (continued)

(T)

B1 Toll Blocking Service (continued)

- C3 Toll Blocking Service will be provided to individual residence, business and trunk access line customers. Toll Restriction Service will not be provided on party lines or Centrex lines.
- C4 Toll Blocking Service is offered subject to the availability of suitable facilities and is limited to central office specifically equipped to provide this service.
- C5 The Company makes no guarantee and assumes no liability for the accuracy of Toll Blocking Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising from the restriction of telephone calls made from the customer's access line.
- C6 The minimum contract period for this service is one month.

B2 Billed Number Screening Service (BNS)

- C1 Billed Number Screening Service is available to subscribers of the Company's local exchange services. This service prevents the billing of incoming collect and/or third number billed calls to a customer's telephone account.
- C2 The Company makes no guarantee and assumes no liability for the accuracy of Billed Number Screening Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising out of the furnishing or failure to furnish Billed Number Screening Service.
- C3 Billed Number Screening Service is offered subject to the availability of suitable facilities. It is available to all classes of business and residence services.
- C4 The minimum contract period for Billed Number Screening Service is one month.

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A13 Call Restriction Services (continued)

(T)

B3 Selective Class of Call Screening

- C1 Selective Class of Call Screening is an optional service available to the Company's local exchange service customers and is offered on a per line basis. The service is offered to provide customers with a choice of originating screening options. The screening provides information that will allow the restriction of originating toll calls to be billed to a credit card, a third number or to the called party.
- D1 The customer will specify, at the time of the order, the restriction or restrictions desired. The customer may specify any combination of the following to restrict the billing of outgoing toll calls to:
- A Credit Card
  - A Third Number
  - Collect to the Called Number
- D2 This service provides for information designating the customer's line as having a requirement for special billing and defines these requirements for the Citizens operator.
- D3 The Company makes no guarantee and assumes no liability for the accuracy of Selective Class of Call Screening service for calls outside the Citizens Calling area. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising out of the furnishing or failure to furnish Selective Class of Call Screening Service.
- D4 The minimum period for Selective Class of Call Screening service is one month.
- D5 All local calls and calls to Telephone Company numbers, such as repair, Directory Assistance, and public emergency service numbers such as 9-1-1 will be permitted.

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A13 Call Restriction Services (continued)

(T)

B3 Selective Class of Call Screening (continued)

- C2 This service is available to hospitals, motels, and other businesses and institutions only where facilities permit.
- C3 Selective Class of Call Screening is offered to individual business and residence line exchange access service customers, both flat and measured rate, where facilities and operating conditions permit. This offering does not include Centrex lines.
- C4 The subscriber to Selective Class of Call Screening Service is responsible for collect, third number, credit card calls, and operator handled toll calls billed to this line.
- C5 No additional service charge applies when Selective Class of Call Screening is installed at the initial establishment of service. When call restriction is added to or removed from an existing line, applicable service charges will apply.

B4 900 Call Restriction

C1 Regulations

900 Call Restriction is a central office service which allows customers to restrict certain types of outgoing calls from being placed over their exchange access lines. 900 Call Restriction is activated when a dialed number is preceded by a 900 prefix. Restricted calls are directed to a central office announcement.

900 Call Restriction will be provided at no charge to the customer for the initial blocking request. If the customer requests removal of the 900 Call Restriction and later requests this feature to be reactivated, the associated non-recurring charge in addition to the Service Order Charge – Subsequent, Schedule No. A-5 will apply. Any equipment and service arrangements will be provided in accordance with the rates, charges, and conditions of the respective tariff schedule.

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A13 Call Restriction Services (continued)

(T)

B4 900 Call Restriction (continued)

C1 Regulations (continued)

900 Call Restriction will be provided at no charge to the customer for the initial blocking request. If the customer requests removal of the 900 Call Restriction and later requests this feature to be reactivated, the associated non-recurring charge in addition to the Service Order Charge – Subsequent, Schedule No. A-5 will apply. Any equipment and service arrangements will be provided in accordance with the rates, charges, and conditions of the respective tariff schedule.

900 Call Restriction will only be provided in conjunction with residence and business single party flat rate, message, and measured local exchange services. 900 Call Restriction will be furnished only from central offices equipped to provide this service and where facilities permit.

D1 The minimum contract period for this service is one month.

D2 Non-payment of 900 call charges will not alone be the cause to disconnect local exchange service.

D3 A customer subscribing to this service may not access any 900 telephone number.

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (Continued)

A14 Remote Call Forward Service (RCF) (T)

- B1 The rates are for the RCF feature and are in addition to applicable charges for service and equipment with which it is used.
- B2 RCF is not offered where the terminating station is a public coin telephone.
- B3 The utility will not provide identification of the originating telephone number to the remote call forwarding customer.
- B4 Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.
- B5 Remote call forwarding is not suitable for satisfactory transmission of data.
- B6 Call forwarding is not available as a feature at the RCF terminating station.
- B7 RCF 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 forwarding 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.
- B8 RCF is offered subject to availability of suitable facilities.

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (Continued)

A14 Remote Call Forward Service (RCF) (Continued)

(T)

B9 The message charges applicable to remotely forwarded calls shall be comprised of two separate charges:

C1 A charge for that portion of the call from the originating station to the call forwarding location. This charge will be the charge specified in this tariff or any other applicable tariff for the type of call involved.

C2 A charge for that portion of the call from the call forwarding location to the terminating station. This charge will be the charge specified in this tariff or any other applicable tariff for the type of call involved.

B10 To change the telephone number at the call forwarding location and/or to change the telephone number to which calls are forwarded at the request of the customer, apply the appropriate Service Charges as specified in Schedule No. A-5.

B11 One listing in the directory covering the exchange in which the call forwarding central office is located is provided without additional charge.

A15 900 Blocking

(T)

B1 Where facilities are available, 900 blocking will be offered at no charge for the initial request.

B2 Should a customer request the cancellation of 900 blocking and subsequently request that 900 blocking be reinstated, applicable charges as stated under RATES preceding will apply.

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 14 of this schedule are effective as of the date shown thereon.

<u>Sheets</u>	<u>Number of Revision</u>
<b>1</b>	<b>4<sup>th</sup> Revised</b>
<b>2</b>	<b>2<sup>nd</sup> Revised</b>
3	2 <sup>nd</sup> Revised
<b>4</b>	<b>1<sup>st</sup> Revised</b>
<b>5</b>	<b>1<sup>st</sup> Revised</b>
6	1st Revised
7	1st Revised
8	1st Revised
9	Original
10	1st Revised
11	Original
12	Original
13	1 <sup>st</sup> Revised
14	Original

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

APPLICABILITY

Applicable to services offered involving outside plant facility charges within exchange areas.

TERRITORY

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

RATES

		Nonrecurring Charge	(D) (D)
A1	Nonrecurring facility charges		
B1	Aerial, or at utility's option, under-ground reinforcements <sup>1</sup> to outside plant facilities along existing exchange circuits of this utility.	No charge <sup>2</sup>	(T) (T)
B2	Aerial, or at utility's option, under-ground outside plant facilities beyond existing exchange circuits of this utility		
C1	Cost Coverage Allowance		
	The utility will construct at its expense up to \$500.00 of outside plant facilities per applicant.		
C2	Applicants may, at the option of the utility, be required to execute a termination agreement in an amount equal to 12 months' exchange service in cases where no outside plant facility charges are applicable.		

<sup>1</sup> See Condition A1 B3. (T)

<sup>2</sup> Except as shown in Schedule A-2, Condition A1, B11. (T)



SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

RATES (continued)

A1 Nonrecurring facility charges (continued)

B2 (continued)

C3 Outside plant facilities exceeding cost coverage allowance

D1 All outside plant facilities in excess of the cost coverage allowance is based upon the utility's actual cost.

C4 The utility may charge the applicant for any cost incurred in acquiring a suitable right-of-way when constructing plant on private property.

C5 The utility may charge the applicant for any cost incurred when acquiring special permits to construct plant.

B3 In those circumstances where extension to outside plant facilities exceeds \$2,500.00, in addition to any material or labor to be furnished by the customer, the customer will pay in advance one-half of the estimated total cost of the utility's construction as prescribed in R746-360-9(B) and as may be set forth in a contract executed between the utility and the customer. If costs exceed twice the state wide loop investment, as set forth annually by the Division of Public Utilities, pursuant to R746-360-9(B)(1), the customer must bear all remaining costs, except as ordered by the Commission.

(N)

(N)

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

RATES (continued)		Monthly <u>Rate</u>	(D)
A2	Recurring facility rates		(D)
B1	Each tie line between private branch exchanges.		
C1	Intraexchange		
D1	On different premises		
E1	First one-quarter mile or fraction thereof	\$4.20	(D)
E2	Each additional one-quarter mile or fraction thereof.	2.10	(D)
C2	Interexchange		
	Rates as shown in Section Seven of the Intrastate Access tariff for Voice Grade service.		
B2	Foreign exchange service (closed end)		
C1	Circuit termination	Applicable Voice Grade service rates as shown in Section Seven of the Intrastate Access tariff.	
C2	Circuit mileage Fixed and per mile	Applicable Voice Grade service rates as shown in Section Seven of the Intrastate Access tariff.	

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

RATES (continued)		Monthly <u>Rate</u>	(D)
A2	Recurring facility rates (continued)		(D)
B3	Network access between two premises locations of customer(s)		
C1	Intraexchange		
D1	Off premises facilities on continuous property		
E1	Each one-quarter mile or fraction thereof*	\$2.85	(D)
D2	Off-premises facilities on non-continuous property		
E1	First one-quarter mile or fraction thereof	5.65	(D)
E2	Each additional one-quarter mile or fraction thereof	2.85	(D)
C2	Interexchange		
	Rates as shown in Section Seven of the Intrastate Access tariff.		
B4	Answering bureau patron line mileage		
C1	Same rates as B3 C1 D2 E1 and E2 above		

\* See Conditions A2, B2.

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS

A1 Nonrecurring facility charges

B1 General

- C1 Charges under this schedule are for abnormally costly outside plant facility extensions to prevent unreasonably burdening the general body of existing customers. (C)
- C2 Charges in this schedule are
- D1 Applicable to aerial and underground facilities whether utility or jointly owned or rented to all classes, types, and grades of service.
- C3 All outside plant facilities will be owned and maintained by the utility. The applicant, however, if mutual agreement is made with the utility, may clear the right-of-way, furnish and install the underground supporting structure, or open and close a trench for buried services on private right-of-way, all in accordance with the utility's construction specifications. The utility in these cases will furnish and install the fixtures and wire or cable at its expense. Ownership of facilities, structures, etc., so provided by application shall be vested to the utility. (C)
- C4 Nonrecurring charges under this schedule are payable in advance and are not refundable except as specified in CONDITIONS A1 B7 C6.

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A1 Nonrecurring facility charges (continued)

B2 Measurement of extension to outside plant facilities

- |    |  |     |
|----|--|-----|
| C1 | The distance for determining non-recurring charges is measured from the point of connection at the nearest accessible existing distribution facility to the point of connection (local protector) with the interior wiring at the building being served.             | (C) |
|    |  |     |
|    |  | (C) |
| C2 | Where the proposed route over private property will be part of the route to serve two or more customers, or where, at the utility's option, the route will be on private property rather than on public roads, such routes will be treated as being on public roads. |     |

B3 Actual cost determination

- |    |   |     |
|----|---|-----|
| C1 | In those circumstances where extension to outside plant facilities exceeds \$500.00, in addition to any material or labor to be furnished by the customer, the customer will pay in advance one-half of the estimated total cost of the utility's construction as prescribed in R746-360-9(B) and as may be set forth in a contract executed between the utility and the customer. If costs exceed twice the state wide loop investment, as set forth annually by the Division of Public Utilities, pursuant to R746-360-9(B)(1)(b), the customer must bear all remaining costs, except as ordered by the Commission. | (C) |
|    |   |     |
|    |   | (C) |
| C2 | Should the amount advanced by the customer exceed the actual cost, a refund will be made within 60 days after completion of the utility's construction.   |     |
| C3 | In no instance will the utility charge more than the actual cost at the closing of the job order.   |     |

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A1 Nonrecurring facility charges (continued)

B4 Exceptional circumstances

- C1 In those instances where outside plant facility construction involves unusual conditions, such as, unusual terrain or where extraordinary charges applicable to government land crossings, forestry permits, etc., are involved, a departure from the rates and conditions specified in this schedule may be made on behalf of the utility.
- C2 In those instances where the customer requested type of construction differs from that normally provided by the utility, the customer will bear any additional actual cost or savings associated with the construction. Such concurrence with the customer request will only be provided in accordance with standard utility construction specifications.
- C3 When the application of this schedule appears impracticable or unjust, the utility or the customer may refer the matter to the Public Service Commission for special ruling or for approval of mutually agreed upon special conditions prior to commencing construction. (T)

B5 Collective application and grouping of applicants

- C1 When construction is required to serve a new applicant, a survey is made of all prospects who might be served from the new construction or an extension thereof and who might benefit by being included in the project. Allowances are made only for those prospective customers making bonafide applications for service at the time the project is initiated.

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A1 Nonrecurring facility charges (continued)

B5 Collective application and grouping of applicants (continued)

C2 All applicants are grouped in a single project when there is no more than one-half mile of construction between successive applicants. Separate projects are established whenever the construction between any two successive applicants exceeds one-half mile.

C3 An applicant at any premises receives only one single outside plant facility extension allowance regardless of the number of services ordered at that premises.

C4 Apportionment of charges to group of applicants

D1 Applicants are divided into two groups. The first group includes all applicants whose collective allowance equals or exceeds the construction required to serve them. No charge is made to such applicants. The second group includes all remaining applicants on the project. The overall charge for the project is divided equally among all applicants in the second group.

D2 Exceptions

E1 No applicant is required to pay a higher charge than he would if the project were established for him alone. Any difference between this charge and the average charge for the group is absorbed by the utility.

B6 Temporary or speculative projects

C1 Outside plant facility extension to provide service to an applicant engaged in temporary or speculative projects shall be provided in accordance with terms specified in a contract executed between the customer and the utility.

C2 Charges for such a temporary or speculative project may include the construction and removal of telephone facilities.

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A1 Nonrecurring facility charges (continued)

B7 Extension to outside plant facilities into real estate subdivisions. (C)

C1 For the purpose of this schedule, a subdivision is 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 four or more customers for nontemporary main telephones and/or PBX trunk line services. (C)

C2 A subdivision will be considered as one unit for the purposes of design and construction of telephone facilities.

C3 Charges, when applicable, for the construction along public roadways will be on an average per lot.

C4 Charges, when applicable, for construction on the individual lot will be charged to the lot owner directly.

C5 All charges, when applicable, for construction in a subdivision may be on an average per lot when the subdivider elects to pay all applicable costs.

C6 When within the first three-year period after completion of construction, the subdivider has fifty percent (50%) occupancy with telephone service, the utility will refund the advance made by the subdivider. If customer(s) disconnect within the three year period, the customer(s) will not be included in the fifty percent (50%) fill requirement (see CONDITION A13). No interest will be paid on such advance.

C7 Should the developer fail to provide for the distribution facilities, as provided for in this condition, customer residing in the completed subdivision would not be entitled to the cost coverage allowance in A2 B1 of this schedule. (C)

B8 Contracts

Contracts covering periods of not to exceed three years of telephone service, may be required by the utility as a condition precedent to establishment of the service when line extensions are necessary.



SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A1 Nonrecurring facility charges (continued)

B9 Charges to subsequent applicants

- C1 When a new applicant is secured who can be served from a completed project, within three years from the date service was initially established for such project, the charges for the entire project are recomputed to include the new applicant. The new applicant pays a prorate of the extension to outside plant facility charge based upon the number of months (a fraction of a month is counted as a full month) remaining in the original three-year term, the time to be computed from the date service is established for the new applicant.
- C2 Where additional construction is required for an applicant to be served from a project less than 3 years old, the cost of the project is recomputed as above if such recomputation does not increase the charges to those customers served from the existing project. Otherwise, a new project will be established.

B10 Reuse of facilities

- C1 When a customer disconnects service and service is established for a new applicant at the same location, any adjustment in charges is a matter for negotiation between the original customer and the new applicant.
- C2 Where a customer is disconnected for any reason and subsequently reapplies for service from the same premises, the customer will not be required to pay any additional line extension charges in addition to his total original obligation.
- C3 Where a customer has paid outside plant facility extension charges for service at a premises on a given project and subsequently applies for service at a different premises on the same project, the customer will not be assessed additional outside plant facility extension charges greater than his original obligation unless additional construction is required.

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A1 Nonrecurring facility charges (continued)

B11 Reinforcements to existing facilities

When services are ordered but facilities are not available due to utilization of existing plant facilities, extension charges may apply under the following circumstances.

- C1 If the utility has a planned reinforcement for the route within 12 months, but the customers require service in advance of planned completion date.
- C2 If the quantity of services ordered exceeds the "normal" use of such services at the premises, such as Telephone Answering Service.
- C3 Where such facilities were initially provided under REA construction program, but the applicant initially did not apply for service within a reasonable period of availability and such facilities have been used for other new applicants.
- C4 When a customer request for a grade of service higher than the suburban flat rate service offered in that exchange.

B12 Service provided to movable premises

- C1 When service is provided to movable premises by means of aerial plant, the customer shall provide a treated clearance pole which they will place, own and maintain. However, if the customer elects, the utility will place, own and maintain the pole and bill the customer the cost of placing the pole.
- C2 The clearance pole must comply with specifications determined to be applicable by the utility.
- C3 Trenching is required for buried facilities (drop wire) from the pole to the protector on the movable premises.

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A1 Nonrecurring facility charges (continued)

B13 Disconnects

- C1 When one or more customers on a project disconnect within the three-year term, no refund is made of the outside plant facility extension charge to the disconnected customer. Charges to remaining customers are not affected by disconnects.

B14 Nonrecurring facilities charges do not apply to:

C1 REA financed construction

- D1 The utility shall serve all persons included in the project for which the loan is made, to a maximum practical extent, without payment by said persons of any contribution in aid of construction for the lowest grade of service offered in each central office area.

C2 Commission order

- D1 To construct extension to outside plant facilities to an applicant or group of applicants at no charge.

- C3 Service, when at the option of the utility, is beneficial to both the customer(s) and the utility.

B15 Relocation of Utility Facilities

When an applicant, customer, association or other third-party requests a change in the type, location or the relocation of aerial or underground of communications facilities used to provide telephone service, the requestor shall be required to pay the cost incurred by the Utility for such change or relocation of facilities to the extent payment does not conflict with federal, state, or local law. Payment for the cost of the change or relocation must be made prior to the change or relocation.

(N)

(N)

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A2 Recurring facility rates

- B1 The recurring facility rates under Rates A2 B3 above are based on air line mileage, which is the air line measurement between telephones. These rates are applicable in connection with telephones which terminate off the premises on which the primary service is located.
- B2 New facilities will not be provided beyond the main termination point on customers premises.
- B3 No recurring rate is applicable to telephones located within 300 feet from the primary set or private branch exchange switchboard.
- B4 No recurring facility rate is applicable to a telephone extended from an off-premises telephone or private branch exchange telephone located on the same premises as its associated off-premises telephone.
- B5 Answering bureau patron lines are measured from the terminal or bridging point (CO), whichever is shorter, to the customer's off-premises telephone set.
- B6 The patron line is the line from the telephone answering bureau's switchboard to the customer's telephone.

- A3 The closed end of a foreign exchange service is that portion of the service between the dial tone office and the end users premises. The rate categories are as defined in Section 7.2.1 of the intrastate access tariff.

SCHEDULE NO. A-3

BUNDLED SERVICES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 95 of this Schedule are effective as of the date shown on each sheet.

<u>Sheets</u>	<u>Number of Revision</u>	<u>Sheets</u>	<u>Number of Revision</u>	<u>Sheets</u>	<u>Number of Revision</u>
<b>1</b>	<b>44<sup>th</sup> Revised</b>	31	Original	<b>63</b>	<b>4<sup>th</sup> Revised</b>
<b>1.1</b>	<b>7<sup>th</sup> Revised</b>	32	4 <sup>th</sup> Revised	<b>64</b>	<b>3<sup>rd</sup> Revised</b>
2	5 <sup>th</sup> Revised	33	5 <sup>th</sup> Revised	<b>65</b>	<b>4<sup>th</sup> Revised</b>
2.1	1 <sup>st</sup> Revised	33.1	2 <sup>nd</sup> Revised	<b>66</b>	<b>4<sup>th</sup> Revised</b>
2.2	Original	34	3 <sup>rd</sup> Revised	67	2 <sup>nd</sup> Revised
2.3	Original	35	3 <sup>rd</sup> Revised	68	2 <sup>nd</sup> Revised
2.4	Original	36	2 <sup>nd</sup> Revised	69	2 <sup>nd</sup> Revised
3	3 <sup>rd</sup> Revised	37	2 <sup>nd</sup> Revised	70	2 <sup>nd</sup> Revised
4	3 <sup>rd</sup> Revised	38	1 <sup>st</sup> Revised	71	1 <sup>st</sup> Revised
5	1 <sup>st</sup> Revised	39	5 <sup>th</sup> Revised	72	1 <sup>st</sup> Revised
6	2 <sup>nd</sup> Revised	40	6 <sup>th</sup> Revised	73	1 <sup>st</sup> Revised
7	2 <sup>nd</sup> Revised	41	4 <sup>th</sup> Revised	74	1 <sup>st</sup> Revised
8	2 <sup>nd</sup> Revised	41.1	3 <sup>rd</sup> Revised	75	1 <sup>st</sup> Revised
9	2 <sup>nd</sup> Revised	42	3 <sup>rd</sup> Revised	76	1 <sup>st</sup> Revised
10	3 <sup>rd</sup> Revised	43	2 <sup>nd</sup> Revised	77	1 <sup>st</sup> Revised
11	1 <sup>st</sup> Revised	44	2 <sup>nd</sup> Revised	78	1 <sup>st</sup> Revised
12	1 <sup>st</sup> Revised	45	2 <sup>nd</sup> Revised	79	1 <sup>st</sup> Revised
13	Original	45.1	Original	80	1 <sup>st</sup> Revised
14	Original	46	3 <sup>rd</sup> Revised	81	1 <sup>st</sup> Revised
15	Original	47	4 <sup>th</sup> Revised	82	1 <sup>st</sup> Revised
16	1 <sup>st</sup> Revised	48	2 <sup>nd</sup> Revised	83	1 <sup>st</sup> Revised
17	2 <sup>nd</sup> Revised	49	3 <sup>rd</sup> Revised	84	1 <sup>st</sup> Revised
18	Original	50	5 <sup>th</sup> Revised	85	1 <sup>st</sup> Revised
19	Original	51	2 <sup>nd</sup> Revised	86	1 <sup>st</sup> Revised
20	Original	52	1 <sup>st</sup> Revised	87	1 <sup>st</sup> Revised
21	Original	53	1 <sup>st</sup> Revised	88	1 <sup>st</sup> Revised
22	Original	54	Original	89	1 <sup>st</sup> Revised
23	Original	55	3 <sup>rd</sup> Revised	90	1 <sup>st</sup> Revised
24	Original	56	5 <sup>th</sup> Revised	91	1 <sup>st</sup> Revised
25	1 <sup>st</sup> Revised	57	4 <sup>th</sup> Revised	92	1 <sup>st</sup> Revised
26	1 <sup>st</sup> Revised	58	2 <sup>nd</sup> Revised	93	1 <sup>st</sup> Revised
27	1 <sup>st</sup> Revised	59	2 <sup>nd</sup> Revised	94	1 <sup>st</sup> Revised
28	1 <sup>st</sup> Revised	60	3 <sup>rd</sup> Revised	95	1 <sup>st</sup> Revised
29	Original	<b>61</b>	<b>3<sup>rd</sup> Revised</b>		
30	Original	<b>62</b>	<b>4<sup>th</sup> Revised</b>		

SCHEDULE NO. A-3

BUNDLED SERVICES

LIST OF EFFECTIVE SHEETS

Sheets 96 through 110 of this Schedule are effective as of the date shown on each sheet.

<u>Sheets</u>	<u>Number of Revision</u>	<u>Sheets</u>	<u>Number of Revision</u>	<u>Sheets</u>	<u>Number of Revision</u>
96	1 <sup>st</sup> Revised				
97	1 <sup>st</sup> Revised				
98	1 <sup>st</sup> Revised				
99	Original				
100	Original				
101	1 <sup>st</sup> Revised				
<b>102</b>	<b>2<sup>nd</sup> Revised</b>				
<b>103</b>	<b>4<sup>th</sup> Revised</b>				
<b>104</b>	<b>5<sup>th</sup> Revised</b>				
<b>105</b>	<b>2<sup>nd</sup> Revised</b>				
<b>106</b>	<b>4<sup>th</sup> Revised</b>				
<b>107</b>	<b>5<sup>th</sup> Revised</b>				
<b>108</b>	<b>2<sup>nd</sup> Revised</b>				
<b>109</b>	<b>4<sup>th</sup> Revised</b>				
<b>110</b>	<b>5<sup>th</sup> Revised</b>				

Issued: November 25, 2024

Issued By:  
Leslie Zink

Effective: January 1, 2025

Advice letter No. UT-24-01

Manager, Regulatory Reporting

SCHEDULE NO. A-3

BUNDLED SERVICES

**FRONTIER SMALL BUSINESS ADVANTAGE**

APPLICABILITY

Applicable to business customers requesting Frontier Small Business Advantage.

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.

GENERAL

A1 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, certain designated non-regulated services and price-listed services.

A2 Bundle 1 – Basic Bundle 300 Minutes

Two Basic Business lines

Call Forward Variable

Call Transfer

Caller ID with Name

Hunting (where available)

3 Way Calling

Abbreviated Dialing (where available)

Voice Mail and Message Waiting Indicator (Non-regulated)

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

(T)

(T)

SCHEDULE NO. A-3

BUNDLED SERVICES

**FRONTIER SMALL BUSINESS ADVANTAGE** (Continued)

GENERAL (Continued)

A3 Bundle 2 – Basic Bundle 600 Minutes

Two Basic Business lines	
Call Forward Variable	(T)
Call Transfer	
Caller ID with Name	
Hunting (where available)	
3 Way Calling	(T)
Abbreviated Dialing (where available)	
Voice Mail and Message Waiting Indicator (Non-regulated)	
600 Block of Time Long Distance Minutes	

A4 Bundle 3 – Basic Bundle 900 Minutes provided by Frontier Communications of America, Inc.

Two Basic Business lines	
Call Forward Variable	(T)
Call Transfer	
Caller ID with Name	
Hunting (where available)	
3 Way Calling	(T)
Abbreviated Dialing (where available)	
Voice Mail and Message Waiting Indicator (Non-regulated)	
900 Block of Time Long Distance Minutes provided by Frontier Communications of America, Inc.	

A5 The following services may be added to the bundle and will be billed on a per feature basis as defined in A4.B1.

Additional Features:

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

(1) This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.	(N)
	(N)



SCHEDULE NO. A-3

BUNDLED SERVICES

**FRONTIER SMALL BUSINESS ADVANTAGE** (Continued)

(N)

RATES AND CHARGES

A1 Unless otherwise stated elsewhere in this section, Service Charges as specified in tariff Schedule A-5 apply to the installation of individual components of the bundles.

A2 Service Charges apply if the customer switches from a bundle to an unbundled service.

A3 The customer may add or delete the Frontier Small Business Advantage optional features without incurring a Service Charge.

A4 Monthly Rate

B1 Business Bundle

Two Year  
Monthly Rate

Bundle 1 – Basic Bundle 300 Minutes \$64.99

Bundle 2 – Basic Bundle 600 Minutes \$74.99

Bundle 3 – Basic Bundle 900 Minutes \$84.99

Additional Features (per feature) \$1.99

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES

**FRONTIER SMALL BUSINESS ADVANTAGE** (Continued)

(N)

CONDITIONS

- A1 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 Utility to the customer.
- A2 The bundle is offered only under a two-year term commitment and requires a contract.
- B1 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.
- B2 To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Utility. The date on which the contract will be cancelled shall be 60 days after the date on which the Utility receives the notice, unless the notice specifies a later date of cancellation.
- B3 Early termination liability charges shall apply if the customer cancels the bundle 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.
- C1 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:
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 30 days of activation.
  3. Customer contract will automatically renew at the contract rate for two years if no cancellation notification is received.

(N)

- |    |  |
|----|--|
| A3 | The bundle rate will appear as a single line item on the customer's bill.  |
| A4 | Frontier Small Business Advantage is a service mark of Citizens Communications Company.  |
| A5 | 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.   |
| A6 | 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.   |
| A7 | 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. |
| A8 | The bundle cannot be used in association with a Residential Line, PBX Service or ISDN service.   |

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**CITIZENS SELECT**

**GENERAL**

A1 Citizens Business Select

Citizens Business Select does not include an access line. Customers subscribing to this plan may select up to five (5) of the following features from the following list.

- |  |     |
|--|-----|
| • Anonymous Call Rejection             |     |
| • Basic Call Forward                   | (T) |
| • Call Forward Busy                    |     |
| • Call Forward No Answer               |     |
| • Call Waiting/Cancel Call Waiting     |     |
| • Call Waiting ID                      |     |
| • Caller ID with Number <sup>(1)</sup> | (T) |
| • Caller ID with Name <sup>(1)</sup>   | (T) |
| • Distinctive Ring                     |     |
| • Selective Call Rejection             |     |
| • Speed Call 8 <sup>(2)</sup>          | (C) |
| • 3 Way Calling                        | (T) |
| • Priority Call                        |     |
| • *69 Call Return                      |     |
| • *66 Busy Number Redial               | (T) |

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

<sup>(2)</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)  
(N)

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**CITIZENS SELECT** (Continued)

GENERAL (Continued)

- A2 All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services/features requested in a Citizens Business Select plan shall apply.

RATES

- A1 Where a Citizens Business Select plan is provided at the time of initial installation of an additional residence individual line flat rate service or the move of a residence individual line flat rate service from one location to another, all normal service charges associated with the line shall apply as specified in Schedule No. A-5.
- A2 Service Charges as specified in Schedule No. A-5 are not applicable for a Citizens Business Select plan provided at the same time as the initial installation of a residence individual flat rate line service is established. (T)
- A3 Service Charges as specified in Schedule No. A-5 do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizens Business Select plan. (T)
- A4 Existing Citizens Business Select customers cannot take advantage of promotions for any of the services/features specified in GENERAL (A2, A3, and A4), preceding, unless specifically allowed by the terms and conditions of the promotion.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued) (T)

**CITIZENS SELECT** (Continued)

RATES (Continued) (T)

A5 Citizens Business Plan plans are provided at the following rates.

Monthly  
Rate

(D)

(D)

B3 Citizens Business Select

- |  |         |
|--|---------|
| - Per individual flat rate business line – Includes choice of up to 5 services/features as specified in GENERAL, A4, preceding | \$19.95 |
|--|---------|

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER FEATURE5 PACK PACKAGE**

GENERAL

- A1 Frontier Feature5 Pack Package includes Caller ID Name and Number and, Call Forward <sup>1</sup> features plus three additional features as listed below. Business customers subscribing to the package are entitled to unlimited use of the selected features.
- A2 In addition to Caller ID Name and Number, and Call Forward, customers' subscribing to this package will also be able to select three (3) features from the following list:
- Call Waiting
  - \*66 Busy Redial
  - \*69 Call Return
  - 3 Way Calling (T)
  - Hunting
  - Speed Call 8 <sup>(2)</sup> (T)(C)
- A3 Optional Frontier Feature5 Pack Basic Voice Mail (where technically available in the service wire center):
- Frontier Feature5 Pack Basic Voice Mail Package includes Caller ID Name and Number, and Call Forward, three additional features as listed above and Basic Voice Mail.
- A4 All rules, regulations and limitations as specified elsewhere in this Tariff for the respective service/features requested in the Frontier Feature5 Pack Package shall apply.
- A5 A description of services and special conditions pertaining to the features as specified in GENERAL A1, A2 and A3, preceding are listed in Schedule A-1 of this Tariff.

<sup>(2)</sup>This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)  
(N)

<sup>1</sup> Customers may select their Call Forward features from the following: Call Forward Variable, Call Forward Busy Fixed, Call Forward No Answer.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER FEATURE5 PACK PACKAGE** (Continued)

RATES

- A1 The Frontier Feature5 Pack Package and the Frontier Feature5 Pack Basic Voice Mail Packages are provided in conjunction with single- party business access line service. The applicable single party business access line charges apply.
- A2 The Company reserves the right to waive the Service Order Charge - Subsequent as specified in Schedule No. A-5 for a period of ninety (90) days from the time the Frontier Feature5 Pack Package is available in the serving Wire Center. (T)
- A3 Service Charges as specified in Schedule No. A-5 do not apply for customer requests involving only additions, deletions or changes to the service/features of an existing Frontier Feature5 Pack Package. (T)
- A4 Existing Frontier Feature5 Pack Package customers cannot take advantage of promotions for any of the service/features specified in GENERAL (A1, A2, and A3), preceding unless specifically allowed by the terms and conditions of the promotion.
- A5 Frontier Feature5 Pack Package is provided at the following rates:

Monthly  
Rate

B1 Frontier Feature5 Pack Package and three additional features

- Per individual business line - \$11.95  
Includes two constants and 3 additional features as specified in GENERAL, A1 and A2, preceding.

B2 Optional Frontier Feature5 Pack Basic Voice Mail

- Per individual business line - \$14.95  
Includes Frontier Feature5 Pack Package as specified in GENERAL, A1, A2 and A3, preceding.



SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER CHOICES** – Grandfathered as of May 18, 2019

(C)

APPLICABILITY

Applicable to residence subscribers requesting Frontier Choices services.

TERRITORY

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

GENERAL

1. Frontier Choices bundle offerings provide residential customers a combination of local services and features. The bundles include either one or two Flat Rate Residential Access Lines, a combination of enhanced calling features plus ten free local directory assistance calls. Customer's subscribing to those plans may select any or all of the following services/features for a monthly flat rate charge.
2. Frontier Choices - Enhanced Line
  - One – Single Party Residential Access line
  - Anonymous Call Rejection
  - Basic Call Forward
  - Call Forward Busy
  - Call Forward No Answer
  - Call Waiting/Cancel Call Waiting
  - Call Waiting ID
  - Caller ID with Number <sup>(1)</sup>
  - Caller ID with Name <sup>(1)</sup>
  - Priority Call
  - Selective Call Acceptance
  - Selective Call Rejection
  - Speed Call 8 <sup>(2)(3)</sup>
  - Speed Call 30 <sup>(2)</sup>
  - 3 Way Calling
  - Toll Restriction
  - Priority Call
  - \*69 Call Return
  - \*66 Busy Number Redial
  - 10 local Directory Assistance Calls

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

<sup>(2)</sup> May select only one Speed Call feature.

<sup>(3)</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER CHOICES** – Grandfathered as of May 18, 2019 (Continued)

(C)

GENERAL (Continued)

3. Frontier Choices - Enhanced Line with Second Line

- Two – Single Party Residential Access Lines
- Federal non-primary End User Common Line (“EULC”) charge
- Anonymous Call Rejection
- Basic Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID with Number <sup>(1)</sup>
- Caller ID with Name <sup>(1)</sup>
- Priority Call
- Selective Call Acceptance
- Selective Call Rejection
- Speed Call 8 <sup>(2)</sup> <sup>(3)</sup>
- Speed Call 30 <sup>(2)</sup>
- 3 Way Calling
- Toll Restriction
- Priority Call
- \*69 Call Return
- \*66 Busy Number Redial
- 10 local Directory Assistance Calls

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

<sup>(2)</sup> May select only one Speed Call feature.

<sup>(3)</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER CHOICES** – Grandfathered as of May 18, 2019 (Continued)

(C)

RATES AND CHARGES

1. All surcharges and taxes will be billed separately for the Frontier Choices bundle offerings.
2. Extended Area Service (EAS) rate additives that are separately billed and are in addition to the basic local service rates, will be billed as an EAS additive in addition to the package rate.
3. Service Charges as specified in Schedule No. A-5 of this tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Frontier Choices bundle.
4. When a Frontier Choices plan is ordered at the same time as the installation or move of Local Exchange Service, the customer will receive a \$10.00 credit per line for each line on which the plan is ordered.
5. Frontier Choices bundles are provided at the following rates:

	<u>Monthly Rate</u>
Frontier Choices - Enhanced Line	\$30.00
Frontier Choices - Enhanced Line with Second Line	\$65.00

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER CHOICES** – Grandfathered as of May 18, 2019 (Continued)

(C)

SPECIAL CONDITIONS

1. The bundles are available only where facilities are available and technically feasible.
2. The calling features are provided subject to their individual service regulations as specified in the applicable sections of the utility's tariff.
3. Frontier Choices bundles includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charges 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.
4. Customers may add or delete any features offered within the Frontier Choices bundles without a Service Order Charge.
5. Customers may change the Frontier Choices bundles without incurring a Service Order Charge.
6. The Frontier Choices bundles include an allowance for ten free Frontier local directory assistance calls (411 calls) per package offering, per monthly billing cycle. Multiple line packages are limited to a ten free call allowance per package – not per line. Unused free directory assistance calls may not be carried over to subsequent months. Directory assistance calls provided by other carriers are not subject to the 10 free call allowance.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

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

APPLICABILITY

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

TERRITORY

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

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 Line, Call Forward No Answer, and certain designated non-regulated and federally tariffed or price-listed services.

- A1 Bundle 1 – FrontierWorks – Enhanced Line with Voice Mail
  - B1 One Business Access Line<sup>(1)</sup>, including Call Forward Busy Line and Call Forward No Answer.
  - B2 Voice Mail (Non-regulated)
  - B3 Frontier® dial-up Internet Service (Non-regulated)
  - B4 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) (T)

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.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

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

(N)

GENERAL (Continued)

A2 Bundle 2 - Frontier Works – Enhanced Line with Voice Mail

- B1 One Business Access Line<sup>(1)</sup>, including Call Forward Busy Line and Call Forward No Answer.
- B2 Voice Mail (Non-regulated)
- B3 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
- B4 Frontier® DSL Max Internet Service (Non-regulated)
- B5 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)

A3 Bundle 3 – Frontier Works – Enhanced Line with Second Line

- B1 Two Business Access Lines<sup>(1)</sup>, including Call Forward Busy Line and Call Forward No Answer.
- B2 Voice Mail (Non-regulated)
- B3 Frontier dial-up Internet Service (Non-regulated)
- B4 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.

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

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

(N)

GENERAL (Continued)

**A4 Bundle 4 - Frontier Works – Enhanced Line with Second Line**

- B1 Two Business Access Lines<sup>(1)</sup>, including Call Forward Busy Line and Call Forward No Answer.
- B2 Voice Mail (Non-regulated)
- B3 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
- B4 Frontier® DSL Max Internet Service (Non-regulated)
- B5 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)

**A5 Bundle 5 - Frontier Works – Enhanced Line with Second Line**

- B1 Two Business Access Lines<sup>(1)</sup>, including Call Forward Busy Line and Call Forward No Answer.
- B2 Voice Mail (Non-regulated)
- B3 512 Kbps / 256 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
- B4 Frontier® 512 Kbps Business DSL Internet Service (Non-regulated)
- B5 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.

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

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

(N)

GENERAL (Continued)

A6 Bundle 6 - Frontier Works – Enhanced Line with Second Line

B1 Two Business Access Lines<sup>(1)</sup>, including Call Forward Busy Line and Call Forward No Answer.

B2 Voice Mail (Non-regulated)

B3 1 Mbps / 512 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)

B4 Frontier® 1 Mbps Business DSL Internet Service (Non-regulated)

B5 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)

A7 Bundle 7 - FrontierWorks – Enhanced Line without Voice Mail

B1 One Business Access Line<sup>(1)</sup>, including Call Forward Busy Line 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.

(N)



SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

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

GENERAL (Continued)

A8 Optional Services

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

B1 FrontierWorks<sup>sm</sup> Select5

Choice of five of the following:

Caller ID—Name and Number  
Call Forward or Call Forward Variable<sup>(1)</sup>  
Call Waiting  
Speed Call 8 <sup>(3)</sup> or Speed Call 30  
3 Way Calling  
\*66 Busy Number Redial  
\*69 Call Return  
Hunting<sup>(2)</sup>

(T)(C)  
|  
(T)

B2 FrontierWorks<sup>sm</sup> Select5 with Voice Mail (Non-regulated)

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

Caller ID—Name and Number  
Call Forward or Call Forward Variable<sup>(1)</sup>  
Call Waiting  
Speed Call 8 <sup>(3)</sup> or Speed Call 30  
3 Way Calling  
\*66 Busy Number Redial  
\*69 Call Return  
Hunting<sup>(2)</sup>

(T)(C)  
|  
(T)

<sup>(1)</sup> In the FrontierWorks Select5 package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer. "Call Forward Variable" is the name for "Call Forward" in some markets. They are functionally the same.

<sup>(2)</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 Line cannot be used with Hunting.

<sup>(3)</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

(N)  
(N)

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

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

GENERAL (Continued)

A8 Optional Services (Continued)

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

B3 Citizens Conference on Demand (Non-regulated)

B4 Citizens Webexchange (Non-regulated)

B5 FrontierPages<sup>sm</sup> free one-inch Yellow Pages advertisement (Non-regulated)

RATES and CHARGES

- |    |   |     |
|----|---|-----|
| A1 | Unless otherwise stated elsewhere in this section, Service Charges as specified in Schedule No. A-5 apply to the installation of individual components of the bundles.          | (T) |
| A2 | Service Charges as specified in Schedule No. A-5 apply if the customer switches from a bundle to an unbundled service.  | (T) |
| A3 | Service Charges as specified in Schedule No. A-5 do not apply if the customer switches to another FrontierWorks <sup>sm</sup> Small Business Solutions bundle of greater value. | (T) |
| A4 | The customer may add or delete the services or features of the FrontierWorks Select5 package without incurring a Service Charge.  | (T) |

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

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

(N)

RATES and CHARGES (Continued)

A5 Monthly Rates

	-----Term-----		
	<u>One Year</u>	<u>Two Years</u>	<u>Three Years</u>
Bundle 1 - FrontierWorks – Enhanced Line with Voice Mail	\$54.00	\$52.00	\$50.00
Bundle 2 - FrontierWorks – Enhanced Line with Voice Mail	\$80.00	\$76.00	\$72.00
Bundle 3 - Frontier Works – Enhanced Line with Second Line	\$86.00	\$80.00	\$78.00
Bundle 4 - Frontier Works – Enhanced Line with Second Line	\$110.00	\$104.00	\$100.00
Bundle 5 - Frontier Works – Enhanced Line with Second Line	\$136.00	\$124.00	\$118.00
Bundle 6 - Frontier Works – Enhanced Line with Second Line	\$208.00	\$188.00	\$172.00
Bundle 7 - FrontierWorks – Enhanced Line without Voice Mail	\$26.40	\$26.20	\$26.00
	<u>Monthly Rate</u>		
FrontierWorks <sup>sm</sup> Select5	\$ 9.95		
FrontierWorks <sup>sm</sup> Select5 With Voice Mail	\$ 12.95		

CONDITIONS

- A1 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.

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

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

(N)

CONDITIONS (Continued)

- A2 The bundles are offered only under one-year, two-year, and three-year term contracts.
- B1 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.
- B2 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.
- B3 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.
- B4 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.
- C1 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.

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

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

(N)

CONDITIONS (Continued)

- A2 The bundles are offered only under one-year, two-year, and three-year term contracts. (Continued)
- B4 Early Termination Liability (Continued)
- C2 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.
- C3 The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.
- C4 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.
- A3 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.
- A4 The FrontierWorks<sup>sm</sup> Select5 package is available only in association with a FrontierWorks<sup>sm</sup> Small Business Solutions bundle.
- A5 The bundle rate will appear as a single line item on the customer's bill.
- A6 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.
- A7 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.
- A8 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.

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

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

(N)

APPLICABILITY

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

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.

GENERAL

FrontierWorks<sup>sm</sup> Business Connections are package offerings available to business customers and include, as described below, one or two business or Centrex access lines, Call Forwarding, Message Waiting Indication, Caller ID- Name and Number 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.

A1 Bundle 1

- B1 One Business Access Line, including Call Forward Busy Line and Call Forward No Answer, and Caller ID- Name and Number
- B2 Voice Mail – Frontier Business Deluxe (Non-regulated) and Message Waiting Indication
- B3 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)
- B4 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle (Federally Price-Listed)
- B5 White Page Bold Ad (Non-regulated)

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

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

(N)

GENERAL (Continued)

A2 Bundle 2

- B1 One Business Access Line, including Call Forward, and Caller ID- Name and Number
- B2 Voice Mail – Frontier Business Deluxe (Non-regulated) and Message Waiting Indication
- B3 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)
- B4 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle (Federally Price-Listed)
- B5 White Page Bold Ad (Non-regulated)

A3 Bundle 3

- B1 Two Business Access Line, including Call Forward Busy Line and Call Forward No Answer, and Caller ID- Name and Number
- B2 Voice Mail – Frontier Business Deluxe (Non-regulated) and Message Waiting Indication
- B3 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)
- B4 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle (Federally Price-Listed)
- B5 White Page Bold Ad (Non-regulated)
- B6 Two-Line Business Set (Non-regulated)
- B7 Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated)

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

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

(N)

GENERAL (Continued)

A4 Bundle 4

- B1 Two Business Access Line, including Call Forward Busy Line and Call Forward No Answer, and Caller ID- Name and Number
- B2 Voice Mail – Frontier Business Deluxe (Non-regulated) and Message Waiting Indication
- B3 Frontier High Speed Internet Service and 10 Email Boxes (Non-regulated)
- B4 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)
- B5 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
- B6 White Page Bold Ad (Non-regulated)
- B7 Two-Line Business Set (Non-regulated)
- B8 Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated)

(N)





SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

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

GENERAL (Continued)

A6 Bundle 6

- B1 Two Centrex lines, including the following features.
- B2 The included features are:
  - Call Forward Variable
  - Call Transfer
  - Caller ID Name and Number (T)
  - Hunting
  - 3 Way Calling (T)
  - Abbreviated Dialing (Where Available)
- B3 Voice Mail – Frontier Business Deluxe (Non-regulated) and Message Waiting Indication
- B4 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)
- B5 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle (Federally Price-Listed)
- B6 White Page Bold Ad (Non-regulated)
- B7 Two-Line Business Set (Non-regulated)
- B8 Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated)

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

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

GENERAL (Continued)

A7 Bundle 7

- B1 Two Centrex lines, including the following features.
- Call Forward Variable
  - Call Transfer
  - Caller ID Name and Number (T)
  - Hunting
  - 3 Way Calling (T)
  - Abbreviated Dialing (Where Available)
- B2 Voice Mail – Frontier Business Deluxe (Non-regulated) and Message Waiting Indication
- B3 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)
- B4 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle (Federally Price-Listed)
- B5 White Page Bold Ad (Non-regulated)
- B6 Two-Line Business Set (Non-regulated)
- B7 Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated)

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

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

GENERAL (Continued)

A8 Optional Services

B1 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  
Call Forward Variable

(T)  
| (C)  
|  
(T)

b. Voice Mail:

Additional Voice Mail Box  
More than 8 Voice Mail Boxes

B2 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 Cal 30  
\*69 Call Return  
\*66 Busy Number Redial  
Call Forward Variable

(T)  
| (C)  
|  
(T)

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 November 15, 2015.

(N)  
(N)

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

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

RATES AND CHARGES

- A1 Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Schedule No. A-5 apply to the installation of individual components of the bundles. (T)
- A2 Service Charges as specified in Schedule No. A-5 apply if the customer switches from a bundle to an unbundled service. (T)
- A3 Service Charges as specified in Schedule No. A-5 do not apply if the customer switches to another FrontierWorks bundle of greater value. (T)
- A4 The customer may add or delete the services or features of the FrontierWorks Optional Business Feature Package without incurring a Service Charge. (T)
- A5 Monthly Rates
- B1 Bundles

	-----Term-----		
	<u>One Year</u>	<u>Two Years</u>	<u>Three Years</u>
Bundle 1	\$89.99	\$84.99	\$79.99
Bundle 2	\$134.99	\$126.99	\$118.99
Bundle 3	\$129.99	\$119.99	\$114.99
Bundle 4	\$174.99	\$163.99	\$153.99
Bundle 5	\$189.99	\$179.99	\$169.99
Bundle 6	\$139.99	\$129.99	\$119.99
Bundle 7	\$161.99	\$151.99	\$142.99

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

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

(N)

RATES AND CHARGES (Continued)

A5 Monthly Rates (Continued)

B2	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

CONDITIONS

- A1 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.
- A2 The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract.
- B1 If the tariffed rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
- B2 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.
- B3 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.

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

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

(N)

CONDITIONS (Continued)

A2 The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract. (Continued)

B4 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.

C1 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.

A3 Customer contract will automatically renew at the contract rate for one year if no cancellation notification is received.

A4 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.

A5 The FrontierWorks Optional Business Feature Package is available only in association with a FrontierWorks<sup>sm</sup> Business Connections bundle.

A6 The bundle rate will appear as a single line item on the customer's bill.

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

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

CONDITIONS (Continued)

- A7 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.
- A8 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.
- A9 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.
- A10 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.
- A11 FrontierWorks<sup>sm</sup> Business Connections cannot be used in association with a key system or a PBX service.
- A12 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.
- A13 FrontierWorks is a service mark of Citizens Communications Company.

(N)

(N)



SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER DIGITAL PHONE SERVICE** – Grandfathered as of May 18, 2019

(C)

APPLICABILITY

Applicable to Single-party Residential Flat rate service.

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 Bundle as said exchanges are defined on the maps contained in this tariff.

GENERAL

A1 Frontier Digital Phone Service 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, Unlimited Extended Area Service and Voice Mail (Non-regulated). Customers may select any or all of the following services and features for a monthly rate charge.

A2 Basic Bundle

Single Party Flat Rate Access Line	Voice Mail – Residential Basic (Non-regulated)
Call Forward Busy - Fixed & Call Forward No Answer - Fixed	Call Waiting/Cancel Call Waiting
Unlimited Extended Area Service	Caller ID with Name

A3 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-3, Rates and Charges A3.

Call Forward Variable	Call Trace
*69 Call Return	Anonymous Call Rejection
*66 Busy Number Redial	Selective Call Acceptance
Speed Call 8 <sup>(1)</sup> or Speed Call 30	Selective Call Forward
3 Way Calling	Selective Call Rejection
Caller ID	Call Waiting ID
	Priority Call

<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER DIGITAL PHONE SERVICE** – Grandfathered as of May 18, 2019 (Continued) (C)

RATES AND CHARGES

- A1 Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- A2 Nonrecurring Service Order Charges as specified in Tariff Schedule A-5 do not apply.
- A3 Frontier Digital Phone Service bundle is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Digital Phone Service	\$39.99
Digital Phone Enhanced Feature Pack	\$2.99

CONDITIONS

- A1 The bundles are available only where facilities and operating systems are available and technically feasible.
- A2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- A3 Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- A4 Frontier Digital Phone 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.
- A5 Customers may add or delete any features offered within the bundle without incurring a Service Charge.
- A6 If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- A7 Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- A8 New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER DIGITAL PHONE SERVICE** – Grandfathered as of May 18, 2019 (Continued) (C)

CONDITIONS

- A7 Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Service for a minimum period of one month and up to nine months during a 12-month period.
- B1 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.
- B2 The customer will not be charged a Service Charge as specified in Schedule No. A-5 if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
- B3 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.
- B4 The Stay Connected Seasonal Offering allows the customer to access 911. All other services and features of the Frontier Digital Phone service will be temporarily deactivated.
- B5 If the customer does not notify the Utility to reactive their Frontier Digital Phone Service before the end of the ninth month, the Stay Connected Seasonal Offering will terminate and the Frontier Digital Phone features and services will be reactivated and billed at the applicable rates.
- B6 This service does not change any other terms and conditions of the product.
- B7 The monthly rate includes the Federal End User Common Line Charge.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER DIGITAL PHONE X1 SERVICE** – Grandfathered as of May 18, 2019

(C)

APPLICABILITY

Applicable to Single-party Residential Flat rate service.

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 X1 Service as said exchanges are defined on the maps contained in this tariff.

GENERAL

A1 Frontier Digital Phone X1 Service is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: Custom Calling features and Voice Mail (Non-regulated). Customers may select any or all of the following services and features for a monthly rate charge.

A2 Basic Bundle

Call Forward Busy & Call Forward No Answer  
Unlimited Extended Area Service  
Voice Mail – Residential Basic (Non-regulated)  
Call Waiting/Cancel Call Waiting  
Caller ID with Name  
Speed Call 8 <sup>(1)</sup>

A3 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-3, Rates and Charges A3.

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

Call Trace  
Anonymous Call Rejection  
Selective Call Acceptance  
Selective Call Forward  
Selective Call Rejection  
Call Waiting ID  
Priority Call

<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER DIGITAL PHONE X1 SERVICE – Grandfathered as of May 18, 2019 (Continued)** (C)

RATES AND CHARGES

- A1 Frontier Digital Phone X1 Service is provided in conjunction with Single Party Residential Flat Rate service listed in Schedule A-1 of Utility's tariff. The applicable Single Party Line Flat Rate rates specified in Tariff Schedule A-1 are in addition to the rate listed below.
- A2 Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- A3 Nonrecurring Service Order Charges as specified in Tariff Schedule A-5 do not apply.
- A4 Frontier Digital Phone X1 Service bundle is provided at the following rate:

Monthly Rate

Frontier Digital Phone X1 Service	\$26.49
Digital Phone Enhanced Feature Pack	\$2.99

CONDITIONS

- A1 The bundles are available only where facilities and operating systems are available and technically feasible.
- A2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- A3 Frontier Digital Phone X1 Service bundle includes non-basic local services.
- A5 Customers may add or delete any features offered within the bundle without incurring a Service Charge.
- A6 If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- A7 Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- A8 New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER BUSINESS UNLIMITED SERVICE**

**APPLICABILITY**

Applicable to Single-party Business Flat rate service.

**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.

**GENERAL**

A1 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.

A2 Basic Bundle

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

A3 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 A3.

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

<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER BUSINESS UNLIMITED SERVICE** (Continued)

RATES AND CHARGES

- A1 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.
- A2 Unless otherwise stated elsewhere in this schedule, Service Charges as specified in Schedule No. A-5 apply to the installation of individual components of the bundle. (T)
- A3 Frontier Business Unlimited Service is provided at the following rate: (T)

**Monthly Rate**

Frontier Business Unlimited Service	\$35.00
Frontier Business All In Feature Package	4.99

CONDITIONS

- A1 The bundles are available only where facilities and operating systems are available and technically feasible.
- A2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- A3 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.
- A4 Customers may add or delete any features offered within the bundle without incurring a Service Charge. (T)
- A5 If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

---

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER BUSINESS UNLIMITED SERVICE** (Continued)

CONDITIONS (Continued)

- A6 The bundle rate will appear as a single line item on the customer's bill.
- A7 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.
- A8 The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, Remote Call Forwarding Service and Foreign Exchange (C) Services.



SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER SIMPLY UNLIMITED SERVICE-LEADER**

APPLICABILITY

Applicable to Single-party Business Flat rate service.

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.

GENERAL

A1 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 (Non-regulated) and Unlimited Extended Area Service. The bundle will also include the End User Common Line Charge and the Access Recovery Charge that is tarified in the appropriate FCC tariff. Customers may select any or all of the following services and features for a monthly rate charge.

A2 Basic Bundle

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

A3 Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	*69 Call Return	(T)
3 Way Calling	Call Transfer	
Speed Call 8 <sup>(1)</sup> or Speed Call 30	Caller ID Blocking	(C)
Multiline Hunt Service	*66 Busy Number Redial	
Anonymous Call Rejection	Call Forward Variable	
Call Forward No Answer	Call Forward Busy	
Priority Call	Call Waiting ID	(T)
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 November 15, 2015. (N)

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER SIMPLY UNLIMITED SERVICE-LEADER** (Continued)

RATES AND CHARGES

- A1 The End User Common Line Charge and the Access Recovery Charge will be included in the bundle. All other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- A2 Unless otherwise stated elsewhere in this section, Service Charges as specified in Schedule No. A-5 apply to the installation of individual components of the bundle. (T)

Monthly Rate

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

CONDITIONS

- A1 The bundle is available only where facilities and operating systems are available and technically feasible.
- A2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- A3 Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- A4 Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- A5 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.
- A6 Customers may add or delete any features offered within the bundle without incurring a Service Charge. (T)

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER SIMPLY UNLIMITED SERVICE-LEADER** (Continued)

(N)

CONDITIONS (Continued)

- A7 The bundle rate will appear as a single line item on the customer's bill.
- A8 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.
- A9 Centrex Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- A10 The bundle is offered on a month-to-month basis.
- A11 When the customer purchases the fourth through twelfth bundle additional discounts are given.
- A12 If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

(N)

(D)  
(D)

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER ONEVOICE**

APPLICABILITY

Applicable to Single-party Business Flat rate service.

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.

GENERAL

- A1 Frontier OneVoice is a bundled offering available to Business customers that subscribe to Single Party Business Line. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.
- A2 Basic Bundle
- |                                    |                          |     |
|------------------------------------|--------------------------|-----|
| Single Party Flat Rate Access Line | Anonymous Call Rejection |     |
| Call Forward Busy/No Answer        | Basic Call Forward       | (T) |
| Unlimited Extended Area Service    | Multi-line Hunting       |     |
| Call Waiting/Cancel Call Waiting   | 3 Way Calling            | (T) |
| Caller ID                          |                          |     |
- A3 Premium Feature Package
- |                        |                           |     |
|------------------------|---------------------------|-----|
| *69 Call Return        | Selective Call Forward    | (T) |
| Call Transfer          | Selective Call Acceptance |     |
| Distinctive Ring       | Selective Call Rejection  | (T) |
| *66 Busy Number Redial | Speed Call 30             | (T) |
| Priority Call          |                           |     |

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER ONEVOICE** (Continued)

SPECIAL CONDITIONS

- A1 The bundle is available only where facilities and operating systems are available and technically feasible.
- A2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- A3 Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- A4 Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- A5 Customers may add or delete any features offered within the bundle without incurring a Service Charge. (T)
- A6 The bundle rate will appear as a single line item on the customer's bill.
- A7 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.
- A8 The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex, and Foreign Exchange Services.
- A9 The bundle is offered on a month-to-month, one, two or three year term basis.
- A10 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.
- A11 Term plans will auto renew unless notification is received from the customer sixty days in advance.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

FRONTIER ONEVOICE (Continued)

(N)

RATES AND CHARGES

A1     Surcharges and taxes will be billed separately from and are in addition to the bundle rate.

A2     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

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER BUSINESS ESSENTIALS SERVICE \***

APPLICABILITY

Applicable to Business Flat rate service.

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.

GENERAL

A1 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, certain designated non-regulated services and price-listed services.

A2 Features and Services

Flat Rate Business Line

Extended Area Service

Call Forward Variable

Frontier Business Basic Voice Mail (Non-regulated)

Three features from the feature Package listed below

(T)

A3 Optional Features Package\*

\*66 Busy Number Redial

\*69 Call Return

3 Way Calling

Speed Call 8 <sup>(1)</sup> or Speed Call 30

Call Forward Variable

(T)

(C)  
(T)

\* This service offering is limited to all existing subscribers at their existing locations as of November 22, 2010.

<sup>(1)</sup>This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER BUSINESS ESSENTIALS SERVICE \*** (Continued)

GENERAL (Continued)

A4 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 A3.

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

RATES AND CHARGES

- A1 Federal Subscriber Line Charge will be billed separately from the bundled offering. All other surcharges and taxes will apply.
- A2 Unless otherwise stated elsewhere in this Section, Service Charges as specified in Tariff Schedule A-5 apply to the installation of individual components of the bundle.
- A3 Frontier Business Essentials bundle is provided at the following rate:

**Monthly Rate**

Frontier Business Essentials Service	\$39.99
Optional Features Package*	3.99
Deluxe Voice Mail (Non-regulated)*	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 November 22, 2010.

<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)



$$(N)$$

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER COMMERCIAL VOICE UNLIMITED**

(N)

APPLICABILITY

Applicable to Single-party Business Flat rate service.

GENERAL

A1 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 tarified in the appropriate FCC tariff.

A2 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

CONDITIONS

- A1 The bundle is available only where facilities and operating systems are available and technically feasible.
- A2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- A3 Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- A4 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.

(N)

(D)

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER COMMERCIAL VOICE UNLIMITED**

CONDITIONS (Continued)

- A5 Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- A6 The bundle rate will appear as a single line item on the customer's bill.
- A7 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.
- A8 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.
- A9 The bundle is offered on a month-to-month, one or two year term basis. (C)
- A10 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.
- A11 At the end of the one or two year term, customers will be moved to the month to month pricing. (C)

RATES AND CHARGES

- A1 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.
- A2 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

(N)

## SCHEDULE NO. A-3

## BUNDLED SERVICES (Continued)

## RESERVED FOR FUTURE USE

(T)

(N)

Material relocated to Schedule X-1, Discontinued Services.

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER DIGITAL PHONE PLUS X1** – Grandfathered as of May 18, 2019

(C)

APPLICABILITY

Applicable to Single-party Residential Flat rate service.

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 Plus X1 service as said exchanges are defined on the maps contained in this tariff.

GENERAL

A1 Frontier Digital Phone Plus X1 service is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: two Basic Flat Rate Access Lines, Custom Calling features and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

A2 Basic Bundle

Two Single Party Flat Rate Access Lines	Call Waiting/Cancel Call Waiting
Call Forward Busy & Call Forward No Answer	Caller ID with Name
Unlimited Extended Area Service	Speed Call 8 <sup>(1)</sup>
Voice Mail – Residential Basic (Non-regulated)	

A3 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-3, Rates and Charges A3.

Call Forward Variable	Call Trace
*69 Call Return	Anonymous Call Rejection
*66 Busy Number Redial	Selective Call Acceptance
Speed Call 8 <sup>(1)</sup> or Speed Call 30	Selective Call Forward
3 Way Calling	Selective Call Rejection
Caller ID	Call Waiting ID
Call Forward Variable	Priority Call
	Call Trace

<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER DIGITAL PHONE PLUS X1 – Grandfathered as of May 18, 2019 (Continued)** (C)

RATES AND CHARGES

- A1 Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- A2 Nonrecurring Service Order Charges as specified in Tariff Schedule A-5 do not apply.
- A3 Frontier Digital Phone Plus X1 service bundle is provided at the following rate:

Monthly Rate

Frontier Digital Phone Plus X1 Service	\$26.49
Digital Phone Enhanced Feature Pack	\$2.99

CONDITIONS

- A1 The bundle is available only where facilities and operating systems are available and technically feasible.
- A2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- A3 Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- A4 Frontier Digital Phone Plus X1 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.
- A5 Customers may add or delete any features offered within the bundle without incurring a Service Charge.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER DIGITAL PHONE PLUS X1** – Grandfathered as of May 18, 2019 (Continued) (C)

CONDITIONS (Continued)

- A6 If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- A7 The bundle is offered on a one, two or three year term.
- B1 If the tariffed rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
- B2 If the customer cancels the bundle before the end of the term contract, an early termination charge of \$200.00 shall apply.
- A8 The bundle will appear as a single line item on the bill.
- A9 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- A10 Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- A11 New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER BUSINESS METRO SERVICE**

APPLICABILITY

Applicable to Single Party Business flat rate service.

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.

GENERAL

A1 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 (Non-regulated). Customers may select any or all of the following services and features for a monthly rate charge.

A2 Basic Line Bundle:

Flat Rate Business Line	
Caller ID with Name	
Call Waiting	
Call Forward Fixed	
Basic Voice Mail with Message Waiting Indication (Non-regulated)	(T)

A3 Add-on Feature Pack:

*66 Busy Number Redial	(T)
*69 Call Return	
3 Way Calling	
Speed Call 30	
Call Forward Variable	(T)



SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER BUSINESS METRO SERVICE** (Continued)

RATES AND CHARGES

A1 Unless otherwise stated elsewhere in this Section, Service Charges as specified Schedule No. A-5 apply to the installation of individual components of the bundle. (T)

A2 Frontier Business Metro bundle is provided at the following rates:

**Monthly Rate**

Frontier Business Metro Bundle	\$39.99
Add-on Feature Pack	3.99
Upgrade to Deluxe Voice Mail (Non-regulated)	2.99

CONDITIONS

A1 The bundle is available only where facilities and operating systems are available and technically feasible.

A2 The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

A3 The bundle is offered on a monthly basis.

A4 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.

A5 The customer may add or delete the services or features of the bundle without incurring a Service Charge.

A6 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.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER BUSINESS METRO SERVICE** (Continued)

(N)

CONDITIONS (Continued)

- A7 Service Charges apply if the customer switches from a bundle to an unbundled service.
- A8 Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering.
- A9 All other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- A10 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.
- A11 Deluxe Voice Mail will be offered as an add-on to this bundle. (Non-regulated)
- A12 The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, ISDN Service, Toll Free Service, Remote Call Forwarding Service and Foreign Exchange Services.

(N)

---

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER DIGITAL PHONE 100** – Grandfathered as of May 18, 2019 (C)

APPLICABILITY

Applicable to Single Party Residential flat rate service.

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 100 service as said exchanges are defined on the maps contained in this tariff.

GENERAL

A1 The Frontier Digital Phone 100 is a bundled offering available to residential customers that subscribe to flat rate service.

A2 The Bundle includes the following:

One Flat Rate Residential Line  
Extended Area Service Calling  
Speed Call 8 <sup>(1)</sup>

A3. The following enhanced features may be added to the bundle at the rates listed in the rate and charges section of this tariff:

Basic Call Forward  
Call Forward Busy  
Call Waiting/Cancel Call Waiting  
Anonymous Call Rejection  
\*66 Busy Number Redial  
\*69 Call Return  
Caller ID  
Caller ID with Name  
Call Waiting ID  
Call Trace  
3 Way Calling  
Speed Call 30

<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER DIGITAL PHONE 100** – Grandfathered as of May 18, 2019 (Continued) (C)

RATES AND CHARGES

- A. Nonrecurring Service Order Charges as specified in Tariff Schedule A-5 do not apply.
- B. Frontier Digital Phone 100 is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone 100	\$18.99
One Feature	\$5.99
Two Features	\$7.99
Three Features	\$9.99
All Listed Features	\$12.99
Stay Connected Seasonal Offering	\$9.99

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 regulated services that are included in the package in accordance with existing tariff rules.
- D. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- E. The bundles are offered on a month to month.
- F. The bundle rate includes Extended Area Service (EAS) charges.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER DIGITAL PHONE 100** – Grandfathered as of May 18, 2019 (Continued) (C)

CONDITIONS (Continued)

- G. The bundle will appear as a single line item on the bill.
- H. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- I. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
- J. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone 100 Service while they are away, a minimum of one month and up to nine months during a 12 month period.
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. The applicable Service Charges as specified in Schedule No. A-5 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  3. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone 100 bundle and services will be reactivated and billed at the applicable rates.
  5. The Federal Subscriber Line Charge is included in the monthly rate.
  6. All applicable taxes and surcharges apply.

---

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER UNLIMITEDUT** – Grandfathered as of May 18, 2019

(C)

APPLICABILITY

Applicable to Single Party Residential flat rate service.

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 UnlimitedUT service as said exchanges are defined on the maps contained in this tariff.

GENERAL

A1 The Frontier UnlimitedUT is a bundled offering available to residential customers that subscribe to flat rate service.

A2 The Bundle includes the following:

- One Flat Rate Residential Line
- Extended Area Service Calling
- Call Waiting/Cancel Call Waiting

A3. The following enhanced features may be added to the bundle at the rates listed in the rate and charges section of this tariff:

- Basic Call Forward
- Call Forward Busy
- Call Waiting/Cancel Call Waiting
- Anonymous Call Rejection
- \*66 Busy Number Redial
- \*69 Call Return
- Caller ID
- Caller ID with Name
- Call Trace
- 3 Way Calling
- Speed Call 30

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER UNLIMITEDUT** – Grandfathered as of May 18, 2019 (Continued) (C)

RATES AND CHARGES

- A. Unless otherwise stated elsewhere in this Section, Service Charges as specified in Schedule No. A-5 apply to the installation of individual components of the bundle.
- B. Frontier UnlimitedUT is provided at the following rates:

	<u>Monthly Rate</u>
Frontier UnlimitedUT	\$18.99
One Feature	5.99
Two Features	7.99
Three Features	9.99
All Listed Features	12.99
Stay Connected Seasonal Offering	9.99

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 regulated services that are included in the package in accordance with existing tariff rules.
- D. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- E. The bundles are offered on a month to month.
- F. The bundle rate includes Extended Area Service (EAS) charges.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER UNLIMITEDUT** – Grandfathered as of May 18, 2019 (Continued) (C)

CONDITIONS (Continued)

- G. The bundle will appear as a single line item on the bill.
- H. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- I. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
- J. Stay Connected Seasonal Offering allows the customer to suspend the Frontier UnlimitedUT Service while they are away, a minimum of one month and up to nine months during a 12 month period.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
  2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  3. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier UnlimitedUT bundle and services will be reactivated and billed at the applicable rates.
  5. ThFederal Subscriber Line Charge is included in the monthly rate.
  6. All applicable taxes and surcharges apply.



SCHEDULE NO. A-3

BUNDLED SERVICES

**FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) – Grandfathered as of January 1, 2025 (C)**

GENERAL

The Frontier Digital Phone Unlimited (Challenger) Service is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Local Exchange Network Access Line	Caller ID with Name
Unlimited Extended Area Service	Call Waiting/Cancel Call Waiting

Feature Package

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

CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually tariffed rates.
- D. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- E. Customers may add or delete any features offered in the bundle without a service order charge.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

SCHEDULE NO. A-3

BUNDLED SERVICES

**FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)** (Continued) – Grandfathered as of  
January 1, 2025

(C)  
(C)

CONDITIONS (Continued)

- 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 <sup>1</sup> allows the customer to suspend the Digital Phone Unlimited (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
  2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  5. The cost of the service includes the Subscriber Line Charge.
  6. This service does not change any other terms and conditions of the product.
  7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
  8. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
  9. All other applicable taxes and surcharges apply.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 8, 2020.

SCHEDULE NO. A-3

BUNDLED SERVICES

**FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)** (Continued) – Grandfathered as of January 1, 2025 (C)  
(C)

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 Service Order Charges as specified in Schedule No. A-5 do not apply.
- C. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited (Challenger)	\$21.99
Feature Package	\$4.99
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 8, 2020.

SCHEDULE NO. A-3

BUNDLED SERVICES

**FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)** – Grandfathered as of January 1, 2025 (C)  
(C)

GENERAL

The Frontier Digital Phone Unlimited Plus (Challenger) Service is a bundle offering available to residential customers and includes two flat-rate residential one-party service access lines and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Unlimited Extended Area Service  
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	

CONDITIONS

- A. The Frontier Digital Phone Unlimited Plus (Challenger) Service is available where technically feasible.
- B. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the Price List.
- 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 Price List rules.
- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- F. The bundle is offered on a month-to-month basis.
- G. The bundle will appear as a single line item on the bill.

SCHEDULE NO. A-3

BUNDLED SERVICES

**FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)** (Continued) – Grandfathered (C)  
as of January 1, 2025 (C)

CONDITIONS (Continued)

- 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 Price List.
- L. Stay Connected Seasonal Offering <sup>1</sup> allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.
  - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
  - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - 3. Customer's line will be available for 911 calls only at the time of suspension.
  - 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
  - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  - 6. The cost of the service includes the Subscriber Line Charge.
  - 7. This service does not change any other terms and conditions of the product.
  - 8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
  - 9. All other applicable taxes and surcharges apply.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 8, 2020.

SCHEDULE NO. A-3

BUNDLED SERVICES

**FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)** (Continued) – Grandfathered (C)  
as of January 1, 2025 (C)

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 Service Order Charges as specified in Schedule A-5 do not apply.
- C. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99
Feature Package	\$4.99
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 8, 2020.

SCHEDULE NO. A-3

BUNDLED SERVICES

**FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE**

(N)

GENERAL

The Frontier Residential Unlimited Voice Service is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications of America, Inc. The description and pricing for this component are located in the Frontier Communications of America Domestic Price List.

Basic Bundle

Local Exchange Network Access Line  
Caller ID with Name  
Unlimited Extended Area Service  
Call Waiting/Cancel Call Waiting

Call Waiting ID  
Anonymous Call Rejection  
Basic Voicemail  
Touch Calling Service

CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.
- D. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
- E. Customers may add or delete any features offered in the bundle without a service order charge.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. The bundle is offered on a month-to-month basis.
- H. The bundle will appear as a single line item on the bill.

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES

**FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE** (Continued)

(N)

CONDITIONS (Continued)

- 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.

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)



SCHEDULE NO. A-3

BUNDLED SERVICES

**FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE**

(N)

GENERAL

The Frontier Unlimited Voice and Feature Bundle is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications of America, Inc. The description and pricing for this component are located in the Frontier Communications of America, Inc. Domestic Price List.

Basic Bundle

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

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)

SCHEDULE NO. A-3

BUNDLED SERVICES

**FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE** (Continued)

(N)

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, Inc. Domestic Price List.
- K. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non-Listing, Nonpublished 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. 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.

RATES AND CHARGES

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

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

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

Material relocated to Schedule X-1, Discontinued Services.

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

Material relocated to Schedule X-1, Discontinued Services.

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

Material relocated to Schedule X-1, Discontinued Services.

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

(N)

Material relocated to Schedule X-1, Discontinued Services.

SCHEDULE NO. A-3

BUNDLED SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

(N)

Material relocated to Schedule X-1, Discontinued Services.

SCHEDULE NO. A-3

BUNDLED SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

(N)

Material relocated to Schedule X-1, Discontinued Services.



SCHEDULE NO. A-3

BUNDLED SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

(N)

Material relocated to Schedule X-1, Discontinued Services.

SCHEDULE NO. A-3

BUNDLED SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

(N)

Material relocated to Schedule X-1, Discontinued Services.

SCHEDULE NO. A-3

BUNDLED SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

Material relocated to Schedule X-1, Discontinued Services.

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

Material relocated to Schedule X-1, Discontinued Services.

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

Material relocated to Schedule X-1, Discontinued Services.

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

Material relocated to Schedule X-1, Discontinued Services.

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

Material relocated to Schedule X-1, Discontinued Services.

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

Material relocated to Schedule X-1, Discontinued Services.

(N)



SCHEDULE NO. A-3

BUNDLED SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

Material relocated to Schedule X-1, Discontinued Services.

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

Material relocated to Schedule X-1, Discontinued Services.

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

(N)

Material relocated to Schedule X-1, Discontinued Services.

SCHEDULE NO. A-3

BUNDLED SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

Material relocated to Schedule X-1, Discontinued Services.

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

Material relocated to Schedule X-1, Discontinued Services.

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

Material relocated to Schedule X-1, Discontinued Services.

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

(N)

Material relocated to Schedule X-1, Discontinued Services.

SCHEDULE NO. A-3

BUNDLED SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

Material relocated to Schedule X-1, Discontinued Services.

(N)



---

SCHEDULE NO. A-3

BUNDLED SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

Material relocated to Schedule X-1, Discontinued Services.

(N)

---

SCHEDULE NO. A-3

BUNDLED SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

Material relocated to Schedule X-1, Discontinued Services.

(N)

---

SCHEDULE NO. A-3

BUNDLED SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

Material relocated to Schedule X-1, Discontinued Services.

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

Material relocated to Schedule X-1, Discontinued Services.

(N)

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II**

APPLICABILITY

Applicable to Single-party Business Flat rate service.

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.

GENERAL

A1 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 and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

A2 Basic Bundle

Single Party Flat Rate Access Line

Call Forward Busy/No Answer

Unlimited Extended Area Service

Caller ID with Name

Six features from the feature package listed below

(T)

(T)

A3 Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting

3 Way Calling

Speed Call 8 <sup>(1)</sup> or Speed Call 30

Distinctive Ring

Multiline Hunt Service

Anonymous Call Rejection

Call Forward No Answer

Priority Call

Selective Call Acceptance Selective Call Rejection

\*69 Call Return

Call Transfer

Caller ID Blocking

Automatic Redial

Call Forward Variable

Call Forward Busy

Call Waiting ID

Selective Call Forward

(T)

(T)

<sup>(1)</sup>This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II** (Continued)

RATES

- A1 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.
- A2 Unless otherwise stated elsewhere in this section, Service Charges as specified in Schedule No. A-5 of this tariff apply to the installation of individual components of the bundle. (T)  
(T)

**Monthly Rate**

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

CONDITIONS

- A1 The bundle is available only where facilities and operating systems are available and technically feasible.
- A2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- A3 Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- A4 Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- A5 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.
- A6 Customers may add or delete any features offered within the bundle without incurring a Service Charge. (T)

$$(N)$$

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER BUSINESS LOCAL UNLIMITED II**

APPLICABILITY

Applicable to Single-party Business Flat rate service.

TERRITORY

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

GENERAL

A1 Frontier Business Local Unlimited II is a package offering available to Business customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features and certain designated non-regulated services and price-listed services.

A2 Basic Bundle:

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

A3 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 Speed Call 30	Caller ID with Name
Distinctive Ring	Caller ID Blocking
Multiline Hunt Service	Busy Number Redial
Anonymous Call Rejection	Call Forward Variable
Call Forward No Answer	Call Forward Busy
Priority Call	Call Waiting ID
Selective Call Acceptance	Selective Call Forward
Selective Call Rejection	

(T)  
|  
(C)  
|  
(T)

<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)



SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER BUSINESS LOCAL UNLIMITED II** (Continued)

RATES

- A1 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.
- A2 Unless otherwise stated elsewhere in this section, Service Charges as specified in Schedule No. A-5 of this tariff apply to the installation of individual components of the bundle. (T)  
(T)

**Monthly Rate**

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

CONDITIONS

- A1 The bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- A2 The bundles are offered on a month to month basis.
- A3 The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.
- A4 Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- A5 All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- A6 The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service or ISDN service.
- A7 Customers may select any two of the features in the Frontier Business All In Feature Package for no extra charge
- A8 Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.
- A9 If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER DIGITAL PHONE ESSENTIALS** – Grandfathered as of January 1, 2025

(C)

GENERAL

- A1 Frontier Digital Phone Essentials is a bundle offering available to residential customers that subscribe to flat rate service. The bundle includes one Basic Flat Rate Residential One-Party Access Line, a combination of local features, Unlimited Extended Area Service. Customer's can take any combination of features for the same flat rate charge. The feature package is optional and is available for an additional charge.

Basic Bundle

Basic Flat Rate Access Line	Call Waiting ID
Unlimited Extended Area Service	Caller ID with Name
Call Waiting/Cancel Call Waiting	

Feature Package

3 Way Calling	
*66 Busy Number Redial	Speed Call 8 <sup>(1)</sup> or Speed Call 30
*69 Call Return	Distinctive Ring
Anonymous Call Rejection	Call Waiting
Call Forward Variable or Fixed	Call Forward Busy
Selective Call Forward	Selective Call Rejection
Selective Call Acceptance	Priority Call

CONDITIONS

- A1 The bundle is available only where facilities and operating systems are available and technically feasible.
- A2 The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- A3 When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually tariffed rates.
- A4 Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.

<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER DIGITAL PHONE ESSENTIALS** (Continued) – Grandfathered as of January 1, 2025 (C)

CONDITIONS

- A5 Customers may add or delete any features offered in the bundle without a service order charge.
- A6 No discounts will be given to subscribers that do not use all the features or have some features turned off.
- A7 The bundle is offered on a month-to-month basis.
- A8 The bundle will appear as a single line item on the bill.
- A9 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- A10 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- A11 Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- A12 Stay Connected Seasonal Offering <sup>1</sup> allows the customer to suspend the Frontier Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
- B1 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.
- B2 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.
- B3 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.
- B4 Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 8, 2020.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER DIGITAL PHONE ESSENTIALS** (Continued) – Grandfathered as of January 1, 2025 (C)

CONDITIONS (Continued)

A12 (Continued)

- B5 The cost of the service includes the Subscriber Line Charge.
- B6 This service does not change any other terms and conditions of the product.
- B7 Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
- B8 The Federal Subscriber Line Charge is included in the monthly rate.
- B9 All applicable taxes and surcharges apply.

RATES

- A1 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.
- A2 Nonrecurring Service Order Charges as specified in Tariff Schedule A-5 do not apply.
- A3 Frontier Digital Phone Essentials bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials	\$21.99
Feature Package	\$2.99
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 8, 2020.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER DIGITAL PHONE UNLIMITED** – Grandfathered as of January 1, 2025

(C)

GENERAL

- A1 The Frontier Digital Phone Unlimited Service is a bundle offering available to residential customers. The bundle includes one Basic Flat Rate Residential One-Party 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

Basic Flat Rate Access Line	Call Waiting ID
Unlimited Extended Area Service	Speed Call 8 <sup>(1)</sup>
*66 Busy Number Redial	*69 Call Return
Caller ID with Name	

Feature Package

Call Waiting	3 Way Calling
Distinctive Ring	Speed Call 30
Priority Ring	Anonymous Call Rejection
Call Forward Busy	Call Forward Variable or Fixed
Selective Call Rejection	Selective Call Acceptance
Selective Call Forward	

CONDITIONS

- A1 The bundle is available only where facilities and operating systems are available and technically feasible.
- A2 The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- A3 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.
- A4 Customers may add or delete any features offered in the bundle without a service order charge.

<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

## SCHEDULE NO. A-3

## BUNDLED SERVICES (Continued)

**FRONTIER DIGITAL PHONE UNLIMITED** (Continued) – Grandfathered as of January 1, 2025 (C)

## CONDITIONS (Continued)

- A5 No discounts will be given to subscribers that do not use all the features or have some features turned off.
- A6 The bundle is offered on a month-to-month.
- A7 The bundle will appear as a single line item on the bill.
- A8 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- A9 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- A10 Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- A11 Stay Connected Seasonal Offering <sup>1</sup> allows the customer to suspend the Digital Phone Unlimited while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
- B1 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.
- B2 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.
- B3 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.
- B4 Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- B5 The cost of the service includes the Subscriber Line Charge.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 8, 2020.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER DIGITAL PHONE UNLIMITED** (Continued) – Grandfathered as of January 1, 2025 (C)

CONDITIONS (Continued)

A11 (Continued)

- B6 This service does not change any other terms and conditions of the product.
- B7 Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
- B8 The Federal Subscriber Line Charge is included in the monthly rate.
- B9 All applicable taxes and surcharges apply.

RATES

- A1 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.
- A2 Nonrecurring Service Order Charges as specified in Tariff Schedule A-5 do not apply.
- A3 Frontier Digital Phone Unlimited bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited	\$31.99
Feature Package	\$2.99
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 8, 2020.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER DIGITAL PHONE UNLIMITED PLUS** – Grandfathered as of January 1, 2025

(C)

GENERAL

- A1 The Frontier Digital Phone Unlimited Plus Service is a bundle offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, 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

Two Flat Rate Access Lines	Call Waiting/Cancel Call Waiting
Unlimited Extended Area Service	Call Waiting ID
*66 Busy Number Redial	Speed Call 8 <sup>(1)</sup>
Caller ID with Name	*69 Call Return

Feature Package

Call Waiting	3 Way Calling
Anonymous Call Rejection	Distinctive Ring
Call Forward Busy	Priority Ring
Selective Call Forward	Call Forward Variable or Fixed
Selective Call Acceptance	Selective Call Rejection

CONDITIONS

- A1 The bundle is available only where facilities and operating systems are available and technically feasible.
- A2 The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- A3 When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually tariffed rates.
- A4 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.

<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.



SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER DIGITAL PHONE UNLIMITED PLUS** (Continued) – Grandfathered as of January 1, 2025 (C)

CONDITIONS (Continued)

- A5 Customers may add or delete any features offered in the bundle without a service order charge.
- A6 No discounts will be given to subscribers that do not use all the features or have some features turned off.
- A7 The bundle is offered on a month-to-month basis.
- A8 The bundle will appear as a single line item on the bill.
- A9 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- A10 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- A11 Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- A12 Stay Connected Seasonal Offering <sup>1</sup> allows the customer to suspend the Digital Phone Unlimited Plus Leader while they are away, a minimum of one month and up to nine months for a reduced rate.
- B1 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.
- B2 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.
- B3 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.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 8, 2020.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

**FRONTIER DIGITAL PHONE UNLIMITED PLUS** (Continued) – Grandfathered as of January 1, 2025 (C)

CONDITIONS (Continued)

A12 (Continued)

- B4 Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- B5 The cost of the service includes the Subscriber Line Charge.
- B6 This service does not change any other terms and conditions of the product.
- B7 Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
- B8 The Federal Subscriber Line Charge is included in the monthly rate.
- B9 All applicable taxes and surcharges apply.

RATES

- A1 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.
- A2 Nonrecurring Service Order Charges as specified in Tariff Schedule A-5 do not apply.
- A3 Frontier Digital Phone Unlimited Plus bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus	\$31.99
Feature Package	\$2.99
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 8, 2020.

SCHEDULE NO. A-4

PROMOTIONAL OFFERINGS

LIST OF EFFECTIVE SHEETS

Sheets 1 through 2 of this schedule is effective as of the date shown on this sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	Original
2	Original

SCHEDULE NO. A-4  
PROMOTIONAL OFFERINGS (continued)

Statewide promotional offering to waive service ordering and any other applicable connection charges.

SCHEDULE NO. A-5

SERVICE CHARGES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 7 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
<b>1</b>	<b>6<sup>th</sup> Revised</b>
<b>2</b>	<b>3<sup>rd</sup> Revised</b>
<b>3</b>	<b>2<sup>nd</sup> Revised</b>
<b>4</b>	<b>1<sup>st</sup> Revised</b>
5	Original
6	Original
7	3 <sup>rd</sup> Revised

SCHEDULE NO. A-5

SERVICE CHARGES (continued)

APPLICABILITY

Applicable to the provision of new and additional services for residential and business customers.

TERRITORY

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

SERVICE CHARGES		Nonrecurring <u>Charge</u>	(D)
A1	Service Order Charge - Initial, each new or additional network access line	\$30.00	(T)
A2	Service Order Charge - Subsequent <sup>1</sup>	10.00	
A3	Reconnect Charge <sup>2</sup>	30.00	
A4	Directory Listing changes or additions	4.50	(D)
A5	Insufficient check charge for each check processed for insufficient funds as set forth in Rule No. 3	Service Order Charge - Subsequent will apply	(D) (T)

<sup>1</sup> See Condition A2 B3.

<sup>2</sup> See Condition A2 B2.

(T)  
(T)

SCHEDULE NO. A-5

SERVICE CHARGES (continued)

CONDITIONS

- A1 Charges shown preceding are applicable to all installations, moves and changes of services and facilities of the utility, unless otherwise specified in the tariff. These charges may also apply to customer requested repairs of customer premises equipment. (T)
- A2 Application of Service Charges: (T)
- B1 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.
- B2 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.
- B3 Reconnect Charge
- The non-pay reconnect charge applies where a customer re-establishes service on the same premises, with no changes in service after being disconnected for non-payment of a bill. This charge replaces the listed service charges and includes all services which were previously connected. If the customer does not take action to re-establish service within two weeks of the non-pay disconnect, the appropriate Service Charges will apply thereafter. (T)
- B4 Directory Listing changes or additions (N)
- Directory Listing changes or additions charges are for changes or additions to directory listings. (T)
- B5 Time and Material Charges (T)
- Time and Material Charges will be applied on a nonregulated basis. See Conditions A5.B7 following. (T)

SCHEDULE NO. A-5

SERVICE CHARGES (continued)

CONDITIONS (continued)

- A3 Service Charges do not apply as follows: (T)
- B1 When a move or change is initiated by the utility.
  - B2 To the disconnection of a service line.
  - B3 To a change in grade of service.
  - B4 To the reestablishment of service after the destruction or partial destruction of the customer's premises by means beyond the control of the customer.
  - B5 When the service is assumed by a receiver or trustee, executor, or administrator of an estate.
  - B6 When the customer's name has been changed by marriage or court order.
  - B7 When a change in billing address is required.
  - B8 To existing customers subscribing to touch call and/or custom calling services. This offer is limited to a sixty (60) day promotional period, specified by the utility, as central offices are equipped to provide these services.)
- A4 Installment Billing (T)
- B1 Residential customers may select an installment billing option. This option provides for billing one-time charges in three (3) equal monthly installments.
  - B2 Installment Billing provides for billing charges in monthly installments where a customer desires the optional payments. The monthly installments normally begin with the first bill rendered after completion of the work involved. (T)
  - B3 The optional payment plan will not be applicable to subsequent additions or changes of equipment or services at customer's premises already receiving local exchange service from the utility.
  - B4 In the event service is discontinued prior to payment of all amounts due under the provisions of the installment payment plan, the outstanding balance will become due and payable in full upon demand of the utility.



SCHEDULE NO. A-5

SERVICE CHARGES (continued)

CONDITIONS (continued)

A5 Inside wire

- B1 Customer premises inside wire is defined as that wire including connectors, blocks and jacks within a customer's premises that extends between the termination of the exchange access line and those standard jack locations within the customer's premises to which terminal equipment can be connected for access to the exchange access line.
- B2 Customer premises inside wire and standard jacks associated with network services will be provided and maintained by the customer.
- B3 Customer premises inside wire must be installed by the customer or his agent in accordance with the technical standards furnished to the Public Service Commission of Utah by the utility.
- B4 The rates and charges for the Network Access Line do not include utility maintenance of customer premises inside wire.
- B5 The utility will not pay the customer nor provide a credit to the customer for the use of customer-provided inside wire.
- B6 The customer is responsible for correcting any service difficulty arising from inside wire upon notice from the utility that such wire is causing the difficulty.
- B7 In those instances where the utility makes a repair visit to the customer's premises and the service difficulty or trouble results from inside wire that is not installed in accordance with the technical standards for such wire, the customer will be charged time and material charges on a nonregulated basis for the visit to the customer's premises.

SCHEDULE NO. A-5

SERVICE CHARGES (continued)

CONDITIONS (continued)

A5 Inside wire (continued)

- B8 The utility will make the technical standards and installation guidelines for customer provision of inside wire available for customers at designated locations.
- B9 Where any inside wire or associated standard jack has been installed in violation of the utility-provided technical standards, the utility will promptly notify the customer of the violation and will take such immediate action, including the temporary disconnection of service, as is necessary for the protection of the telecommunications network and/or utility employees.
- B10 The customer shall discontinue use of the customer-provided inside wire and/or associated jacks or correct the violation and notify the utility in writing within 10 days after receipt of utility notice of violation that the violation has been corrected.
- B11 Failure of the customer to discontinue such use or to correct the violation will result in the complete disconnection of the customer's service until such time as the customer complies with the provisions of the technical standards and this tariff.
- B12 A credit allowance does not apply for out-of-service time due to complete disconnection as a result of such violation.

SCHEDULE NO. A-5

SERVICE CHARGES (continued)

CONDITIONS (continued)

A6 Lifeline telephone service

- B1 Lifeline customers will receive a waiver of the nonrecurring charges for changing the type of local exchange usage service to Lifeline service, or changing from flat rate service to message rate service, or vice versa, but only one such waiver shall be allowed during any 12-month period. (C)  
|  
(C)  
(D)  
(D)

SCHEDULE NO. A-6

DIRECTORY LISTINGS

LIST OF EFFECTIVE SHEETS

Sheets 1 through 8 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
<b>1</b>	<b>2<sup>nd</sup> Revised</b>
<b>2</b>	<b>1<sup>st</sup> Revised</b>
<b>3</b>	<b>2<sup>nd</sup> Revised</b>
4	Original
5	Original
6	1 <sup>st</sup> Revised
7	1 <sup>st</sup> Revised
8	1 <sup>st</sup> Revised

SCHEDULE NO. A-6

DIRECTORY LISTINGS (continued)

APPLICABILITY

Applicable to listings in the alphabetical section of the telephone directory.

TERRITORY

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

RATES		Monthly Rate *	(D)
A1	Primary service listings		(D)
	B1 Each network access line service	No Charge	
A2	Additional listings and lines of information		
	B1 Each business listing	\$1.95	(D)
	B2 Each residence listing	1.35	
	B3 Each dual listing - residence	1.35	
	B4 Each listing of guests or residents at a hotel or motel	1.35	
	B5 Each alternate listing, reference to another service of the customer or to another customer	1.35	(D)

\* In addition to applicable service charges in Schedule No. A-5.

Issued: September 28, 2016

Issued By:  
Steve Crosby  
Senior Vice President  
Regulatory Affairs

Effective: October 31, 2016

Advice letter No. UT-16-01

SCHEDULE NO. A-6

DIRECTORY LISTINGS (continued)

RATES (continued)		Monthly <u>Rate</u> <sup>1</sup>	(T)
A2	Additional Listings and Lines of Information <sup>1</sup> (continued)		
B6	Each Cross-Reference Listing		
C1	Business	\$1.95	(T)
C2	Residence	1.35	
B7	Each Line of Information in addition to a Listing	1.35	(T)
B8	Each Listing in the Local Directory of a Foreign Primary Service		
C1	Business	1.35	(T)
C2	Residence	1.35	
B9	Non-Listing	.50	
A3	Each Nonpublished Telephone Number <sup>1</sup>	1.35	(T)
A4	Each Personalized Telephone Number (PTN) <sup>2</sup>		(T)
B1	Business	3.50	
B2	Residence	1.50	

<sup>1</sup> In addition to applicable Service Charges in Schedule No. A-5.

<sup>2</sup> See Schedule No. A-5, A2 Service Order Charge - Subsequent.

SCHEDULE NO. A-6

DIRECTORY LISTINGS (continued)

CONDITIONS

- A1 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.
- A2 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 that 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.

SCHEDULE NO. A-6

DIRECTORY LISTINGS (continued)

CONDITIONS (continued)

- A3 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 telephones not located in the same premises as the primary telephone may show the address at which the telephone 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.
- A4 Residence listings consist of a name or names, an abbreviation indicating "residence," the address of the premises at which service is furnished, and the telephone number.
- A5 Residence primary listings may contain an additional name in the case of (1) two adults who share a common surname and live at the same address, (2) women whose husbands are deceased, and (3) persons known by more than one name, provided that the surname is the same.
- A6 Residence listings may be those of the customer or members of the customer's domestic establishment residing in the premises in which the customer's service is provided.
- A7 Residence listings of professional customers may indicate the same designation or title or profession as their business service listings. When professional customers are not customers to business service, the listing may include designation of title. Residence listings of clergymen, professors, military, or naval officers may, for the purpose of identification, include designation of title.



SCHEDULE NO. A-6

DIRECTORY LISTINGS (continued)

CONDITIONS (continued)

- A8 The charge 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 customer's premises or subscribes for service of the same class as furnished the customer or unless the customer's service is discontinued, or in the case of guest listing, the listed party becomes a customer to residence service in his own name in the same exchange.
- A9 All applications for reference listings to the service of another customer shall be signed by both customers who are parties to the arrangement or by their authorized agents. The charge for listings referring to the service of another customer 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 upon the written order of either of the customers concerned or his authorized agent.
- A10 Duplicate and cross reference listings
- B1 Duplicate listings, i.e., listings of nicknames, abbreviated names, names which are commonly spelled in more than one way, and rearrangements of names, are permitted when, in the opinion of the utility, they are necessary for the proper identification of the customer, and are not desired to secure a preferential position in the directory or for advertising purposes. Applicable rates are provided under Rates A2 above.
- A11 All applications for additional listings and lines of information shall be made by the customer or authorized agent.
- A12 Telephone numbers of public telephones will not be listed in the telephone directory.
- A13 The utility is liable for errors or omissions in the listings of its customers in the telephone directory in the amount not in excess of the charge for that exchange service during the effective life of the directory in which the error or omission is made.
- A14 Non-Listing service is a listing that is available in directory assistance but not printed in the telephone directory. (N)  
(N)

Issued: March 19, 2014

Issued By:  
Jack Phillips  
Director

Effective: April 19, 2014

Advice letter No. UT-14-02

Government & Regulatory Affairs

SCHEDULE NO. A-6

DIRECTORY LISTINGS (continued)

CONDITIONS (continued)

A15 Nonpublished numbers

(T)

- B1 The utility will take reasonable precautions not to publish the telephone number of customer subscribing to nonpublished telephone number service in any of its publicly distributed directories.
- B2 The utility will not disclose the telephone number of customers subscribing to nonpublished telephone number service to any person except the following:
  - C1 When required by duly authorized representatives of law enforcement agencies.
  - C2 To its own employees for use in compiling service records and billing information.
  - C3 To authorized public safety agencies where calls are placed to the emergency number 911.
  - C4 To other telephone subscribers who are billed for calls placed to or from nonpublished numbers.
  - C5 Under certain circumstances, either due to services offered or to technical parameters within the network, telephone numbers may be forwarded over the network and displayed to the called party. In that event, providers of these services will be required to sign a nondisclosure agreement with the utility that will limit the use of this telephone number information to the routing, processing, or billing of the call or transaction.
- B3 The subscriber releases and holds harmless the utility from any and all loss, claims, demands, suits, or other action or any liability, whether suffered, made, instituted or asserted by the subscriber or by any other party or person, caused or claimed to have been caused directly or indirectly by the publication of such number or the disclosing or nondisclosure of said number to any person.

Issued: March 19, 2014

Issued By:  
Jack Phillips  
Director

Effective: April 19, 2014

Advice letter No. UT-14-02

Government & Regulatory Affairs

SCHEDULE NO. A-6

DIRECTORY LISTINGS (continued)

CONDITIONS (continued)

A16 Personalized Telephone Number Service (T)

- B1 Personalized Telephone Number Service (PTN) provides the customer with a telephone number that the customer specifically requested.
- B2 The customer has no property right in the telephone number nor any right to continuance of service through any particular central office, and the utility may change the telephone number or central office designation of a customer whenever it considers it necessary in the conduct of its business.
- B3 If the utility finds it necessary to change the PTN customer's telephone number, the PTN customer will be granted a refund of the service charge.
- B4 All customer requested telephone numbers are subject to availability, and provided at the discretion of the utility.
- B5 PTN will not be offered to business (800) service.
- B6 All personalized telephone numbers will appear as a numeric listing in the telephone directory.

SCHEDULE NO. A-7

CUSTOMIZED LOCAL AREA SIGNALLING SERVICE (CLASS)

LIST OF EFFECTIVE SHEETS

Sheets 1 through 10 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
<b>1</b>	<b>7<sup>th</sup> Revised</b>
2	Original
3	4 <sup>th</sup> Revised
4	3 <sup>rd</sup> Revised
5	3 <sup>rd</sup> Revised
6	3 <sup>rd</sup> Revised
7	3 <sup>rd</sup> Revised
8	4 <sup>th</sup> Revised
9	4 <sup>th</sup> Revised
<b>10</b>	<b>1<sup>st</sup> Revised</b>

SCHEDULE NO. A-7

CUSTOMIZED LOCAL AREA SIGNALLING SERVICE (CLASS)

CONDITIONS

- A1 Customized Local Area Signalling Service (CLASS) is a group of advanced services offered to single line residential and single line business customers.
- A2 The service is subject to available facilities and limited to central offices specifically equipped to provide such service. Customized Local Area Signalling Service features are applicable only to local calls placed to/from compatible central offices within the same local calling area offering the service.
- A3 Operator assisted calls are designed to override the feature calls for emergency purposes.
- A4 Coin phones will not be enabled with Customized Local Area Signalling Service features, just as they are not enabled with Custom Calling Services. They will operate with the Customized Local Area Signalling Service system, however, and interaction with all the features will be permitted.

SCHEDULE NO. A-7

CUSTOMIZED LOCAL AREA SIGNALLING SERVICE (CLASS)

CONDITIONS (Continued)

- A5 Thirty (30) Day Money Back Guarantee - If the customer notifies the Company of dissatisfaction with the service(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service.

The Thirty-Day Money Back Guarantee will apply to the following Services:

- B1 Anonymous Call Rejection
- B2 \*69 Call Return
- B3 Caller ID
- B4 Caller ID with Name
- B5 Caller ID Blocking - per call
- B6 Caller ID Blocking - per line
- B7 Call Trace Service (T)
- B8 Call Waiting ID
- B9 Priority Call (T)
- B10 \*66 Busy Number Redial (T)
- B11 Selective Call Acceptance
- B12 Selective Call Forward (T)
- B13 Selective Call Rejection
- B14 CLASS Value PAK
- B15 CNAM Value Pak

- A6 The Utility does not assure the delivery or non-delivery of calling numbers or the accuracy or completeness in the name, number or other information delivered to the customer in conjunction with Caller ID and \*69 Call Return services and other similar services identified in this tariff. Some calls may not display name and/or number information and/or \*69 Call Return may not be available for some calls, including but not limited to, those calls from callers who block their information, calls from or routed through certain Utility and/or third party equipment or networks, and calls from certain types of customer provided equipment. The Utility is not liable to the customer or any party for any error, omission, incomplete call or mistake associated with Caller ID and \*69 Call Return or other similar services identified in this tariff. (T)

SCHEDULE NO. A-7

CUSTOMIZED LOCAL AREA SIGNALLING SERVICE (CLASS)

DESCRIPTION

- A1      Anonymous Call Rejection (ACR) - Customers who do not wish to receive calls from callers that withhold their telephone number and name or other identifying information through per line or per call blocking can reject anonymous calls. Upon dialing a specific code, Caller ID Plus 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 Plus Name only. A call can be completed to a Caller ID Plus 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)
- A2      \*69 Call Return - This feature enables a customer to place a call to the telephone number associated with the most recent call received whether or not the call was answered or the number is known. The customer can dial a code to request that the network place the call. If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*69. The user can press \*89 to deactivate this feature.
- The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature. (T)

SCHEDULE NO. A-7

CUSTOMIZED LOCAL AREA SIGNALLING SERVICE (CLASS)

DESCRIPTION (Continued)

- |    |   |        |
|----|---|--------|
| A3 | <u>Caller ID Number Only</u> - 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.  | (T)    |
| A4 | <u>Caller ID with Name</u> - 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. |        |
| A5 | <u>Reserved For Future Use</u>  | (T)(D) |
|    |   | (D)    |



SCHEDULE NO. A-7

CUSTOMIZED LOCAL AREA SIGNALLING SERVICE (CLASS)

DESCRIPTION (Continued)

- |    |   |        |
|----|---|--------|
| A6 | <p><u>Call Trace</u> - Allows a customer to automatically activate 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 trace record will provide only the incoming telephone number and no way identifies the person(s) actually placing the call(s). The customer acknowledges their understanding that under no circumstances will trace results be provided directly to the customer. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.</p> <p>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.</p> | (T)    |
| A7 | <p><u>Call Waiting ID</u> - This feature allows a customer to control the treatment applied to incoming calls while the customer is off-hook on a call. It notifies the customer of an incoming call with the Call Waiting tone. The customer must subscribe to a Call ID feature and Call Forward Don't Answer feature to use this feature.</p>  | (L)    |
| A8 | <p><u>Priority Call</u> - 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.</p>   | (T)(L) |

(L) Material relocated from Sheet 7.

(N)

SCHEDULE NO. A-7

CUSTOMIZED LOCAL AREA SIGNALLING SERVICE (CLASS)

DESCRIPTION (Continued)

- |     |   |        |
|-----|---|--------|
| A9  | <p><u>*66 Busy Number Redial</u> - 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.</p> <p>Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.</p> | (T)    |
| A10 | <p><u>Selective Call Acceptance</u> - 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.</p>   | (L)    |
| A11 | <p><u>Selective Call Forward</u> - 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.</p>   | (T)(L) |

(L) Material relocated from Sheet 8.

(N)

SCHEDULE NO. A-7

CUSTOMIZED LOCAL AREA SIGNALLING SERVICE (CLASS)

DESCRIPTION (Continued)

- A12      Selective Call Rejection - Allows a customer to reject call attempts from up to 15 telephone numbers. To use this service, the customer preprograms telephone numbers of calling parties they wish to reject. Any call attempts to the customer's telephone from these specified numbers will be prevented from being completed to that customer. The calling party will get a recording advising the caller that the called party is not receiving calls. The customer can also add an "unknown" caller to the Selective Call Rejection list by activating the feature immediately after receiving an unwanted call. Selective Call Rejection is activated by dialing "\*60" for "1160" form a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement. (T)
- A13      Multiple Simultaneous Call Forward - provides a business customer with the capability to specify the number of calling paths that will be forwarded from one subscriber line to another telephone number. The feature is offered where facilities permit and at no time will this service take precedent over the requirement for these facilities to provide a customer with telephone service. Multiple Simultaneous Call Forward is restricted to voice use only. The feature is available only as an enhancement to one or more of the following features: Call Forwarding, Call Forwarding Busy and Call Forward No answer. Multiple Simultaneous Call Forward is limited to ten (10) call forwarding paths per telephone number. It can be used with any of the following services: B1, PBX, Centrex and ISDN BRI. (T)

SCHEDULE NO. A-7

CUSTOMIZED LOCAL AREA SIGNALLING SERVICE (CLASS)

RATES

A1 The following charges are for the features only and are in addition to applicable charges for service. Service Charges apply as set forth in Schedule A-5 of this tariff, except as shown herein.

	Monthly Rate <i>per line</i>		Usage Rate <i>per call</i>		
	Residence	Business	Residence	Business	
Anonymous Call Block/Rejection	\$3.50	\$4.00			(T)
*69 Call Return	\$3.50	\$4.00	\$0.75 <sup>(1)</sup>	\$0.75 <sup>(2)</sup>	(T)
Caller ID	\$5.50	\$7.50			
Caller ID with Name	\$6.50	\$8.50			
Caller ID Number Only	\$5.50	\$7.50			(T)
Call Trace	\$4.00	\$5.00	\$0.75	\$0.75	(T)
Call Waiting ID	\$0.50	\$0.50	\$0.00	\$0.00	
Priority Call	\$3.50	\$4.00			(T)
*66 Busy Number Redial	\$3.50	\$4.00	\$0.75 <sup>(1)</sup>	\$0.75 <sup>(2)</sup>	(T)
Selective Call Acceptance	\$3.50	\$4.00			
Selective Call Forward	\$3.50	\$4.00			(T)
Selective Call Rejection	\$3.50	\$4.00			
Multiple Simultaneous Call Forward		\$11.00			
<b>CLASS Value PAK</b> - Call Return, Caller ID, Anonymous Call Rejection	\$9.95	\$11.95			
<b>CNAM Value PAK</b> - Call Return, Caller ID with Name, Anonymous Call Rejection	\$10.95	\$12.95			

- (1) The maximum monthly pay per use charge is \$6.00 for residential customers, regardless of the number of times the service is activated within a month.
- (2) The maximum monthly pay per use charge is \$7.50 for business customers, regardless of the number of times the service is activated within a month.

SCHEDULE NO. A-7

CUSTOMIZED LOCAL AREA SIGNALLING SERVICE (CLASS)

RATES (Continued)

- |    |   |                 |
|----|---|-----------------|
| A2 | Services Charges are not applicable when Customized Local Area Signaling Service features are provided at the same time as the business or residence individual line service is established.  | (T)             |
| A3 | When features are added or rearranged on an existing line, the Service Order Charge – Subsequent as specified in Schedule No. A-5 will apply. (Note: the Service Charge as specified in Schedule No. A-5 does not apply when features are added or rearranged). | (T)<br> <br>(T) |

SCHEDULE NO. A-8

MISCELLANEOUS SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 6 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
<b>1</b>	<b>8<sup>th</sup> Revised</b>
2	4 <sup>th</sup> Revised
3	1 <sup>st</sup> Revised
<b>4</b>	<b>4<sup>th</sup> Revised</b>
4.1	Original
5	3 <sup>rd</sup> Revised
6	1 <sup>st</sup> Revised

SCHEDULE NO. A-8

MISCELLANEOUS SERVICE (continued)

(T)

A1 Additional Billing Copy Service (ABCS)

(T)

B1 APPLICABILITY

Applicable to Additional Bill Copy Service furnished in connection with business and residence services as provided in Schedule No. A-1.

(T)

(D)

|

(D)

B2 CONDITIONS

C1 No more than three additional copies will be provided at the above rate.

(L)(T)

C2 The above charge is applicable each time a request is made for this service.

C3 No charge applies to replace bill copies not received.

C4 The utility will provide machine generated copies of the customer's bill on a monthly basis if requested with the initial service. If additional copies are requested on a monthly basis after the initial service, a customer request charge will apply.

(T)

(L)

B3 RATES AND CHARGES

Rate

(T)

One to three copies per account, only  
each request charge per account

\$2.50

(T)

(L)

(L)

(L) Additional Bill Copy Service CONDITIONS relocated from Sheet No. 3.

(N)

(L) Number Reservation Service RATES AND CHARGES relocated to Sheet No. 3.

|

(L) Electronic Bill Presentment and Payment, (EBPP) RATES AND CHARGES relocated to Sheet No. 4.

(N)

SCHEDULE NO. A-8

MISCELLANEOUS SERVICE (continued)

A2 Number Reservation Service

B1 APPLICABILITY

Applicable to Additional Bill Copy Service furnished in connection with business and residence services as provided in Schedule No. A-1.

B2 CONDITIONS

C1 Number Reservation Service is provided to reserve exchange telephone number(s) for a period not to exceed nine months.

C2 When the subscriber applies for Number Reservation Service, he shall specify the period of the reservation, and all nonrecurring charges and monthly rates for that period are to be paid at the time application is made.

C3 The subscriber may request that the reservation period be extended beyond what he specified before the reservation became effective. The request for such an extension of the reservation period shall be treated as a new application for this service (except that the maximum of the reservation period shall continue to be measured from the date the reservation originally became effective), and all nonrecurring charges and monthly rates for the period of the extension are to be paid at the time the request for the extension is made.

C4 When a telephone number is reserved, the telephone number and associated listing(s) will appear in the next regularly published directory, if the applicant so requests.

C5 No subscriber may reserve the same number for more than nine months, regardless of whether or not the nine months are consecutive.

C6 The charges specified in this Schedule shall not apply to the reservation of a telephone number that is part of an application for the establishment or re-establishment of service, to be accomplished within thirty days of the date on which the application is made. The monthly rates specified shall apply to each calendar month, or portion thereof, during which the service is furnished.

B3 RATES AND CHARGES

Monthly Rate

Each telephone number reserved

\$3.50 <sup>1</sup>

<sup>1</sup> In addition to the Service Order Charge – Subsequent as shown in Schedule No. A-5.

(L) Additional Bill Copy Service CONDITIONS relocated to Sheet No. 2.

(L) Number Reservation Service RATES AND CHARGES relocated from Sheet No. 2.



SCHEDULE NO. A-8

MISCELLANEOUS SERVICE (continued)

A2.1 Vacation Get Away Service

B1 GENERAL

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

B2 CONDITIONS

- C1 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.
- C2 No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls.
- C3 Vacation Get Away Service will not be made available for periods of less than two (2) months.
- C4 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.
- C5 During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.
- C6 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 service order confirmation will be sent to the customer at the time of restoral. (C)
- (D)
- (D)
- (D)
- C8 Vacation Get Away Service will be available where technically feasible.
- C9 Charges for Vacation Get Away Service will be a monthly recurring fee. (C)

B3 RATES AND CHARGES

	<u>Monthly Recurring Charge</u>	(C)
Vacation Get Away Service	\$5.00	(R)

SCHEDULE NO. A-8

MISCELLANEOUS SERVICE (continued)

A3 Convenience Fee

(L)

B1 GENERAL

C1 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.

C2 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.

B2 RATES AND CHARGES

Nonrecurring Charge

Convenience Fee, per occurrence \$4.50

(L)

(L) Convenience Fee relocated from Sheet No. 4.

(N)

SCHEDULE NO. A-8

MISCELLANEOUS SERVICE (continued)

A4 Electronic Bill Presentment and Payment (EBPP)

B1 GENERAL

Frontier Online Bill Payment program is an optional service that allows residential and business 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 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. There is no charge for EBPP unless the customer decides to continue receiving paper bill copies. Customers utilizing EBPP and receiving paper bill copies will be assessed the monthly recurring charge found in Schedule A-8, Sheet No. 2. Customers may discontinue using EBPP at any time without charge.

B2 CONDITIONS

C1 The EBPP is an optional Service.

C2 The Company will send an electronic notification to the customer's designated email address when the bill is available on-line.

C3 EBPP is available where technically feasible.

C4 Service Charges as specified in Schedule No. A-5 do not apply to this service.

C5 Bill inserts will be provided separately either electronically or via U.S. Mail service.

B3 RATES AND CHARGES

Monthly Rate

Rate for both a paper copy and an electronic bill copy \$2.00

(L) RATES AND CHARGES relocated from Sheet No. 2.

SCHEDULE NO. A-8

MISCELLANEOUS SERVICE (continued) (T)

A5 BUSINESS TRAFFIC STUDY SERVICE (T)

B1 APPLICABILITY

Applicable to business customers requesting Business Traffic Study Service.

B2 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.

B3 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.

B4 RATES AND CHARGES (T)

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
---	---------

B5 CONDITIONS

C1 At the customer's request traffic studies will be performed on access lines, trunk groups or hunt groups that are provided by the Company.

C2 A separate traffic study report is required for each access line, hunt line, or trunk group.

C3 Business Traffic Study Service is available to business customers and only where technically feasible.

C4 Traffic study detail requested by the customer will be limited to calls that originate or terminate on the Company's network.

C5 Studies will not be performed on toll-free or pay-per-call type telephone numbers.

C6 Studies are done in 7-day intervals.

C7 Types of studies include (but are not limited to):

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

SCHEDULE NO. A-9

CITIZENS CENTREX DIGITAL SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 22 of this schedule are effective as of the date shown below.

<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>
1	<b>5<sup>th</sup> Revised</b>	14	1st Revised
2	2 <sup>nd</sup> Revised	15	1st Revised
3	1 <sup>st</sup> Revised	16	Original
4	2 <sup>nd</sup> Revised	17	Original
5	3 <sup>rd</sup> Revised	18	Original
6	<b>3<sup>rd</sup> Revised</b>	19	1st Revised
7	Original	<b>20</b>	<b>1<sup>st</sup> Revised</b>
8	1st Revised	21	Original
9	1st Revised	22	Original
10	1st Revised		
11	1st Revised		
12	1st Revised		
13	Original		

Issued: July 8, 2020

Advice letter No. UT-20-02

Issued By:  
Allison Ellis  
Senior Vice President  
Regulatory Affairs

Effective: August 10, 2020

SCHEDULE NO. A-9

CITIZENS CENTREX DIGITAL SERVICE

APPLICABILITY

Citizens Centrex Digital Service (CCDS), a central office based touchtone service provided from the telephone company's suitably equipped digital central office facilities. This is a central office service which is an alternative to customer PBX, multifunction function system, and key telephone systems. This service can also be used to enhance existing key telephone systems.

CCDS consists of access lines with touchtone service and optional features packages plus an assortment of optional features. The service does not include any customer premises equipment. Access lines are priced subject to the utility's local exchange tariff. Touchtone service is included at no additional monthly rate.

The central office 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. An access line is required for each station at the customer location.

Not all digital offices can provide all of the Centrex features.

RATES

A1 Business access line rates are in Schedule No. A-1, Network Access Line Service. For enhancement of KTS service KBL rates apply. Touchtone service is included at no additional monthly rate.

A2 Intragroup line rates are applicable to all restricted access lines in a business group service arrangement.

Intragroup calling services, each intragroup line.

<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	(D)
*	\$15.00	(D)

\* See Rates, Schedule No. A-5.

SCHEDULE NO. A-9

CITIZENS CENTREX DIGITAL SERVICE (continued)

RATES (continued)

A3 Installation and/or change charges as set forth in Schedule No. A-5, Service Charges, are applicable to access lines. All feature and service rates listed below are per line, per month.

A4 Standard CCDS Feature Packages

Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>	(D) (D)
-------------------------------	------------------------	------------

B1 CCDS III "Basic Business Group"

Per line	15.00*	3.50	(D)
----------	--------	------	-----

\* Applies only if added after initial access line installation.

SCHEDULE NO. A-9

CITIZENS CENTREX DIGITAL SERVICE (Continued)

RATES (Continued)

A4 Standard CCDS Features Packages (Continued)

B3 CCDS II/III Optional Features, per line

	Monthly Rate CCDS II MVP <u>Service#</u>	Monthly Rate CCDS III Basic <u>Bus. Group</u> <sup>1</sup>	(T)
Access Code Restriction	N/A	\$ .75	
Attendant Transfer	\$1.50	1.50	
Call Forward Busy	.75	.75	
Call Forward Busy - Incoming Only	.75	.75	
Call Forward Fixed	.75	.75	
Call Forward – Incoming Only	.75	.75	
Call Forward – Incoming Within Business Group Only	.75	.75	
Call Forward No Answer	.75	.75	
Call Forward No Answer – Incoming Only	.75	.75	
Call Forward Within Business Group Only	.75	.75	
Call Forward Busy/No Answer	.75	.75	
Call Hold	.75	.75	
Call Pickup	.75	.75	
Call Queuing With Ringback Tone	.75	.75	
Call Waiting	.75	.75	

<sup>1</sup> Service Order Charge – Subsequent in Schedule No. A-5 applies only if added after initial service installation. (T)



SCHEDULE NO. A-9

CITIZENS CENTREX DIGITAL SERVICE (Continued)

RATES (Continued)

A4 Standard CCDS Features Packages (Continued)

B3 CCDS II/III Optional Features, per line (Continued)

	Monthly Rate CCDS II MVP Service <sup>1</sup>	Monthly Rate CCDS III Basic Bus. Group <sup>1</sup>	(T)
Cancel Call Waiting	\$ .75	\$ .75	
Delay Announcement on Call Queuing	5.00	5.00	
Deny Originating Call	.75	.75	
Deny Terminating Call	.75	.75	
Direct Connect Service	.75	.75	
Directed Call Pickup	.75	.75	
Distinctive Call Waiting	.75	.75	
Distinctive Ring	.75	.75	
Do Not Disturb Basic	.75	.75	
Do Not Disturb Personal Identification Number (PIN)	.75	.75	
Fixed Night Answer	.75	.75	
Fully Restricted Line	N/A	.75	
Intercom Group (6 Station)	.75	N/A	
Intercom Group (30 Station)	.75	N/A	
Line Arranged for Electronic Business Set	1.50	1.50	
Make Set Busy	.75	.75	
Manual Line Service	.75	.75	
Multiline Hunt	1.50	1.50	
Outgoing Call Screening	.75	.75	
Page Access	.75	.75	
Semi Restricted Line	N/A	.75	
Shared Speed Call 30	N/A	5.00	
Special Intercept Announcements	N/A	5.00	
Speed Call 8 <sup>2</sup>	N/A	.75	(T)
Speed Call 30	N/A	5.00	
Stop Hunt	.75	.75	

<sup>1</sup> Service Order Charge – Subsequent in Schedule No. A-5 applies only if added after initial service installation. (T)

<sup>2</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (T)

SCHEDULE NO. A-9

CITIZENS CENTREX DIGITAL SERVICE

RATES (Continued)

A4 Standard CCDS Features Packages (Continued)

B3 CCDS II/III Optional Features, per line (Continued)

	Monthly Rate CCDS II MVP <u>Service</u> <sup>1</sup>	Monthly Rate CCDS III Basic <u>Bus. Group</u> <sup>1</sup>
System Speed Call 30	\$5.00	N/A
Tie Line Access	N/A	\$.75
Toll/Code Restriction (List of 8)	.75	.75
Uniform Call Distribution	.75	.75
Universal Night Answer	1.50	1.50
Voice/Data Protection	.75	.75
Wake Up/Reminder Service	.75	.75
WATS Access <sup>2</sup> - Grandfathered	.75	.75

(C)

<sup>1</sup> Service Order Charge – Subsequent in Schedule No. A-5 applies only if added after initial service installation.

<sup>2</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations.

(N)  
(N)

SCHEDULE NO. A-9

CITIZENS CENTREX DIGITAL SERVICE (continued)

RATES (continued)

A4 Standard CCDS Feature Package (continued)

B3 CCDS II/III Optional Features, per line (continued)

Notes:

- A. Call Waiting is not compatible with Multiline Hunting or Call Forward Busy.
- B. Call Forward Busy is not compatible with Call Waiting or Multiline Hunting.
- C. Call Hold conflicts with standard hookflash operation of Call Waiting, as it does not allow hookflash consultation hold. On call waiting calls, the caller must dial the call hold activation to pick up the waiting call.
- D. The Attendant Transfer feature will utilize from one to three LDNs (Listed Directory Numbers) which will be used to answer and transfer calls to the individual Centrex stations.
- E. Page Access requires a Business Group line, or a page access trunk.
- F. Speed Call 8 cannot be assigned to a line with Speed Call 30. Speed Call 8 can be assigned on a line with shared or System Speed Call 30 CCDS III.
- G. Speed Call 30 cannot be assigned to a line with Speed Call 8, shared, or System Speed Call 30.
- H. Manual line service requires a separate line circuit, and separate physical cable pair from the customer's premises.
- I. Tie line access will require tie trunks in the central office.

SCHEDULE NO. A-9

CITIZENS CENTREX DIGITAL SERVICE (continued)

DESCRIPTION OF SERVICE

A1 CCDS II MULTILINE VARIETY PAC (MVP)

CCDS II is available for multiline business customers where central office facilities are available. It consists of a standard package of features plus a choice of three (3) additional optional features.

B1 Standard Features

Basic Call Forward	(T)
Call Pick Up (Stromberg Switch Only)	
Call Transfer	
Direct Inward Dialing	
Direct Outward Dialing	
Intercom Dialing (IC6)	
Station Toll Billing	
3 Way Calling	(T)

B2 Optional Features (Choice of any three)

Call Forward Busy	(T)
Call Forward No Answer	(T)
Call Hold	
Call Pickup (Northern switch only)	
Call Waiting/Cancel Call Waiting	
Directed Call Pick Up (Stromberg switch only)	
Distinctive Call Waiting (Northern switch only)	
Distinctive Ring (Northern switch only)	(T)
Do Not Disturb - Basic (Stromberg switch only)	
Do Not Disturb - P.I.N. (Stromberg switch only)	
Make Set Busy (Stromberg switch only)	
Voice/Data Protection (Stromberg switch only)	

SCHEDULE NO. A-9

CITIZENS CENTREX DIGITAL SERVICE (continued)

DESCRIPTION OF SERVICE (Continued)

A2 CCDS III BASIC BUSINESS GROUP

CCDS III is available for business customers with two (2) or more lines where central office facilities are available. It consists of a standard package of features plus a choice of three (3) additional optional features.

B1 Standard Features

Basic Call Forward	Direct Outward Dialing	(T)
Call Pick up (Stromberg switch only)	Station Toll Billing	
Call Transfer	Station-to-Station Dial	
Direct Inward Dialing	3 Way Calling	(T)

B2 Optional Features (Choice of any three)

Call Forward Busy	(T)
Call Forward No Answer	
Call Forward Busy - Incoming Only (Stromberg switch only)	(T)
Call Forward Incoming Only (Stromberg switch only)	
Call Forward No Answer Incoming Only (Stromberg switch only)	
Call Forward Within A Group Only (Stromberg switch only)	
Call Hold	
Call Pickup (Northern switch only)	
Call Waiting/Cancel Call Waiting	(T)
Directed Call Pickup (Stromberg switch only)	
Distinctive Call Waiting (Northern switch only)	
Distinctive Ringing (Northern switch only)	
Do Not Disturb Basic (Stromberg switch only)	
Do Not Disturb - P.I.N. (Stromberg switch only)	
Fully Restricted Line (Stromberg switch only)	
Semi-Restricted Line (Stromberg switch only)	

SCHEDULE NO. A-9

CITIZENS CENTREX DIGITAL SERVICE (Continued)

DESCRIPTION OF SERVICE (Continued)

A3 Description of features

B1 Access Code Restriction

Provides restricted access to completing calls to specified sequences of numbers provided by the customer.

B2 Attendant Transfer

This feature allows all nondirect inward dialed calls to be directed to a listed directory number. Once answered, the incoming call can be transferred to the appropriate Business Group line. This centralized answering service can also be accessed from internal stations by dialing the access code designated for the attendant.

B3 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)

B4 Call Forward Busy - Incoming Only

Allows calls from outside the business group to be forwarded to a designated number when the station called is busy. This feature is available only to business group subscribers.

B5 Call Forward Fixed

A forwarded to number (selected by the customer) is permanently programmed by the Utility at the serving Central Office. The customer's forward to number is programmed at the time service is established and can only be changed via a service order.

(T)  
|  
(T)

B6 Call Forward - Incoming Only

Allows all calls from outside the business group to be redirected to any number specified by the customer.

SCHEDULE NO. A-9

CITIZENS CENTREX DIGITAL SERVICE (Continued)

DESCRIPTION OF SERVICE (Continued)

A3 Description of features (Continued)

B7 Call Forward - Incoming Within Business Group Only

Allows all calls from outside the business group to be forwarded to any station in the business group.

B8 Call Forward No Answer

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)

B9 Call Forward No Answer - Incoming Only

Allows calls from outside the business group to be forwarded to a designated number when the called number does not answer after a preset number of rings.

B10 Basic Call Forward

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

(T)  
|  
(T)

B11 Call Hold

The Call Hold feature allows the customer to free the line from an existing call and originate a second call while retaining the first call on hold.

B12 Call Pickup

The Call Pickup feature allows the user to answer any ringing telephone within the communications group.

B13 Call Queuing With Ringback Tone

Calls to hunt groups with all lines busy are queued and a ringback tone is returned to the calling party.

SCHEDULE NO. A-9

CITIZENS CENTREX DIGITAL SERVICE (Continued)

DESCRIPTION OF SERVICE (Continued)

A3 Description of features (Continued)

B14 Call Transfer

The Call Transfer feature allows the customer to transfer an established call to another line within or outside the communications group. This is similar to Conferencing, except that the user transfers the held call by hanging up after ringing the third party. If a call transfer is made within an MVP Group on the final connection, at least one party must belong to the MVP Group or the call will disconnect. This does not apply to BBG Call Transfer.

B15 Call Waiting

By means of a tone signal, a customer who is using their telephone is alerted when another caller is trying to reach their station. Call Waiting allows the first caller to be put on hold while the second call is answered.

(T)  
|  
(T)

B16 Cancel Call Waiting

This arrangement will allow 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)

B17 Delay Announcement on Call Queuing

This feature provides a subscriber-generated automatic announcement for multiline hunt groups with queuing capability. After a call has been queued for a specified interval, an announcement is returned to the calling party announcing additional delays.

B18 Deny Originating Call

A line with the Deny Originating feature cannot originate a call.

B19 Deny Terminating Call

Lines with the Deny Terminating feature cannot receive a call.



SCHEDULE NO. A-9

CITIZENS CENTREX DIGITAL SERVICE (continued)

DESCRIPTION OF SERVICE (continued)

A3 Description of features (continued)

B20 Direct Connect Service

When the receiver goes off hook on a Direct Connect line, the call is routed to a predesignated number, either within the office or, via an outgoing trunk, to another office.

B21 Direct Inward Dialing (DID) (MVP or BBG)

This service allows for incoming calls from the exchange network to reach a specific station by dialing the seven-digit number station.

B22 Direct Outward Dialing (DOD)

With this feature, a business group telephone user can place external calls to the exchange network by dialing an access code (usually the digit 9), receiving a second dial tone, then dialing the external number.

MVP stations are not required to use an access code for direct outward dialing.

B23 Directed Call Pick Up

This feature allows the customer to answer a call directed to another station in the same business group.

SCHEDULE NO. A-9

CITIZENS CENTREX DIGITAL SERVICE (Continued)

DESCRIPTION OF SERVICE (Continued)

A3 Description of features (Continued)

B24 Distinctive Call Waiting

Lines which have the Call Waiting option and are assigned distinctive ringing will also receive the distinctive call waiting tone feature. This feature provides two bursts of tone indicating to a busy party that a call from outside the group is waiting. A standard Call Waiting tone is provided to the business group user if the call is made from another user within the group.

B25 Distinctive Ring

Provides two or more different phone numbers and rings for a single telephone line. Used to distinguish incoming calls. The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns.

(T)  
|  
(T)

B26 Do Not Disturb Basic

This feature allows a station user to divert incoming calls to a busy tone.

B27 Do Not Disturb Personal Identification Number (PIN)

This feature allows the calling party receiving the Do Not Disturb announcement to dial a prearranged personal identification number, which will override the function and allow normal termination of the call.

SCHEDULE NO. A-9

CITIZENS CENTREX DIGITAL SERVICE (continued)

DESCRIPTION OF SERVICE (continued)

A3 Description of features (continued)

B28 Fixed Night Answer

This feature allows all listed directory number calls that would normally be received at the centralized answering position or positions to be answered after-hours and on weekends at a predetermined, fixed night-answer station. This system is activated by the attendant pressing the night-answer key on the attendant position or positions.

B29 Fully Restricted Line

Provides the ability to restrict a line from originating or receiving calls from outside the business group, as well as restricting calls from being forwarded, transferred, or picked up from a business group line. Originating and terminating restrictions may be imposed independently.

B30 Intercom Dialing

Provides an Internal Intercom system within a business group which allows one group member to call another by simply dialing the assigned Intercom Code.

B31 Intercom Group 6/30 Station

Intercom Group 6/30 station allows intercom dialing by dialing a code.

B31.1 Line Arranged for Electronic Business Set

Centrex line arranged for the use of customer provided Electronic Business Sets.

(N)  
|  
(N)

SCHEDULE NO. A-9

CITIZENS CENTREX DIGITAL SERVICE (continued)

DESCRIPTION OF SERVICE (continued)

A3 Description of features (continued)

B32 Make Set Busy

The Make Set Busy feature allows a predetermined group of lines or trunks to be busied out. This feature affects only incoming calls; the lines may still be used for outgoing calls.

B33 Manual Line Service

When a call is originated on a manual line, the call is routed to the operator. An incoming call is processed normally.

B34 Multiline Hunt

When the main number is busy, this feature permits the call to hunt until an idle line is reached.

B35 Outgoing Call Screening

This feature denies users within a group the ability to make calls to specific office codes, area codes or specific numbers.

SCHEDULE NO. A-9

CITIZENS CENTREX DIGITAL SERVICE (continued)

DESCRIPTION OF SERVICE (continued)

A3 Description of features (continued)

B36 Page Access

This feature allows lines within a specific Business Group to access a paging system located either locally or at a distant location. The method of access and access code will be determined by the customer.

B37 Semi-Restricted Line

Provides the ability to restrict a business group line from originating any calls to outside the group and/or receiving calls from outside the group.

B38 Shared Speed Call 30

This feature allows a business group to set up its own speed call list. Callers in the group can dial up to 30 numbers, which are preprogrammed by the group controller. Speed calling numbers may be changed, added, or deleted by the group controller only.

B39 Simulated Facility Groups

This feature allows the customer to control the use of network resources by limiting the number of simultaneous calls.

B40 Special Intercept Announcements

Provides a unique intercept announcement when calls are terminated to nonworking directory numbers assigned to the business group, undefined codes dialed within the group, and numbers that are restricted.

SCHEDULE NO. A-9

CITIZENS CENTREX DIGITAL SERVICE (continued)

DESCRIPTION OF SERVICE (continued)

A3 Description of features (continued)

B41 Speed Calling

Speed Call 8 allows a customer to create and use an individual, short speed-call list (as provided in custom calling) for frequently dialed numbers.

Speed Call 30 allows a customer to create and use an individual, long speed-call list (as provided in custom calling) for frequently dialed numbers. Speed Call 30 cannot be assigned to a line simultaneously with System Shared Speed Call.

B42 Station-to-Station Dialing

Station-to-Station calling service is provided in conjunction with the Basic Business numbering plan. It permits Basic Business customer group stations to complete calls to other stations within the same customer group by dialing a 1, 2, 3, or 4-digit number.

B43 Station Toll Billing

This feature allows individual stations to be identified separately for toll calls.

B44 Stop Hunt

This feature deactivates line hunting to one or all of the lines in a group. Any line in the hunt group after this line may still be accessed by dialing the assigned number for that line.

SCHEDULE NO. A-9

CITIZENS CENTREX DIGITAL SERVICE (Continued)

DESCRIPTION OF SERVICE (Continued)

A3 Description of features (Continued)

B45 System Speed Call 30

The System Speed Call feature allows the customer to establish an abbreviated dialing pattern for frequently called numbers. By dialing System Speed Call Codes, a customer can dial up to 30 preprogrammed numbers. All lines in a customer group share the same System Speed Call list, which can be reprogrammed from a specific line within the group.

B46 3 Way Calling

This permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Normal transmission performance quality cannot be guaranteed on all calls.

(T)  
|  
(T)

B47 Tie Line Access

This feature allows customers within a Basic Business Group to access tie lines that link the Business Group to another central office Centrex Business Group or PABX at a distant location.

B48 Toll/Code Restriction

This feature denies stations the ability to make toll calls or calls to specified service codes.

SCHEDULE NO. A-9

CITIZENS CENTREX DIGITAL SERVICE (continued)

DESCRIPTION OF SERVICE (continued)

A3 Description of features (continued)

B49 Uniform Call Distribution

This feature provides for uniform distribution of incoming calls to all lines in a multiline hunt group.

B50 Universal Night Answer

This feature allows all after hours or weekend incoming calls to be answered from any business group line.

B51 Voice/Data Protection

This feature protects a line from being intruded upon.

B52 WATS Access <sup>1</sup> - Grandfathered

(C)

This feature provides access from the business group station to a WATS (wide area telephone service) line.

B53 Wake Up/Reminder Service

This feature allows a customer to instruct the digital central office to originate a call at a predetermined time and make an appropriate announcement.

<sup>1</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations.

(N)  
(N)



SCHEDULE NO. A-9

CITIZENS CENTREX DIGITAL SERVICE (continued)

CONDITIONS

- A1 All equipment provided by the customer must be compatible with the services and equipment provided by the utility.
- A2 Service is only offered where utility facilities are available.
- A3 Service area is limited to manufacturer's equipment specifications.
- A4 The minimum charge for service provided under this tariff shall be one month except where termination agreement is required.
- A5 Extended Area Service (EAS) is provided with this service in the event the customer's central office exchange has EAS. EAS increments are applicable.
- A6 Rates for this service over 100 lines will be provided under specific contract/agreement.
- A7 Intragroup calling service rates apply to all lines not designated as outside access lines (trunks) and restricted by the Simulated Facility Group feature to intragroup calls.
- A8 The quantity of outside access lines will be designated based on the individual customer's traffic requirements as determined by traffic engineering. The simulated facility group will be configured to guarantee a minimum P.02 grade of service.

SCHEDULE NO. A-9

CITIZENS CENTREX DIGITAL SERVICE (continued)

CONDITIONS\_(continued)

A9 Explanation of Terms

- B1 Intragroup Calling Service Lines - Lines designated as restricted lines which provide communication paths for calls within the customer location.
- B2 Primary Service Location - The continuous property designated by the customer as the primary location and/or at which the attendant's console position may be located.
- B3 Secondary Service Location - Each different premises of the same customer, not within the primary location, served by one or more stations of the same system. Stations in secondary locations may be served by primary or satellite switching equipment and may be provided at secondary locations where it is more economical than extending lines from the primary switching equipment.
- B4 Simulated Facility Group (SFG) - A software package which simulates a trunk group such that the number of centrex lines which have access to the network at any one time is restricted.

SCHEDULE NO. A-10

CITIZENS LOCAL CALLING PLANS

LIST OF EFFECTIVE SHEETS

Sheets 1 through 10 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
<b>1</b>	<b>2<sup>nd</sup> Revised</b>
2	Original
3	Original
4	Original
5	Original
6	Original
<b>7</b>	<b>2<sup>nd</sup> Revised</b>
<b>8</b>	<b>1<sup>st</sup> Revised</b>
<b>9</b>	<b>1<sup>st</sup> Revised</b>
10	Original

SCHEDULE NO. A-10

CITIZENS LOCAL CALLING PLANS

GENERAL

This tariff applies to local exchange telephone service customers. Selected exchanges served by Citizens, as listed below, have three optional Local Calling Plans (LCPs) available in which a customer in one Citizens exchange may complete calls to other selected Citizens exchanges on a local calling basis. Customers may choose from one of the following optional plans:

- 1) Premium Flat Rate Service.
- 2) Measured Service.
- 3) Long Distance Toll Service.

REGULATIONS

Citizens LCPs are available to Residence single line, Residence key line, Residence multi-line and Business single line, Business multi-line, Business key line, Business trunk, and Centrex customers.

The Premium Flat Rate Service option provides unlimited toll-free calling to specified exchanges for a fixed monthly rate. All calls made to any of the specified exchanges are dialed on a seven-digit, local calling basis.

The Measured Service option provides discounted calling to specified exchanges for a monthly recurring charge plus a measured usage rate per minute. All calls made to any of the specified exchanges are dialed on a seven-digit, local calling basis.

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

A customer may subscribe to a Citizens LCP or change Citizens LCPs without paying a service charge, provided the subscription or change in plans occurs within six months (180 days) of the date a Citizens LCP is initially furnished to the customer or when the customer is making an initial request for service from Citizens. Appropriate non-recurring service charges will apply thereafter as specified in Section A-5 of this tariff.

The Measured Service option provides for calling to specified exchanges where each call is measured on a discounted per-minute basis only. The measured rate per minute is not affected by time-of-day, day-of-week, or distance called.

SCHEDULE NO. A-10

CITIZENS LOCAL CALLING PLANS

REGULATIONS (Cont'd)

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

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

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

For the purpose of determining usage charges for Measured Service, the following applies:

1. A charge per minute or fraction thereof, applies for duration of call. Monthly billing is based on cumulative minutes of usage with the total fraction rounded to the next higher minute.
2. Chargeable time for all calls begins when connection is established between the calling line and the called line or branch exchange, and ends when the calling line "hangs up", thereby releasing the network connection. If the called line "hangs up", but the calling line does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Telephone Company operator.

SCHEDULE NO. A-10

CITIZENS LOCAL CALLING PLANS

REGULATIONS (Cont'd)

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

<u>Originating Exchange</u>	<u>Terminating Exchange(s)</u>
Blanding	Bluff La Sal Lake Powell Mexican Hat Monticello
Bluff	Blanding La Sal Lake Powell Mexican Hat Monticello
Delta	Fillmore Holden Kanosh Meadow Scipio
Fillmore	Delta Lynndyl Oak City
Holden	Delta Kanosh Lynndyl Meadow Oak City
Kanosh	Delta Holden Lynndyl Oak City Scipio

SCHEDULE NO. A-10  
CITIZENS LOCAL CALLING PLANS

REGULATIONS (Cont'd)

<u>Originating Exchange</u>	<u>Terminating Exchange(s)</u>
Lake Powell	Blanding Bluff La Sal Mexican Hat Monticello
La Sal	Blanding Bluff Lake Powell Mexican Hat Monticello
Lynndyl	Fillmore Holden Kanosh Meadow Scipio
Meadow	Delta Holden Lynndyl Oak City Scipio
Mexican Hat	Blanding Bluff La Sal Lake Powell Monticello
Moab	Thompson
Monticello	Blanding Bluff La Sal Lake Powell Mexican Hat

SCHEDULE NO. A-10

CITIZENS LOCAL CALLING PLANS

REGULATIONS (Cont'd)

**Originating Exchange**

**Terminating Exchange(s)**

Oak City

Fillmore  
Holden  
Kanosh  
Meadow  
Scipio

Scipio

Delta  
Kanosh  
Lynndyl  
Meadow  
Oak City

Thompson

Moab



SCHEDULE NO. A-10

CITIZENS LOCAL CALLING PLANS

RATES

Application of Rates

The rates shown herein, in addition to applicable local Network Access Line Service charges in Section A-1 of this tariff, entitle the customer to discounted, seven-digit dialed calling on an optional basis.

Rate Schedules

Exchanges: Blanding Lake Powell  
Bluff Mexican Hat  
La Sal Monticello

<u>CLASS OF SERVICE</u>	<u>PREMIUM FLAT</u>	<u>MEASURED SERVICE OPTION</u>		(D)
	<u>RATE OPTION</u>			
	<u>Monthly Rate</u>	<u>Monthly Rate</u>	<u>Usage Rate Per Minute of Use</u>	
Residence Single Line	\$7.00	\$3.50	\$.05	
Residence Key Line (per line)	7.00	3.50	.05	
Residence Multi-Line (per line)	7.00	3.50	.05	
Business Single Line	13.50	5.50	.05	
Business Key Line (per line)	13.50	5.50	.05	
Business Multi-Line (per line)	13.50	5.50	.05	
Business PBX Trunk (per trunk)	13.50	5.50	.05	
Business Centrex (per line)	13.50	5.50	.05	
Business Public Access Line (per line)	13.50	5.50	.05	(D)

SCHEDULE NO. A-10

CITIZENS LOCAL CALLING PLANS

RATES (Cont'd)

Rate Schedules (Cont'd)

Exchanges: Moab  
Thompson

<u>CLASS OF SERVICE</u>	<u>PREMIUM FLAT</u>	<u>MEASURED SERVICE OPTION</u>		(D)
	<u>RATE OPTION</u>			
	<u>Monthly</u>	<u>Monthly</u>	<u>Usage Rate</u>	
	<u>Rate</u>	<u>Rate</u>	<u>Per</u>	
			<u>Minute of Use</u>	
Residence Single Line	\$3.00	\$1.50	\$.05	
Residence Key Line (per line)	3.00	1.50	.05	
Residence Multi-Line (per line)	3.00	1.50	.05	
Business Single Line	4.00	2.00	.05	
Business Key Line (per line)	4.00	2.00	.05	
Business Multi-Line (per line)	4.00	2.00	.05	
Business PBX Trunk (per trunk)	4.00	2.00	.05	
Business Centrex (per line)	4.00	2.00	.05	
Business Public Line Access (per line)	4.00	2.00	.05	(D)

SCHEDULE NO. A-10

CITIZENS LOCAL CALLING PLANS

RATES (Cont'd)

Rate Schedules (Cont'd)

Exchanges: Delta                      Lynndyl  
                 Fillmore                  Meadow  
                 Holden                   Oak City  
                 Kanosh                      Scipio

<u>CLASS OF SERVICE</u>	<u>PREMIUM FLAT</u>	<u>MEASURED SERVICE OPTION</u>		(D)
	<u>RATE OPTION</u>			
	<u>Monthly</u>	<u>Monthly</u>	<u>Usage Rate</u>	
	<u>Rate</u>	<u>Rate</u>	<u>Per</u>	
			<u>Minute of Use</u>	
Residence Single Line	\$3.75	\$2.00	\$.05	
Residence Key Line (per line)	3.75	2.00	.05	
Residence Multi-Line (per line)	3.75	2.00	.05	
Business Single Line	4.50	2.25	.05	
Business Key Line (per line)	4.50	2.25	.05	
Business Multi-Line (per line)	4.50	2.25	.05	
Business PBX Trunk (per trunk)	4.50	2.25	.05	
Business Centrex (per line)	4.50	2.25	.05	
Business Public Access Line (per line)	4.50	2.25	.05	(D)

---

SCHEDULE NO. A-10

CITIZENS LOCAL CALLING PLANS

RATES (Cont'd)

Detail Message Billing

The monthly rates for Citizens Premium Flat Rate and Measured Service Plans do not include the provision of monthly billing detail. When a billing detail is furnished, the following charges will apply. Appropriate non-recurring charges as shown in Section A-5 of this tariff also apply if detail message billing is requested beyond six months (180 days) after the date Citizens LCPs are initially offered, or after a customer first requests telephone service from Citizens. The billing detail includes date of call, called telephone number, answer time, and length of call. The customer must request a detailed bill at least 30 days in advance of the period for which detail is desired. This service is not provided for the Premium Flat Rate Option.

Detailed Message Billing

Per Customer, per month \$1.75

Charge per page of billing detail \$0.10

SCHEDULE NO. A-11

INTEREXCHANGE RECEIVING SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 and 2 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	Number of <u>Revision</u>
<b>1</b>	<b>1<sup>st</sup> Revised</b>
<b>2</b>	<b>1<sup>st</sup> Revised</b>

SCHEDULE NO. A-11

INTEREXCHANGE RECEIVING SERVICE (continued)

APPLICABILITY

Applicable to interexchange receiving service.

TERRITORY

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

RATES

	Monthly	(D)
	<u>Rate</u>	(D)
Each interexchange receiving service.	\$16.20	(D)

CONDITIONS

- A1 The charges for each message will be billed to the called party at the regular sent-paid station rate.
- A2 This service may be furnished with business one-party and PBX services.
- A3 This service includes the listing of a special number in both the published directory and information records of the exchange or exchanges from which calls are to be accepted. At the option of the customer, this number may be nonpublished to limit the service to certain selected individuals, without additional charge.
- A4 The customer assumes the toll charges for all toll calls placed by parties who call the special number from the customer selected exchanges. Such calls are charged for on the regular sent-paid telephone toll rate.

\* In addition to rates and charges for network access line service.

SCHEDULE NO. A-12

EMPLOYEES' SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 and 2 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	1st Revised
2	1st Revised

SCHEDULE NO. A-12

EMPLOYEES' SERVICE (continued)

APPLICABILITY

Applicable to all regular full-time and regular part-time employees who reside within the utility's exchange areas. (T)

TERRITORY

Within the exchange area 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. (T)  
(T)

RATES

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

(D)  
(D)

CONDITIONS

A1 Provisions of this schedule will be administered within the guidelines established by the utility.

A2 Eligible employees are regular full-time and part-time<sup>2</sup> employees who have completed their probationary period and whose residence is located within the utility's exchange territory.

(N)

A3 The directory listing must be published in the name of the employee, or in the name of the employee's spouse.

A4 Any retired employee of the utility who 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.

A5 The telephone concession program is not available to any employee who retires on or after July 1, 2001.

(N)

<sup>2</sup> A regular part-time employee is regularly scheduled to work at least 20 hours per week for more than six consecutive months.



SCHEDULE NO. A-13

TAX ADJUSTMENT IN TERRITORY SERVED

LIST OF EFFECTIVE SHEETS

Sheets 1 and 2 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	Number of <u>Revision</u>
1	Original
2	Original

SCHEDULE NO. A-13

TAX ADJUSTMENT IN TERRITORY SERVED (continued)

APPLICABILITY

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

RATES

- A1 Insofar as practicable, any sales, use, privilege, excise, franchise or occupation tax, costs of furnishing without charge or similar taxes or impositions now or hereafter levied by the Federal State, or local government or any political subdivision or taxing authority of thereof may be billed by the utility to its exchange customers on a pro rata basis in the area wherein such taxes, impositions or other charges shall be levied against the utility.

<u>Jurisdiction</u>	<u>Title or Number</u>	<u>Type of Tax</u>	<u>Tax Rate</u>
City of Moab	R.O. 1958 Para. 5-1-9	Gross Receipts	1/2%
City of Delta	Ordin. 81-25	Utility Franchise Tax	4%
Town of Hinckley	Ordin. 82-I-I	Utility Franchise Tax	4%
Town of Scipio	Ordin. 9-572	Annual License Tax	4%
City of Tremonton	Ordin. 89-3	License Tax	3%
City of Garland	Ordin. 0-89-02	License Tax	6%

SCHEDULE NO. A-14

9-1-1 EMERGENCY TELEPHONE SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 and 21 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
<b>1</b>	<b>1<sup>st</sup> Revised</b>
2	Original
<b>3</b>	<b>1<sup>st</sup> Revised</b>
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original
11	Original
12	Original
13	Original
14	Original
15	Original
16	Original
17	Original
18	Original
19	Original
20	Original
21	Original

SCHEDULE NO. A-14

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

APPLICABILITY

Applicable to 9-1-1 emergency telephone service furnished to political subdivisions and municipal corporations.

TERRITORY

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

DESCRIPTION OF SERVICE

A1 Central Office 9-1-1 Switching Service

Citizens Telecommunications Company of Utah (hereafter referred to as the Company) will provide 9-1-1 Emergency Telephone Service to contracted Emergency Service Agencies (ESAs) through the Company's central offices (where facilities permit) to accommodate 9-1-1 emergency calling from company exchanges to each designated ESA Public Safety Answering Point (PSAP). Rates for existing customer as of the effective date of the Original Sheet No. 3 and Original Sheet No. 4 of this tariff are grandfathered based on a five year agreement from the 9-1-1 test and acceptance date. Rates for existing customers are listed under "RATES - EXISTING CUSTOMERS ONLY." Rates for customers who do not qualify as existing customer or have chosen the option to be subject to the new rates are listed under "RATES - GENERAL."

SCHEDULE NO. A-14

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

RATES - EXISTING CUSTOMERS ONLY		Nonrecurring <u>Charge</u> *	Monthly <u>Rate</u>	(D) (D)
A1	9-1-1 emergency service			
B1	Each 9-1-1 access line			
	C1 From a serving central office in this Company's exchange	\$250.00	\$38.70*	(D)
	C2 From a serving central office in a connecting exchange	Applicable rate of Connecting Company.		
B2	ANI store and forward			
	C1 Common equipment#.	848.00	68.00	(D)
	C2 ANI Circuits, each#	117.00	57.00	
	C3 ANI common equipment with call transfer capability	763.00	101.00	
	C4 ANI circuit with call transfer capability.	86.00	49.00	
	C5 Common equipment for secondary PSAP E-M to loop ringdown circuit	421.00	41.00	
	C6 Secondary PSAP E-M to loop ring down circuit	86.00	14.00	
B3	9-1-1 trunk E-M applique requirements	49.00	5.00	
B4	Digital 9-1-1 trunks	-	17.00	
B5	9-1-1 software programming	194.00	-	(D)

\* In addition to applicable service charges shown in Schedule No. A-5.

# This feature not available to new subscribers as of 10-01-90.

SCHEDULE NO. A-14

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

RATES - EXISTING CUSTOMERS ONLY (continued)

A2 9-1-1 dedicated facilities

Rates and charges are as filed in Citizens' intrastate tariff for dedicated services.

A3 RATES - GENERAL

B1	9-1-1 Network Service Features	<u>NRC</u>	<u>Monthly Rate</u>
C1	Central Office Enabling	\$0.00	\$72.00
C2	9-1-1 Service Line B1, Key, PBX	Applicable local exchange network access line rates in Schedule A-1.	
C3	9-1-1 Special Trunk	\$187.00	\$31.00
C4	Per trunk termination Intra- and Inter- exchange 9-1-1 service.	Applicable private line rates Schedule Nos. G-1 and G-2.	

SCHEDULE NO. A-14

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

RATES (continued)

A3 RATES - GENERAL (continued)

B2	Database Processing	<u>NRC</u>	<u>Monthly Rate</u>
C1	Automatic Location Identification (ALI) Database		
D1	Per Company record processed	\$ 0.81	\$0.04
D2	Per Non-Company record verified	0.37	0.04
D3	Database Processing Per System	0.00	396.49
C2	Selective Routing Database		
D1	Database Processing Per Record	0.14	0.01
D2	Database Processing Per System (2)	2,450.40	8.00
B3	Selective Router Hardware		
C1	Trunk Termination Per Termination	241.14	38.70
C2	Common Equipment Per System	20,693.84	1,442.87
B4	Switched Access System		
C1	Trunk Dial Unit (TDU)	3,500.00	46.66
C2	Call Answer Unit (CAU)	1,600.00	23.93

(1) Special construction charges will apply when special assembly is required.

(2) In addition to the ALI Database Processing per record and per system rates.

SCHEDULE NO. A-14

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

GENERAL

- A1 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.
- A2 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.
- A3 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.
- A4 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.
- A5 9-1-1 Service is provided by the Company where facility and operating conditions permit.
- A6 The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.



SCHEDULE NO. A-14

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

GENERAL (continued)

- A7 Application for 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 9-1-1 offering. The ESA is the customer to the Company.

CONDITIONS

- A1 The Company provides 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.
- A2 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.
- A3 Temporary suspension of service is not provided for any part of the 9-1-1 Service.
- A4 This service is furnished to ESA's only for the purpose of voice reporting of emergencies by the public.
- A5 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.)

SCHEDULE NO. A-14

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

CONDITIONS (continued)

- A6 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.
- A7 The Company's entire liability to any person for interruption or failure of 9-1-1 service shall be limited to the terms set forth in this schedule and other schedules of this tariff.
- A8 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.
- A9 The Company's liability for any loss or damage arising from errors, interruptions, defects, failures, or malfunctions of this service, or any part thereof whether caused by the negligence of the Company or otherwise, shall not exceed an amount equivalent to the pro rata charges for the service affected during the period of time that the service was fully or partially inoperative.
- A10 Each end user and ESA also agrees to release, indemnify, and hold harmless the Company from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by the end user, ESA, or by any other party or persons, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the end user, ESA, or others.

SCHEDULE NO. A-14

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

CONDITIONS (continued)

- A11 Each ESA also agrees to release, indemnify, and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 9-1-1 Service features and the equipment associated therewith, or by any services which are or may be furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 9-1-1 Service hereunder, and which arise out of the negligence or other wrongful act of the Company, the ESA, its user, agencies, or municipalities, or the employees or agents of any one of them.
- A12 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.
- A13 Any terminal equipment used in connection with 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.
- A14 The Automatic Number Identification (ANI) feature will not forward the telephone number of the calling party when the call originates on a line providing two-party or greater grade of service.

SCHEDULE NO. A-14

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

CONDITIONS (continued)

- A15 The ESA must furnish the Company, in writing, with its agreement to the following terms and conditions:
- B1 That at least one PSAP will be provided and staffed on a 24-hour, seven-day per week basis.
  - B2 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.
  - B3 That the ESA will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the 9-1-1 PSAP by calling parties.
  - B4 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 9-1-1 Service only).
  - B5 The ESA has read, understands, and agrees to all the terms and conditions in this tariff.
- A16 It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 9-1-1 service.

SCHEDULE NO. A-14

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

CONDITIONS (continued)

- A17 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.
- A18 When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the end user or the failure of the facilities provided by the end user, a pro rata adjustment of the fixed monthly charges involved will be allowed as covered by Rule No. 6 of this tariff. Where allowances on monthly charges for service features of 9-1-1 Service are involved, only those service features which are affected by the interrupted service shall be considered, and further, only those main stations on the interrupted portion of a service shall be considered in determining the number of main stations affected.
- A19 When the selective routing feature is provided, the ESA is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of law enforcement, fire, and ambulance or any other appropriate agencies responsible for providing emergency service in the 9-1-1 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the ESA. The ESA will associate these ESN's with street address ranges or other mutually agreed upon routing criteria in the 9-1-1 serving area. These ESN's will be contained in the Data Management System (DMS) to permit routing of 9-1-1 calls to the primary and secondary PSAP's responsible for handling of calls from each telephone in the 9-1-1 serving area. The following terms define the ESA's responsibility in providing this information:
- B1 Initial and subsequent ESN assignments by street names, address ranges, and areas or other mutually agreed upon routing criteria to specific ESNs shall be furnished by the ESA to the MSAG.

SCHEDULE NO. A-14

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

CONDITIONS (continued)

A19 (continued)

B2 After establishment of service, it is the ESA's responsibility to continue to verify the accuracy of the routing information contained in the Master Street Address Guide (MSAG) and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in law enforcement, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations, and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of 9-1-1 calls to the proper PSAP.

B3 The ESA has an obligation to verify the law enforcement, fire, and ambulance PSAP routing designations once they have been reformatted by the Company at the request of the ESA.

B4 Changes, deletions, and additions in the MSAG are the responsibility of the ESA. Notification to the Company should be made as the changes occur. After such notification, the Company will furnish a printed copy to the ESA for verification showing each change, deletion, and addition to the MSAG.

A20 The rates charged for 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.

A21 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 9-1-1 access lines are required from respective prefixed central office(s) in an exchange to the associated PSAP.

SCHEDULE NO. A-14

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

CONDITIONS (continued)

- A22 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 9-1-1 Service.
- A23 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.
- A24 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.
- A25 Under normal circumstances, work will not be performed on 9-1-1 circuits until an authorized release is obtained from the person responsible for the operation of the PSAP.
- A26 No charge will be made to a calling party for calls to the 9-1-1 service.

SCHEDULE NO. A-14

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

DEFINITION OF TERMS

- A1 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.
- A2 Automatic Location Identification (ALI) Database: An E9-1-1 database that contains subscriber names, telephone numbers, addresses and Emergency Service Numbers (ESNs), and is periodically updated by the Company. A per database and a per record charge is applicable to all records in each database. When the Company is not responsible for the system's ALI database, a per record charge will apply to all the Company's records provided to the ALI database manager. The customer is responsible for the following:
- B1 Providing a correct set of addresses and ranges, known as Master Street Address Guide (MSAG), with an ESN assigned to each address. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards.
- B2 Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.
- A3 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.
- A4 Called Party Hold: Once the PSAP has answered the call, a communication link is established that cannot be broken by the party that has called. The call remains connected until terminated by the PSAP. This feature is available only when direct, dedicated trunking is used from the calling party's central office to the PSAP.
- A5 Calling Party Switch-Hook Status: This allows the PSAP to tell if the calling party has hung up or is on the line and unable to speak.
- A6 Data Management System (DMS): A system of manual procedures and computer programs used to create, store, and update the data required to provide the Selective Routing (SR) and ALI features.



SCHEDULE NO. A-14

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

DEFINITION OF TERMS (continued)

- A7     Emergency Ringback: This feature allows the PSAP to attract the attention of the calling party by ringing that party's telephone. Ringback will operate either if the calling party has hung up or has not hung up but is away from the telephone.
- A8     Emergency 9-1-1 Service Options:
- B1     B9-1-1: Basic 9-1-1 Service. Provides for dedicated trunking from each subscriber's central office to a PSAP. Provided direct dedicated trunking exists from the originating central office to the PSAP, then it may include the called party control features of forced disconnect, called party hold, calling party switch hook status, and emergency ringback.
- B2     C9-1-1: 9-1-1 Service with ANI. Adds Automatic Number Identification to Basic 9-1-1 Service. May include Selective Routing. When Selective Routing is added, this disables the called party control features.
- B3     E9-1-1: 9-1-1 Service with ANI and ALI. Adds Automatic Location Identification to C9-1-1 Service. May include Selective Routing. When Selective Routing is added, this disables called party control features.

SCHEDULE NO. A-14

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

DEFINITION OF TERMS (continued)

- A9 Emergency Service Number (ESN): When the selective routing feature is provided, the ESA is responsible for identifying primary and secondary PSAP locations, as well as the unique combinations of law enforcement, fire, ambulance, or any other appropriate agencies responsible for providing emergency service in the 9-1-1 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the ESA and used by the Company. The customer will associate these ESNs with street address ranges or other mutually agreed-upon routing criteria in the 9-1-1 serving area. The ESNs will be carried in the DMS to permit routing of 9-1-1 calls to the primary and secondary PSAP's responsible for handling of calls from each telephone in the 9-1-1 serving area.
- A10 Forced Disconnect: This feature allows the PSAP to terminate completed calls and release the 9-1-1 system for reuse even if the calling party remains on the line. This feature is available only when direct, dedicated trunking is used from the calling party's central office to the PSAP.
- A11 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.
- A12 Public Safety Answering Point (PSAP): An answering location for 9-1-1 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call.
- A13 Selective Routing (SR):
- B1 Selective Routing Service routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services. The customer is responsible for the following:

SCHEDULE NO. A-14

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

DEFINITION OF TERMS (continued)

A13 Selective Routing (SR): (continued)

B1 (continued)

- C1 Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with Emergency Service Numbers (ESN) assigned to a PSAP. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards.
- C2 Verifying the accuracy of the call routing by participating in tests with the Company prior to service establishment, and subsequent to any ESN change, to ensure that calls from each ESN are correctly routed.
- C3 Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

B2 The following rate elements apply to Selective Routing:

- C1 Database Administration - The per database charge to create and maintain the MSAG and ALI database structure.
- C2 Database - The charge on a per record basis to develop and update street ranges, list correct addresses, assign ESNs and PSAPs to each record, and transmit the ALI to the database management system that will be accessed by the caller's ANI. Data rate elements include monthly rates and nonrecurring charges for each database and for each record within each database.
- C3 Selective Router - The hardware and software that provides selective routing assignment codes to a central office for a 9-1-1 call and connects the incoming 9-1-1 trunks to the central office that will route the calls.

B3 Trunk termination charges do not apply to the end of any interoffice trunks that terminate on a selective router.

SCHEDULE NO. A-14

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

DEFINITION OF TERMS (continued)

- A14 Existing Customer: A customer who contracted for 9-1-1 emergency telephone services prior to the effective dates of the 3rd Revised Sheet 3 and Original Sheet 3A listing new RATES - GENERAL and additional 9-1-1 services that were not offered when the customer initially contracted for 9-1-1 emergency telephone service.
- A15 Grandfathered: 9-1-1 customers who qualify as existing customers who choose the option to be charged for the remainder of their five-year contract under the tariff rates which were in effect at the time of their 9-1-1 test and acceptance date are said to be grandfathered. These rates are listed in the tariff and described as RATES - EXISTING CUSTOMERS ONLY. Customers eligible to be classified as existing customers, who for whatever reason do not exercise their option to choose which set of rates they wish to be billed, will also be considered to be grandfathered and will be billed from the rates listed as RATES - EXISTING CUSTOMERS ONLY. These existing customers may remain in the grandfathered status until the end of their five-year contract period. On the expiration of the five-year contract period, the existing customer's grandfathered status ends and continuing charges for 9-1-1 emergency telephone service will be charged from the rates listed as RATES - GENERAL. Grandfathered customers are only eligible to subscribe to those services listed under RATES - EXISTING CUSTOMERS ONLY.
- A16 Grandfather Option: 9-1-1 customers who qualify as existing customers may choose to be grandfathered and charged from those rates listed as RATES - EXISTING CUSTOMERS ONLY or may choose to be eligible to subscribe to additional services and be charged under the rates listed under RATES - GENERAL. Charges to customers who qualify as existing customers will be billed from only one set of rates, but not from both. An existing customer who has chosen to be considered in a grandfathered status may still elect to switch to being billed from the rates listed as RATES - GENERAL, but once an existing customer has elected to be subject to the new rates listed in RATES - GENERAL, that customer loses his grandfathered status and may not switch back to the rates listed as RATES - EXISTING CUSTOMERS ONLY. Customers, who do not qualify as existing customers, do not have a grandfather option and will be charged from those rates listed as RATES - GENERAL.

SCHEDULE NO. A-14

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

DESCRIPTION AND APPLICATION OF CENTRAL OFFICE EQUIPMENT

A1 Common Equipment For ANI Store And Forward

The common equipment for ANI (Automatic Number Identification) store-and-forward service houses the shelves, spare circuitry, cabling, and terminal blocks required to house the 9-1-1 ANI store-and-forward circuits required for basic 9-1-1 with ANI and E9-1-1 service. The common equipment has a maximum capacity to terminate (12) 9-1-1 ANI store-and-forward circuits with call transfer capability.

A2 ANI Store-And-Forward Circuits

The ANI store-and-forward circuits are required for basic 9-1-1 with ANI and E9-1-1 service. One ANI store-and-forward circuit is required for each 9-1-1 trunk providing ANI to the PSAP (Public Safety Answering Point). Each ANI store-and-forward circuit consists of one TC 1009 and one TC 1022 circuit card. The TC 1009 provides the ANI store-and-forward and call transfer functions while the TC 1022 provides one-way, ring-down functionality to the PSAP.

A3 E-M Applique Interface

The E-M applique interfaces are required to provide compatibility between digital 9-1-1 trunks with Type 2 signaling and the ANI store-and-forward circuits which require Type 1 signaling. Each tellabs relay module provides four E-M applique interfaces.

A4 9-1-1 Software

This item provides any or all software costs per exchange associated with acquiring 9-1-1-specific software for digital central offices. This item also includes the installation of the software and any other programming required in the digital central office to translate and route 9-1-1 calls.

SCHEDULE NO. A-14

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

DESCRIPTION AND APPLICATION OF CENTRAL OFFICE EQUIPMENT (continued)

A5 Analog 9-1-1 Trunking Common Equipment

The analog 9-1-1 common equipment consists of trunk shelves, cabling, and terminal blocks associated with installing 9-1-1 trunking within a nondigital exchange. All spare components to back up analog 9-1-1 trunking is provided with this common equipment.

A6 Analog 9-1-1 Trunks

The analog trunks as defined provide the interface between the local nondigital exchange and the facilities to the PSAP. Options that can be added to the basic 9-1-1 trunk include re-ring and ANI interface.

A7 Special 9-1-1 Selectors

Special 9-1-1 selectors are provided in nondigital exchanges to segregate the 9-1-1 access code from 9XXX directory numbers within the nondigital exchange. The number of selectors required is determined by the traffic requirements and the number of 9-1-1 trunks being installed.

A8 Digital Exchanges

Selective routing is required in digital exchanges where directory numbers within the same exchange require different routing on 9-1-1 access. The selective routing feature allows each digital line or directory number to be programmed with a distinct emergency 9-1-1 class of service which will allow callers to be routed to a specific preprogrammed PSAP based on 9-1-1 class-of-service selective routing.

A9 Digital 9-1-1 Trunks

Digital 9-1-1 trunks are required for basic, basic with ANI, and E9-1-1 services. Basic 9-1-1 requires a digital loop trunk, while basic 9-1-1 with ANI and E9-1-1 require digital 2-wire E-M trunks for ANI forwarding.

SCHEDULE NO. A-14

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

DESCRIPTION AND APPLICATION OF CENTRAL OFFICE EQUIPMENT (continued)

A10 Secondary PSAP E-M to Loop Ringdown Circuit

The secondary PSAP E-M to loop ringdown circuit is required in 9-1-1 application in which an incoming 9-1-1 call, answered by the Primary PSAP, is to be transferred to a secondary PSAP location. The ANI (Automatic Number Identification) may or may not be transferred with the call. This is an option to be determined by the agency.

The secondary PSAP E-M to loop circuit provides the interface between the secondary port of the ANI store and forward secondary port and the secondary PSAP CPE (Customer Premises Equipment). This circuit provides the E-M to loop conversion, ring down, and answer supervision functions between the secondary PSAP and the ANI store and forward circuit, which will regenerate the ANI to the secondary PSAP if required, once answer supervision is provided.

A11 Switched Access System

B1 Switched Access System (SAS) allows the use of the public switched network in place of interexchange dedicated Telephone Company facilities. SAS is limited to 9-1-1 service crossing LATA boundaries where no LEC facilities are available and to the provision of alternate routing capabilities to provide redundancy to the E9-1-1 network.

B2 The following rate elements apply:

C1 Trunk Dial Unit - installed in Telephone Company Central Office.

C2 Call Answer Unit - installed at the PSAP.

SCHEDULE NO. A-15

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)  
AND  
(ISDN) - (PRI) BUNDLED SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 12 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
<b>1</b>	<b>3<sup>rd</sup> Revised</b>
2	Original
<b>3</b>	<b>1<sup>st</sup> Revised</b>
4	Original
5	Original
6	Original
7	Original
8	1 <sup>st</sup> Revised
9	1 <sup>st</sup> Revised
10	Original
11	1 <sup>st</sup> Revised
12	Original



SCHEDULE NO. A-15

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) (N)

APPLICABILITY

Applicable to Integrated Services Digital Network - Primary Rate Interface, (ISDN-PRI), an optional telephone service arrangement for residential and business customers, in exchanges where facilities are furnished for such service.

TERRITORY

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

GENERAL

- A1 ISDN-PRI is an intraLATA group of offerings supported by the ISDN architecture.
- A2 ISDN-PRI provides a method of access to the telephone network called Primary Rate Access. Primary Rate Access is an ISDN based, DS1 access link to the telecommunications network and provides integration of multiple voice and data transmission channels on the same line. The service will initially provide connectivity between an ISDN PBX or other ISDN compatible CPE and a serving central office. The basic channel structure for Primary Rate Access is twenty-three (23) 64 Kbps B channels and one (1) 64 Kbps D channel. Options are available for plus or minus 23 B channels. These channels may be used to connect the customer's CPE to the Public Circuit Switched Network (i.e. outward, inward, two-way trunks, and WATS/800 Service access lines).
- A3 ISDN-PRI is a service for the transmission of digital signals only. Clear Channel Capability and Extended Superframe Format are inherent to the service.
- A4 Unless specified the regulations for ISDN-PRI apply in addition to the regulations set forth in Schedule No. AC of this tariff.
- A5 ISDN-PRI is provided within a LATA from central offices where appropriate ISDN facilities are available. Service inquiries will be necessary to determine availability.

(N)

SCHEDULE NO. A-15

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)  
(Continued)

CONDITIONS

- A1 ISDN Service is furnished only from central offices that have been equipped to provide this capability and is subject to central office switching capacity, availability of features, and outside plant facilities.
- A2 The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of PRI, render any facilities provided by the customer obsolete, requiring modification or alteration of such equipment or system, or otherwise affect its use or performance.
- A3 The customer will be responsible for providing compatible Customer Premise Equipment (CPE) with the ISDN-PRI Interface.
- A4 Digital transmission rates at speeds less than those indicated may occur as a function of the particular CPE furnished by the user.
- A5 Temporary suspension of service is not available with ISDN-PRI.
- A6 Minimum subscription period is month-to-month.
- A7 Reserved for future use. (T)
- A8 Telephone numbers transmitted via the optional Incoming Call Identification feature are intended solely for the use of the ISDN-PRI subscriber. Resale of this information is prohibited by this tariff.
- A9 In a Facility Associated Signaling (FAS) arrangement for a customer with more than one (1) trunk group, a backup D-channel will be required for each trunk.
- A10 Each ISDN-PRI digital transport facility can support a maximum of 4 trunk groups per T-1 facility. Within the two-way digital transport facilities, for all 24 trunks or up to 4 trunk groups on each ISDN-PRI, only one telephone number can be pointed to that group. Each group cannot have 24 individual telephone numbers and or 24 individual trunk groups.

SCHEDULE NO. A-15

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)  
(Continued)

(N)

CONDITIONS (Continued)

A11 Non-facility Associated Signaling (NFAS) provides the capability to serve multiple DS1's over a single D-Channel (NB+D). This feature can be ordered where switch capabilities exist as stipulated in the vendor technical documentation. When NFAS is selected, the customer will order one ISDN-PRI service arrangement with twenty-three (23) B channels and one (1) D channel. Additional ISDN-PRI service arrangements are ordered with twenty-four (24) B channels at rates and charges provided in Schedule A-15 A4.B4.(a). The D channel activated on the initial arrangement serves the additional ISDN-PRI arrangements. If a customer desires, he may also request a back-up D channel with the NFAS option (NB+2D). It is recommended that D channels be provisioned in separate ISDN-PRI service arrangements.

A12 The Utility will provide and maintain facilities, equipment and services in accordance with Rule No. 3 described in the Utility's tariff. Schedule No. AC. Customer(s) requesting route or type of construction, which is feasible but differs from that determined by the Utility, and the Utility concurs, shall be responsible for the additional cost in accordance with the Utility's tariff Schedule A-2, "Outside Plant Facilities.

A13 Foreign Exchange and Foreign Prefix Services are not available with ISDN-PRI.

**DEFINITIONS**

B Channel - A bi-directional synchronous channel capable of supporting 64 Kbps of digital transmission.

D Channel - A 64 Kbps digital signaling only channel for call establishment when used with Primary Rate Access.

64 Kbps Clear Channel Capability (CCC) - A B channel connection that provides end-to-end digital connection in which all 64 Kbps of bandwidth are available for customer use.

PRI Link - A PRI Link is comprised of a Primary Rate Access Line and a Primary Rate Interface.

(N)

SCHEDULE NO. A-15

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)  
(Continued)

(N)

APPLICATION OF RATES

- A1 ISDN-PRI Primary Rate Access Lines furnished between a serving central office and the customer-designated premise will be charged at rates per each Primary Rate Access Line.
- A2 Nonrecurring charges will not be applicable for the Primary Rate Access Line or interoffice channel facilities when upgrading an existing DS1 Service to an ISDN-PRI service arrangement.
- A3 ISDN-PRI Primary Rate Access Line rates if applicable, apply in addition to Primary Rate Interface.

SERVICE COMPONENTS

- A1 The customer may choose any number of channels up to twenty-three (twenty-four with NFAS described below) per Primary Rate Access (facility) to be active with a corresponding number of services (i.e. inward/outward trunks, WATS Lines, 800 Service) selected. The customer may also choose to have more services selected than channels available for specific applications. The total number of communication paths may not exceed the number of channels subscribed.
- A2 The components of ISDN-PRI Service will be as follows:
- Primary Rate Access Line
  - Primary Rate Interface
- B1 Primary Rate Access Line - will provide a four-wire access loop from the customer premises to the serving central office. The transmission of this loop supports Clear Channel Capability.

(N)

SCHEDULE NO. A-15

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) (N)  
(Continued)

SERVICE COMPONENTS (Continued)

A2 The components of ISDN-PRI Service will be as follows: (Continued)

B2 Primary Rate Interface - provides the multiplexing to support up to twenty-three (23) B channels at 64 Kbps and one (1) D channel for signaling also at 64 Kbps. When Non-Facility Associated Signaling (NFAS) is ordered, the Primary Rate Interface can provide up to twenty-four (24) B channels at 64 Kbps.

- (a) Voice calls may be completed to both ISDN and non-ISDN lines.
- (b) Data Transmission on the B channel will be circuit switched at 64 Kbps within the switch and between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices may be potentially subjected to analog transmission or sub-rated to 56 Kbps.
- (c) The customer may choose to subscribe to additional non-exchange based services. Initial choices for these services will be WATS and 800 Service. The subscription to these services is in addition to the charges for ISDN-PRI service.

OPTIONAL FEATURES

- A1 Call-by-Call/Integrated Service Access Feature Capability - This optional feature will allow the customer to dynamically allocate the use of channels for ISDN-PRI service. The customer may also choose to subscribe to more services than channels and dynamically change the services in use.
- A2 Incoming Call Identification - This optional feature provides the customer with the telephone number of the calling party. Incoming call identification is provided via the D channel associated with incoming calls on a B channel to a PBX.

(N)

SCHEDULE NO. A-15

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) (N)  
(Continued)

RATES

A1 All usual and applicable Service Charges as specified in the Schedule A-5, apply to the activation, move, or change of channel equivalents within ISDN-PRI service packages as well as for installation of the basic system.

A2 ISDN-PRI Service Components

The service components listed below are required at a minimum, for the customer to have ISDN-PRI Service.

		<b><u>NRC/ Installation</u></b>	<b><u>Monthly Rate</u></b>
Primary Rate Access Line (per PRI Link)	Per ISDN Circuit		
-Month-To-Month	1-4	\$1,500.00	\$230.00
-One Year Contract	1-4	1,500.00	220.00
-Two Year Contract	1-4	1,500.00	215.00
-Three Year Contract	1-4	1,500.00	210.00
Primary Rate Interface (per PRI Link)	Per ISDN Circuit		
-Month-To-Month	1-4	-*	\$940.00
-One Year Contract	1-4	-*	875.00
-Two Year Contract	1-4	-*	830.00
-Three Year Contract	1-4	-*	810.00
Backup D-Channel**			
-Month-To-Month		\$100.00	\$50.00
-One Year Contract		100.00	40.00
-Two Year Contract		100.00	35.00
-Three Year Contract		100.00	30.00

\* Installation Nonrecurring Charges for Primary Rate Access Line as specified on Sheet 7 are all inclusive for ISDN circuits.

\*\* In a Facility Associated Signaling (FAS) arrangement for a customer with more than one (1) trunk group, a backup D-channel will be required for each trunk.

SCHEDULE NO. A-15

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)  
(Continued)

RATES (Continued)

A3 Optional Feature

The following are optional features that may be ordered with ISDN-PRI.

	<b><u>NRC/ Installation</u></b>	<b><u>Monthly Rate</u></b>
Call by Call Integrated Service Access Feature Selection (Per PRI Link)		
-Month-To-Month	\$100.00	\$50.00
-One Year Contract	100.00	40.00
-Two Year Contract	100.00	35.00
-Three Year Contract	100.00	30.00
Incoming Call Identification (ICI, Per PRI Interface)		
-Month-To-Month	\$100.00	\$50.00
-One Year Contract	100.00	40.00
-Two Year Contract	100.00	35.00
-Three Year Contract	100.00	30.00

A4 Service Charges

(T)

B1 Service Charges are applicable for each ISDN-PRI Link (which includes the Primary Rate Access Line and Primary Rate Interface) ordered, for receiving and recording information and or taking action in connection with a customer's request, and processing the necessary data. These charges include engineering design, common centralized testing, and coordination.

(T)

SCHEDULE NO. A-15

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)  
(Continued)

RATES (Continued)

A4 Service Charges (Continued) (T)

B2 Service Charges are applicable for receiving and recording information and or taking action in connection with a customer's inside move or transfer of service responsibility request, and processing the necessary data on an existing PRI Link (which includes the Primary Rate Access Line and the Primary Rate Interface. A Service Change Charge is applicable for each PRI Link associated with the customer request (in lieu of a Service Installation Charge). (T)

B3 Premise Visit Charges are applicable per Primary Rate Access Line, for the termination of a channel at a customer's premises or for termination change at the same premises. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time.

B4 Charges for ISDN-PRI Service

(a) Service Change Charge per PRI Link (T)

**Nonrecurring  
Charge**

Changes in 'D' channel or Trunk Group configurations	\$350.00
---	----------



SCHEDULE NO. A-15

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) (N)  
BUNDLED SERVICE

GENERAL

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service is an optional business package that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-Channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

APPLICABILITY

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundle Service standards.

TERRITORY

Within all exchange areas as those areas are defined by maps filed as part of this tariff.

RATES

	<u>Monthly Rate</u>
<u>2-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$575.00
ISDN-PRI Bundle with 20 DID Numbers	590.00
ISDN-PRI Bundle with 50 DID Numbers	595.00
ISDN-PRI Bundle with 100 DID Numbers	600.00
<u>3-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$475.00
ISDN-PRI Bundle with 20 DID Numbers	490.00
ISDN-PRI Bundle with 50 DID Numbers	495.00
ISDN-PRI Bundle with 100 DID Numbers	500.00
<u>5-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$425.00
ISDN-PRI Bundle with 20 DID Numbers	440.00
ISDN-PRI Bundle with 50 DID Numbers	445.00
ISDN-PRI Bundle with 100 DID Numbers	450.00

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

SCHEDULE NO. A-15

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)  
BUNDLED SERVICE (Continued)

CONDITIONS

- A1 ISDN PRI Bundle Service is available where technically feasible.
- A2 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.
- A3 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)
- A4 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).
- A5 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)
- A6 Ports will be provided at the T-1 level only.
- A7 Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.
- A8 The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundle Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.

SCHEDULE NO. A-15

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) (N)  
BUNDLED SERVICE

(Continued)

CONDITIONS (Continued)

A9 The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundle Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this tariff.

A10 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 preceding.

(N)

SCHEDULE NO. B-1

MESSAGE TELECOMMUNICATION SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 20 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
<b>1</b>	<b>4<sup>th</sup> Revised</b>
2	2 <sup>nd</sup> Revised
3	Original
4	Original
<b>5</b>	<b>2<sup>nd</sup> Revised</b>
6	Original
7	Original
8	Original
9	1 <sup>st</sup> Revised
10	1 <sup>st</sup> Revised
11	Original
12	Original
13	Original
14	Original
15	Original
<b>16</b>	<b>2<sup>nd</sup> Revised</b>
<b>17</b>	<b>2<sup>nd</sup> Revised</b>
18	1 <sup>st</sup> Revised
19	Original
20	Original

SCHEDULE NO. B-1

MESSAGE TELECOMMUNICATION SERVICE (continued)

APPLICABILITY

Applicable to all Message Telecommunication Service (MTS) calls made between two or more rate centers within the same LATA in this State.

TERRITORY

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

CHARGES

A1 Two-point message telecommunication service

B1 Charge determination

C1 The charge for MTS is determined by the:

- D1 Distance between stations or serving wire centers
- D2 Time of day and day of week
- D3 Duration of call
- D4 Class of call

C2 Basic MTS schedule of charges\*

D1 Basic MTS schedule of charges applies to each intraLATA call with applicable discounts (See C3 following) and/or service charges (See C5 following). The schedule is as follows:

Rate	Initial	Each Add'l
<u>Mileage</u>	<u>1 Min.</u>	<u>Minute</u>
0-10	\$.11	\$.08
11-22	.15	.11
23-40	.19	.15
41-70	.23	.18
71 & Over	.25	.21

\* In addition to these rates, a surcharge percentage will be added to all billed retail intraLATA services for the Universal Service Fund. See Rates, Schedule Z-4. (T)

SCHEDULE NO. B-1

MESSAGE TELECOMMUNICATION SERVICE (continued)

CHARGES (continued)

A1 Two-point message telecommunication service (continued)

B1 Charge determination (continued)

C2 Basic MTS schedule of charges (continued)

D2 Calls placed to an "Information Delivery Service (976)" type of service on an MTS basis are subject to the MTS schedule of charges in addition to any charges applicable for that type of call.

C3 Discounts for Evening, Night and Weekends are expressed as a percent reduction of the charges, calculated in the table in C2, D1 above. Discounts are applied, based on the following table:

	Mon	Tues.	Wed	Thurs	Fri	Sat	Sun
8:00AM to * 5:00PM	Day Rate Period Full Rate					<div>Evening Rate 35%</div>	
5:00PM to *11:00PM	Evening Rate Period 35% discount						
11:00PM to *8:00AM	Night and Weekend Rate Period 60% discount						

\* to, but not including

D1 In cases where a message begins in one discount period and ends in another, the initial period discount is the discount in effect at the time the connection is established. The discount for each additional period is the discount in effect at the beginning of each additional period.

SCHEDULE NO. B-1

MESSAGE TELECOMMUNICATION SERVICE (continued)

CHARGES (continued)

A1 Two-point message telecommunication service (continued)

B1 Charge determination (continued)

C3 (continued)

D2 Discounts, when applicable, apply to the initial and additional minutes for all calls. Discounts do not apply to operator service charges at any time.

D3 When a discount results in a fractional charge, the amount will be rounded down to the lower cent.

D4 The evening rate applies to the holidays listed below unless a lower rate applies:

E1	New Year's Day	January 1
E2	Independence Day	July 4
E3	Labor Day	-
E4	Thanksgiving Day	-
E5	Christmas Day	December 25

C4 Dial station-to-station calls

The charge for this type of call is the sum of the initial minute charge plus the additional minute(s) charge shown in C2 above, less any applicable discount.

SCHEDULE NO. B-1

MESSAGE TELECOMMUNICATION SERVICE (continued)

CHARGES (continued)

A1 Two-point message telecommunication service (continued)

B1 Charge determination (continued)

C5 Operator Assisted Services

D1 There is an intraLATA service charge for calls classified as Operator Assisted calls. This charge is in addition to the initial and additional minute rate computed in C2 preceding. The charge applies as follows:

	<u>Per Call</u>	
E1 Busy Verification <sup>1</sup>	\$1.50	(D)
E2 Busy Interrupt <sup>1</sup>	2.10	(D)
E3 Operator Assisted Station to Station	1.24	
E4 Collect	1.24	
E5 Operator Assisted Person to Person	3.27	
E6 Operator Assisted Time and Charges	1.00	
E7 Operator Assisted - Corrections	1.24	
E8 Billed to Third Number	1.24	

D2 The intraLATA operator handled charge will apply when a customer requests a time and charges quote for an intraLATA toll call.

B2 Handicapped persons discount (see SPECIAL CONDITIONS A5).

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

(N)



SCHEDULE NO. B-1

MESSAGE TELECOMMUNICATION SERVICE (continued)

CHARGES (continued)

A2 Conference services

B1 Rate airline distances for conference service are determined using the V-H system, as specified in CONDITIONS A12 following.

B2 Conference service rates are quoted in terms of initial and additional periods.

C1 Initial period

All initial period rates are for conference connections of one minute or any fraction thereof plus the Person-to-Person operator service charge.

C2 Additional period

All additional period rates are for each additional minute or any fraction thereof that the conference connection continues beyond the initial period.

B3 The total charges for the conference connection is the sum of the initial period charge and the additional period charge.

C1 Initial period rate is the sum of the initial 1 minute period charges plus the Person-to-Person Operator Charge for each conference point from the originating station as determined in A1 B1 preceding.

C2 Additional period rate is the sum of the additional minute charges for each conference point from the originating station as determined in A1 B1 preceding.

B4 For conference service where all the stations are within an exchange, the initial period and the additional period charges will be based on the first mileage band.

SCHEDULE NO. B-1

MESSAGE TELECOMMUNICATION SERVICE (continued)

CHARGES (continued)

A2 Conference services (continued)

B5 The charges for conference service may be reversed if:

C1 The total charges will be billed to one called conference point.

C2 The total charges are accepted by the designated point.

B6 If more than ten conference points are connected at one time, the minimum rate will be for a ten minute conference connection.

B7 When suitable facilities are not available to allow connection of the requested number of conference points, a special charge, in addition to the initial and additional period rates, may apply for the equipment needed to make the connection.

SCHEDULE NO. B-1

MESSAGE TELECOMMUNICATION SERVICE (continued)

CHARGES (continued)

A3 Optional service offerings

B1 Volume discount

C1 Description

Message Telecommunication Service (MTS) Volume Discount is an optional toll calling discount plan.

Discounts are based on the monthly minimum selected by the customer. The discount will apply to the customer's total amount of intraLATA toll billed each month.

C2 Regulations

D1 The discount does not apply to the following:

- a. To mobile originated calls.
- b. To Public Main Station service.
- c. To Directory Assistance or Conference service.
- d. To Public Access Lines (PAL).

D2 When the customer initially subscribes or disconnects this service, if a partial month is billed and the customer meets the minimum charge subscribed to, the discount will apply. If the minimum charge subscribed to is not met on the partial month, then regular MTS rates will apply for the partial month.

D3 This discount plan will be discontinued when a customer places his local exchange service on full suspension.

D4 This discount plan is not available with any other Mountain Bell optional toll calling plan or MTS discount or concession.

D5 This discount plan is not available to customers who resell Mountain Bell MTS.

D6 This service is offered subject to the continuing availability of long distance message telecommunications facilities and capacity with other services rendered by the company having preference. The company may terminate or refuse to furnish service hereunder if the use of the service would interfere with or impair this or any other service rendered by the company.

SCHEDULE NO. B-1

MESSAGE TELECOMMUNICATION SERVICE (continued)

CHARGES (continued)

A3 Optional service offerings (continued)

B1 Volume discount (continued)

C3 Rates and Charges <sup>1</sup>

(T)

D1 The rates and charges for this service are in addition to the rates and charges for the local exchange service with which it is associated.

D2 This service will be billed at the minimum MTS usage amount if this minimum is not met each month. If the minimum is met or exceeded, the appropriate discount will be applied to the total amount of intrastate/intraLATA long distance telecommunications messages and the discounted amount will be billed.

D3 Per account arranged

The following minimum MTS usage and discount percentage are applicable to both residence and business customers.

	<u>Discount</u>	Minimum MTS <u>Usage</u>
Plan 1	10%	\$ 25.00
Plan 2	15%	50.00
Plan 3	20%	100.00
Plan 4	25%	200.00

(D)

(D)

<sup>1</sup> In addition to the Service Order Charge – Subsequent in Schedule No. A-5.

(T)

SCHEDULE NO. B-1

MESSAGE TELECOMMUNICATION SERVICE (continued)

CHARGES (continued)

A3 Optional service offerings (continued)

B2 Utah State Government Network

C1 Description

- D1 The Utah State Government Network Service is a measured intercity/intraLATA message telecommunication service designated to meet certain communications requirements of the State Government of Utah.
- D2 The Utah State Government Network Service is available 24 hours per day, all days per month, on 1-party business line service, PBX system trunks, and CO main station lines.
- D3 Rates and charges for this service are contained in contracts which are periodically negotiated between the Company and the Government.

(D)

(D)

SCHEDULE NO. B-1

MESSAGE TELECOMMUNICATION SERVICE (continued)

CONDITIONS

- A1 Message Telecommunication Service (MTS) applies to all MTS calls made between two or more rate centers within the same LATA in this state. The rate centers are specific geographic locations from which airline mileage measurements are determined.
- A2 MTS provides telecommunication beyond the local calling area. MTS charges cover the service furnished between the calling and called stations.
- A3 MTS is available to and from customers of a Miscellaneous Common Carrier with arrangement for interchange of telephone traffic. This service is furnished through interconnecting equipment and local connecting facilities provided by the utility.
- A4 The rates between the applicable rate centers are the rates set forth in this tariff for two-point service.
- A5 The telecommunications network is designed, maintained, and operated to originate and terminate calls between station lines furnished by the utility. However, connections of facilities, equipment and/or communications systems provided by others may be made to the telecommunication network. The utility is not responsible for the through transmission of signals or quality of transmission on such connections. When such connections are made at premises where the customer doesn't originate or terminate calls, the utility may require exchange service to be provided from a central office(s) different from the central office(s) designated by the utility to serve that premises.

SCHEDULE NO. B-1

MESSAGE TELECOMMUNICATION SERVICE (continued)

CONDITIONS (continued)

A6 Scope

- B1 MTS is that of furnishing facilities for telecommunication between station lines in different local service areas of the same LATA in accordance with the regulations and system of charges specified in this tariff.
- B2 The utility does not undertake to transmit messages but furnishes the use of its facilities to its customers for communications.
- B3 Service is furnished subject to the availability of the service components required. The utility will (1) determine which of those components shall be used and (2) make modifications to those components at its option.

A7 Priority of services

- B1 When a shortage of facilities exists, MTS will be established before other services. However, the duration of MTS calls may be limited due to facility shortages caused by emergency conditions.

A8 Liability

- B1 In view of the fact that the customer has exclusive control of his communications over the facilities furnished him by the utility, and of the other uses for which facilities may be furnished him by the utility, and because of unavailability of errors incident to the services and to the use of such facilities of the utility, the services and facilities furnished by the utility are subject to the terms, conditions and limitations specified in B2, B3, and B4 following.
- B2 The liability of the utility for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the utility, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, or of the utility in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay or error or defect in transmission, or failure or defect in facilities occurs.

SCHEDULE NO. B-1

MESSAGE TELECOMMUNICATION SERVICE (continued)

CONDITIONS (continued)

A8 Liability (continued)

B3 The customer indemnifies and saves the utility 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 utility, 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 utility.

B4 No utility participating in this service shall be liable for any act or omission of any other company also participating in the service.

A9 Use

B1 Use of service

The service is provided for use by the customer and may be used by others, when so authorized by the customer, providing that such use shall be subject to the provisions of this tariff.

B2 Abuse and fraudulent use

The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

C1 The use of service or facilities of the utility to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for service;

C2 The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain MTS, by rearranging, tampering with, or making connection with any facilities of the utility, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charges for such service;



SCHEDULE NO. B-1

MESSAGE TELECOMMUNICATION SERVICE (continued)

CONDITIONS (continued)

A9 Use (continued)

B2 Abuse and fraudulent use (continued)

C3 The use of service or facilities of the utility for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;

C4 The use of profane or obscene language;

C5 The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

B3 Unlawful purposes

The service is furnished subject to the condition that it will not be used for an unlawful purpose.

A10 Obligation of the customer

B1 The calling party shall establish his identity in the course of any communication as often as may be necessary.

B2 The calling party shall be solely responsible for establishing the identity of the person or persons with whom connection is made at the called station or stations.

B3 Where mobile radiotelephone stations are involved the party in the vehicle placing or receiving a call shall inform the mobile service operator upon request as to the State in which the vehicle is located at the time of placing or receiving the call.

A11 Termination of service for cause

Upon nonpayment of any sum due the utility, or upon a violation of any of the conditions governing the furnishing of service, the utility may, by notice in writing to the customer, without incurring any liability, forthwith discontinue the furnishing of said service.

SCHEDULE NO. B-1

MESSAGE TELECOMMUNICATION SERVICE (continued)

CONDITIONS (continued)

A12 Determination of airline mileages

- B1 MTS rates between points within the same LATA (cities, towns, or localities) are based on the airline distance between rate centers. In general, each point is designated as a rate center; certain small towns or localities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest.
- B2 Airline mileages are determined by using vertical and horizontal grid lines which have been established across the United States. The spacing between adjacent vertical grid lines and between horizontal grid lines represents a distance of one coordinate unit. A four-digit vertical (V) and a four-digit horizontal (H) coordinate are computed for each rate center from its latitude and longitude location on a map. The intersection of the horizontal grid and the vertical grid identifies the V and H coordinates. The distance between any two rate centers is the airline mileage computed between their respective coordinate intersections. The rates applicable to mileage bands are provided under CHARGES A1 B1 C2 D1.

SCHEDULE NO. B-1

MESSAGE TELECOMMUNICATION SERVICE (continued)

SPECIAL CONDITIONS

A1 Class of calls

Operator Services are furnished to customers upon their request to assist in the completion of calls. The following services are offered:

B1 Busy Verification<sup>1</sup> (D)

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.

B2 Busy Interrupt<sup>1</sup> (D)

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.

B3 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).

B4 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.

B5 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.

B6 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.

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

SCHEDULE NO. B-1

MESSAGE TELECOMMUNICATION SERVICE (continued)

SPECIAL CONDITIONS (continued)

A1 Class of calls (continued)

B7 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.

(N)

B8 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.

(N)

A2 Timing of calls

B1 On dial station-to-station and operator-handled station-to-station, the timing of a call begins when the calling and called stations are connected.

B2 On person-to-person calls, the timing of a call begins when the calling party is connected to a specified person, station or an agreed upon alternate.

B3 Chargeable time ends when the connection is terminated at any point.

B4 When exchange telephone service used for MTS is directly connected (i.e., not connected through a Multiline Terminating System) at a customer's premises to a communications system, chargeable time for all classes of calls begins when a call from the telecommunications network terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with the exchange telephone service so that chargeable time may begin.

SCHEDULE NO. B-1

MESSAGE TELECOMMUNICATION SERVICE (continued)

SPECIAL CONDITIONS (continued)

A2 Timing of calls (continued)

B5 MTS service rates are quoted in terms of initial and additional minutes.

C1 The initial minute is the first minute or any fraction after connection is made.

C2 The additional minute is each minute or any fraction after the initial minute.

B6 The timing of a call does not include time lost because of service faults or defects that are reported to the utility.

B7 On all classes of service, the rate charged is determined by the day and the time - standard or daylight saving - at the rate center of the calling station.

A3 Collection of charges

Charges (including messenger charges) for all MTS calls are billed to the calling party, except where the calls are billed to:

B1 The called party as a collect call, and the charge is accepted by the called party. This does not apply if the called station is a coin telephone. In this case, the charge may be accepted but must be billed to a third number; otherwise, the called station must originate a new call. (T)

B2 A third telephone number, except for coin. The third number must be an authorized telephone number as determined by the utility.

B3 A special billing number. (T)

A4 Payment arrangements

The customer is responsible for payment of all charges for service furnished, due on receipt of the bill.

SCHEDULE NO. B-1

MESSAGE TELECOMMUNICATION SERVICE (continued)

SPECIAL CONDITIONS (continued)

A5 Handicapped persons discount

A rate reduction on Dial Station-to-Station calls, originating from a teletypewriter or similar device of a certified hearing or speed impaired customer's residential line to any other teletypewriter or similar device within the same LATA in this State, will be extended to customers who have a hearing or speech disability to such an extent that he or she cannot communicate via the telephone by regular voice communication. The rate reduction will be the application of the evening rate discount during the day rate period and the night and weekend rate discount during all other rate periods.

A6 Conference service

Conference service is that of furnishing connections between three or more main stations or PBX trunks or combinations thereof on one connection at the same time. Conference service is not available to mobile radiotelephone stations.

Conference service is furnished where facilities permit.

B1 Operator-handled conference service

- C1 This service provides for communications between a calling station and three or more called stations. A utility operator connects all stations. The operator will attempt to arrange a conference call at a time specified by the customer. The conference call may be arranged so that all stations can communicate or so that one station transmits and all others receive.
- C2 Person-to-person service is the only class of service available for operator-handled conferencing.
- C3 In cases where a message begins in one discount period and ends in another, the initial period discount is the discount in effect at the time connection is established. The discount for the additional period is the discount in effect at the beginning of the additional period.

SCHEDULE NO. B-1

MESSAGE TELECOMMUNICATION SERVICE (continued)

SPECIAL CONDITIONS (continued)

A6 Conference service (continued)

B2 Timing of calls

C1 The following regulations apply in addition to the timing regulations previously specified. Chargeable time:

D1 Begins when all connections are established.

D2 Ends when the connection is terminated at the originating station.

D3 Does not include time lost because of defects in the service.

C2 When the originating customer requests that a station or stations be added to or disconnected.

SCHEDULE NO. B-2

WIDE AREA TELECOMMUNICATIONS SERVICE Grandfathered

(C)

LIST OF EFFECTIVE SHEETS

Sheets 1 through 26 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	2 <sup>nd</sup> Revised
2	2 <sup>nd</sup> Revised
3	2 <sup>nd</sup> Revised
4	2 <sup>nd</sup> Revised
5	2 <sup>nd</sup> Revised
6	2 <sup>nd</sup> Revised
7	1 <sup>st</sup> Revised
8	1 <sup>st</sup> Revised
9	1 <sup>st</sup> Revised
10	2 <sup>nd</sup> Revised
11	1 <sup>st</sup> Revised
12	1 <sup>st</sup> Revised
13	1 <sup>st</sup> Revised
14	1 <sup>st</sup> Revised
15	1 <sup>st</sup> Revised
16	1 <sup>st</sup> Revised
17	1 <sup>st</sup> Revised
18	1 <sup>st</sup> Revised
19	1 <sup>st</sup> Revised
20	1 <sup>st</sup> Revised
21	1 <sup>st</sup> Revised
22	1 <sup>st</sup> Revised
23	1 <sup>st</sup> Revised
24	1 <sup>st</sup> Revised
25	2 <sup>nd</sup> Revised
26	1 <sup>st</sup> Revised



SCHEDULE NO. B-2

WIDE AREA TELECOMMUNICATIONS SERVICE <sup>2</sup> - Grandfathered (continued) (C)

OUTWARD WATS AND 800 SERVICE

APPLICABILITY

Applicable to Outward Wide Area Telecommunications Service (WATS) and 800 Service.

TERRITORY

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

RATES

Monthly  
Rate

A1 Outward WATS

B1 Outward WATS access line

C1 Each access line #. \$20.00

B2 The hourly rates for Outward WATS apply to the average use for each rate period, rounded to the nearest tenth of an hour, for each access line within a service group.

C1	<u>Usage Rate Per Access Line, Per Hour</u>	<u>Charge</u> <sup>1</sup>	(T)
	Up to 15	\$9.30	
	15.1 to 30	8.40	
	30.1 to 50	8.15	
	50.1 to 100	7.85	
	100.1 to more	7.65	

<sup>1</sup> In addition to the above rates, a surcharge of \$0.005 per minute (\$0.30 per hour) will be added to intrastate intraLATA Outward WATS calls to assist in funding the Utah Universal Service Fund pursuant to the Utah Public Service Commission's order in Case No. 89-999-01. See RATES A4 following. (T)

<sup>2</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations. (N)  
(N)

SCHEDULE NO. B-2

WIDE AREA TELECOMMUNICATIONS SERVICE <sup>2</sup> - Grandfathered (continued) (C)

OUTWARD WATS AND 800 SERVICE (continued)

RATES (continued)		Monthly Rate	
A2	800 Service		
B1	800 Service access line		
C1	Each access line #	\$25.00	
B2	The hourly rates apply to the average use for each rate period, rounded to the nearest tenth of an hour, for each access line within a service group.		
C1	Usage Rate Per Access Line, Per Hour	<u>Charge</u> <sup>1</sup>	(T)
	Up to 10	\$9.50	
	10.1 to 25	9.10	
	25.1 to 50	8.70	
	50.1 to 100	8.45	
	100.1 or more	8.25	
A3	Ancillary WATS Service		
B1	Extended access line		
C1	Extended access lines are provided only within this State.		
C2	The minimum service period for an extended access line is one day.		

<sup>1</sup> In addition to the above rates, a surcharge of \$0.005 per minute (\$0.30 per hour) will be added to intrastate intraLATA Outward WATS calls to assist in funding the Utah Universal Service Fund pursuant to the Utah Public Service Commission's order in Case No. 89-999-01. See RATES A4 following. (T)

<sup>2</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations. (N)  
(N)

SCHEDULE NO. B-2

WIDE AREA TELECOMMUNICATIONS SERVICE <sup>3</sup> - Grandfathered (continued) (C)

OUTWARD WATS AND 800 SERVICE (continued)

RATES (continued)

A3 Ancillary WATS services (continued)

B1 Extended access lines (continued)

C3 When a WATS access line has more than one termination, one is designated as the access line main station. All other terminations of the same access line are designated as extended access lines.

		Monthly Rate	
D1	Same exchange For extended access lines in the same exchange as the main station		
E1	Each	\$ <sup>1</sup>	(T)
D2	Different exchange For extended access lines in exchanges different from the exchange location of the main station		
E1	First extended access line in the exchange	<sup>2</sup>	(T)
E2	Each additional extended access in the exchange.	<sup>1</sup>	(T)

C4 Where customer-provided terminal equipment or customer-provided communications systems involve connection to a channel, such channel connection is subject to the provisions of Rule 11.

B2 Access line terminations

C1 WATS rates as previously specified in A1 and A2 include the furnishing of an access line to the customer's premises.

<sup>1</sup> Appropriate rates and charges as shown in Schedule No. A-2, Off-premises facilities, for extended access line mileage apply. (T)

<sup>2</sup> Appropriate rates and charges for Series 2000 interexchange channels and local channels apply. See Schedule No. G-1. (T)

<sup>3</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations. (N)  
(N)

SCHEDULE NO. B-2

WIDE AREA TELECOMMUNICATIONS SERVICE <sup>2</sup> - Grandfathered (continued) (C)

OUTWARD WATS AND 800 SERVICE (continued)

RATES (continued)

A3 Ancillary WATS service (continued)

B2 Access line terminations (continued)

C2 Access lines may be equipped for touch calling service where facilities permit. In such cases, touch calling rates and charges will not apply on the access lines.

B3 Charges

C1 Charges for installations, moves, and conversions <sup>1</sup> (T)

		Service Connection <u>Charges</u>
D1	800 Service	
	E1 Install or connect new	\$116.50
	E2 Move or conversion	32.00
D2	Outward WATS	
	E1 Install or connect new	105.50
	E2 Move or conversion	32.00

<sup>1</sup> Conversion denotes a customer request (1) change of the 800 Service telephone number, or (2) separating or combining 800 Service hunting arrangement. (T)

<sup>2</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations. (N)  
(N)

SCHEDULE NO. B-2

WIDE AREA TELECOMMUNICATIONS SERVICE <sup>3</sup> - Grandfathered (continued) (C)

OUTWARD WATS AND 800 SERVICE (continued)

RATES (continued)

A3 Ancillary WATS service (continued)

B4 Allowance for interruptions

Allowances for interruptions apply to each WATS access line as set forth as follows:

C1 When WATS access line is interrupted for a period of less than 2 hours after the trouble is reported to the utility, no credit applies.

C2 When the WATS access line is interrupted for a period of 2 hours to 24 hours after the trouble is reported to the utility, the following credit applies:

		Credit <u>Allowance</u> 2	
D1	Allowance		(T)

C3 When the WATS access line is interrupted for a period of more than 24 hours after the trouble is reported to the utility, a credit applies for each 24 hour period or any fraction thereof.

		Credit <u>Allowance</u> 2	
D1	Allowance		(T)

C4 The credit C2 and C3 prior includes all credits to be applied for an interruption.

B5	Adjustment of signal power strength level	Service Connection <u>Charges</u>
----	---	---

C1 WATS access line

D1	Adjustment, each visit, each line	\$ <sup>1</sup>	(T)
----	-----------------------------------	-----------------	-----

<sup>1</sup> Applicable Service Charges as specified in Schedule No. A-5. (T)

<sup>2</sup> 1/30 of Monthly Access Line Rate. (T)

<sup>3</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations. (N)  
(N)

---

SCHEDULE NO. B-2

WIDE AREA TELECOMMUNICATIONS SERVICE <sup>1</sup> - Grandfathered (continued) (C)

OUTWARD WATS AND 800 SERVICE (continued)

RATES (continued)

A4 Universal Service Fund

Pursuant to the Utah Public Service Commission's order in Case No. 89-999-01, a surcharge shall be added to intrastate intraLATA WATS calls to assist in funding the Utah Universal Service Fund.

<sup>1</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations. (N)  
(N)

SCHEDULE NO. B-2

WIDE AREA TELECOMMUNICATIONS SERVICE <sup>1</sup> - Grandfathered (continued) (C)

OUTWARD WATS AND 800 SERVICE (continued)

CONDITIONS

- A1 Wide Area Telecommunications Service (WATS), by use of a WATS access line and the public switched network, provides for dial-type communications between a WATS termination and exchanges within the same LATA, within the state and in accordance with the regulations and schedules of charges specified in this tariff.
- A2 A WATS access line is a line from the customer's premises to a utility CO and is provided for the purpose of completing WATS calls. Each such line will be arranged at the customer's option for either outward or 800 Service but not for both.
- B1 The Outward WATS customer is furnished a WATS access line arranged for outward calling only. Outward WATS provides for directly dialed calls from a WATS termination by way of the WATS access line and the public switched network to exchanges within the same LATA in the State.
- B2 The 800 Service customer is furnished a WATS access line arranged for inward calling only. 800 Service provides for dial-type calling to a WATS termination by way of the WATS access line and the public switched network from exchanges within the same LATA in the State.
- A3 WATS is furnished only if the necessary service components are available. If unusual costs are involved to make facilities available, the customer may have to pay additional charges.
- A4 OUTWATS/800 interstate and interLATA service will be provided by intercity carriers of record.
- A5 OUTWATS/800 intrastate service will be provided jointly by the utility and interLATA carriers of record.
- A6 OUTWATS intraLATA only service will not be provided by the utility. See Citizens Business/Residence Line 800 following for 800 intraLATA only service.
- A7 Rate Center -- a specified geographical location in an exchange from which mileage measurements for interexchange channels are made.
- A8 Service Terminating Arrangement -- utility-provided equipment which terminates WATS access lines and facilitates design, isolation, and testing of WATS service. Protective connecting arrangements include the service terminating arrangement.

<sup>1</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations. (N)  
(N)

WIDE AREA TELECOMMUNICATIONS SERVICE <sup>1</sup> - Grandfathered (continued) (C)

<sup>1</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations.



SCHEDULE NO. B-2

WIDE AREA TELECOMMUNICATIONS SERVICE <sup>1</sup> - Grandfathered (continued) (C)

OUTWARD WATS AND 800 SERVICE (continued)

CONDITIONS (continued)

A10 WATS terminations (continued)

B4 When connections are made to customer or Other Common Carrier-provided communications systems at a premises where the customer does not originate or terminate communications, the utility may require that WATS be furnished from a utility WATS CO(s) different than the CO(s) designated by the utility to serve that premises. Under such circumstances, monthly and service charges equal to access line extension charges apply between the WATS CO that would serve the customer's premises and the WATS CO from which service is actually provided.

A11 Limitations of service

B1 WATS calls must be dialed and completed without the assistance of a utility operator except when facilities or conditions do not allow customer dial completion or when an interrupted call is reestablished by a utility operator.

B2 The utility does not undertake to transmit messages but furnishes the use of its facilities to its customers for communications.

B3 The design, maintenance and operation of WATS envisions that communications will originate or terminate at a WATS station for the purpose of communicating with stations in the specified service areas. Connections of communications system provided by the customer or Other Common Carrier to WATS may be made. However, the utility will not be responsible for the through transmission of signals or for the quality of transmission on such connections.

B4 Connection to other services

Connection of WATS to other services is permitted on a switched basis only. No permanent connection between WATS and other services may be established.

<sup>1</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations. (N)  
(N)

SCHEDULE NO. B-2

WIDE AREA TELECOMMUNICATIONS SERVICE <sup>1</sup> - Grandfathered (continued) (C)

OUTWARD WATS AND 800 SERVICE (continued)

CONDITIONS (continued)

A11 Limitations of service (continued)

B5 Availability of service

C1 In case a shortage of facilities exists at any time, either for temporary or protracted periods, the establishment of Message Telecommunications Service (MTS) shall take precedence over all other services.

B6 Company liability

C1 In view of the fact that the customer has exclusive control of his communications over the facilities furnished him by the utility, and of the other uses for which facilities may be furnished him by the utility, and because of unavoidableness of errors incident to the services and to the use of such facilities of the utility, the services and facilities furnished by the utility are subject to the terms, conditions and limitations herein specified.

C2 The liability of the utility for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in facilities furnished by the utility, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, or of the utility in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error defect in transmission, or failure or defect in facilities occurs.

<sup>1</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations. (N)  
(N)

SCHEDULE NO. B-2

WIDE AREA TELECOMMUNICATIONS SERVICE <sup>1</sup> - Grandfathered (continued) (C)

OUTWARD WATS AND 800 SERVICE (continued)

CONDITIONS (continued)

A2 Limitations of service (continued)

B6 Company liability (continued)

- C3 The utility shall be indemnified and saved harmless by the customer or customers against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the utility, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with the facilities provided by the utility.
- C4 When the lines of other telephone companies are used in establishing connections to points not reached by the utility's lines, the utility is not liable for any act or omission of the other company or companies.
- C5 The utility does not guarantee nor make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The customer shall indemnify and hold the utility harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of said equipment so provided.
- D1 The utility may require each customer to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.

<sup>1</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations. (N)  
(N)

SCHEDULE NO. B-2

WIDE AREA TELECOMMUNICATIONS SERVICE <sup>1</sup> - Grandfathered (continued) (C)

OUTWARD WATS AND 800 SERVICE (continued)

CONDITIONS (continued)

A11 Limitations of service (continued)

B6 Company liability (continued)

C5 (continued)

D2 The customer shall furnish, install and maintain sealed conduit with explosion-proof fittings between this equipment and points outside the hazardous area where connection may be made with regular facilities of the utility. The customer may be required to install and maintain this equipment within the hazardous area if, in the opinion of the utility, injury or damage to utility employees or property might result from installation or maintenance by the utility.

B7 Transmission quality

C1 Satisfactory transmission cannot be assured when the WATS access line is connected to other company services or to customer-provided equipment or services.

B8 Completion of 800 Service messages

C1 800 Service is furnished upon condition that the customer obtain adequate service to permit the use of this service without interfering with this service or impairing it or without injurious effects upon it or any other service rendered by the utility. The utility, without incurring any liability, may terminate or refuse to furnish 800 Service to any customer who fails to comply with said conditions, provided that, in case of a termination of service, at least five days have elapsed following written notification to the customer by mail or in person of the utility's intention to terminate the service for such cause.

B9 Use of service

C1 WATS may be used by the customer or others authorized by the customer. Orders involving installation, rearrangement, billing, or discontinuance of service will be accepted by the utility only from the customer.

<sup>1</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations. (N)  
(N)

SCHEDULE NO. B-2

WIDE AREA TELECOMMUNICATIONS SERVICE <sup>1</sup> - Grandfathered (continued)

(C)

OUTWARD WATS AND 800 SERVICE (continued)

CONDITIONS (continued)

A11 Limitation of service (continued)

B10 Abuse or fraudulent use

The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

- C1 The placing or acceptance of a WATS call by a WATS customer, his agent, employee or representative, in response to an uncompleted MTS call, which was not completed in order to transmit or receive intelligence without the payment of the applicable message toll charge;
- C2 The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, WATS by rearranging, tampering with, or making connection with any facilities of the utility, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service;
- C3 The use of service or facilities of the utility for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;
- C4 The use of profane or obscene language;
- C5 The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

A12 Application of monthly rates for access line and usage

B1 WATS usage charges are for payment for the service between the WATS termination and another location.

B2 Service group

- C1 The term "Service Group," as used in connection with Outward WATS, denotes one access line or two or more access lines appearing in the same multiline terminating system at the same customer premises.

<sup>1</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations.

(N)  
(N)

SCHEDULE NO. B-2

WIDE AREA TELECOMMUNICATIONS SERVICE <sup>1</sup> - Grandfathered (continued) (C)

OUTWARD WATS AND 800 SERVICE (continued)

CONDITIONS (continued)

A12 Application of monthly rates for access line and usage (continued)

B2 Service group (continued)

C2 The term "Service Group," as used in connection with 800 Service, denotes the access lines arranged in CO equipment furnished by the utility as part of a given hunting arrangement. (The term "hunting arrangement" denotes a grouping of 800 Service access lines arranged for the completion of a given call or arranged for overflow to or from another access line or group of access lines.)

B3 Chargeable time

C1 Chargeable time begins when connection is established between a station associated with the WATS access line and the calling or called station.

C2 Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telecommunications network.

C3 When 800 Service is directly connected (i.e., not connected through a Multiline Terminating System) at a customer's premises to a communications system, chargeable time begins when the call terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with the 800 Service so that the chargeable time may begin.

B4 Minimum service period

The minimum service period for WATS is one day.

B5 Payment of charges

C1 The customer is responsible for payment of all charges for service furnished the customer. Service charges are payable upon establishment of service. All other charges from time to time in force and effect are payable monthly in advance, except hourly usage charges, which are payable upon rendition of a bill by the utility.

C2 Charges of less than a cent will be rounded to the nearest cent.

<sup>1</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations. (N)  
(N)

SCHEDULE NO. B-2

WIDE AREA TELECOMMUNICATIONS SERVICE <sup>1</sup> - Grandfathered (continued)

(C)

OUTWARD WATS AND 800 SERVICE (continued)

CONDITIONS (continued)

A12 Application of monthly rates for access line and usage (continued)

B6 Fractional periods

C1 The charge for a fractional part of a month will be a proportionate part of the monthly rate based on the actual number of days the service is provided.

C2 For the purpose of administering this regulation with respect to the determination of the rate for a fractional part of a month, every month is considered to have 30 days.

B7 Minimum average time requirement MATR

Usage is subject to an average of one minute per completed call in each rate period for each billing period. This means that if the average duration per call in any rate period during each billing cycle is less than one minute, billing will be based on an average duration of one minute per call.

B8 Method of determining rates

C1 Determine the total number of calls for the service group.

C2 Determine the equivalent hours used by applying the minimum average time requirement of 60 seconds (1 call = 1 minute).

C3 Determine the total actual hours used for the service group.

C4 Determine the chargeable hours which is the greater of C2 or C3 above, rounded to the nearest tenth (one decimal place).

C5 Determine the number of access lines in service during the month. Access lines in service for a fraction of a month are based on the number of days in service divided by 30 days. The result is rounded to the nearest hundredth, two decimal places.

C6 Determine the average use per line in the service group by dividing the chargeable hour in C4 above by the number of access lines in C5 above.

<sup>1</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations.

(N)  
(N)

SCHEDULE NO. B-2

WIDE AREA TELECOMMUNICATIONS SERVICE <sup>1</sup> - Grandfathered (continued) (C)

OUTWARD WATS AND 800 SERVICE (continued)

CONDITIONS (continued)

A12 Application of monthly rates for access line and usage (continued)

B8 Method of determining rates (continued)

C7 Determine the usage charge per line by multiplying the hourly rate in the appropriate taper(s) by the number of hours used in each taper and totaling these charges.

C8 Determine the total usage charge in the service group by multiplying the usage charge per access line in C7 above by the number of access lines in C5 above.

B9 Allowance for interruptions

C1 None of the prior credit allowances will be made for:

D1 Noncompletion of WATS messages due to busy network conditions, or

D2 Interruption of service due to utility-provided equipment or systems, or

D3 Interruption of service due to negligence of the customer, or

D4 Interruption of service during any period in which the utility is not afforded access to the premises at which the WATS access line is terminated, or

D5 Interruption of service during any period when the customer has released the WATS access line to the utility for maintenance purposes, or implementation of a customer order for a change in service arrangement.

C2 Long distance message telecommunications service furnished at a customer's request, when his WATS is interrupted, is charged at the long distance telecommunications rates.

<sup>1</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations. (N)  
(N)



SCHEDULE NO. B-2

WIDE AREA TELECOMMUNICATIONS SERVICE <sup>1</sup> - Grandfathered (continued) (C)

OUTWARD WATS AND 800 SERVICE (continued)

CONDITIONS (continued)

A13 Adjustment of signal power strength level

B1 Basis for charge

C1 Where, at the request of the customer, acoustic or inductive data transmitting and/or receiving terminal equipment are to be used at a specified location in connection with customer-provided acoustic or inductive connected data terminal equipment, a charge applies to each WATS access line which requires a visit to the customer's premises by utility personnel to establish the level of signal power at the output of the network control signaling unit or to provide any conditioning of the line.

C2 The charge does not apply if this work is performed at the same time the utility service is installed.

A14 Service charges

WATS rates and charges are in addition to other service rates and charges whenever provided with WATS.

<sup>1</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations. (N)  
(N)

SCHEDULE NO. B-2

WIDE AREA TELECOMMUNICATIONS SERVICE <sup>1</sup> - Grandfathered (continued) (C)

CITIZENS BUSINESS/RESIDENCE LINE 800 SERVICE (continued)

DESCRIPTION

- A1 CITIZENS BUSINESS/Residence Line 800 Service is the furnishing of dial type telecommunications from stations within a LATA to a station associated with an 800 termination point within the same LATA within the same state.
- A2 Dial type telecommunications is a call dialed and completed from or to an 800 access line without the assistance of a Telephone Company operator, or placed with an operator where facilities are not available for dial completion, or where, for other service reasons, operator assistance in completion of the call is necessary.
- A3 Generally, an 800 termination is a path between the network interface at the customer's premises and the point in a Telephone Company central office where access to the switched network is obtained for the purpose of completing 800 calls. CITIZENS BUSINESS/Residence Line 800 Service access will be arranged for common line termination. CITIZENS BUSINESS/Residence Line 800 Service provides termination of calls over nondedicated business and residence one-party lines. One 800 number may be assigned to each existing or newly provided exchange telephone number which allows for the completion of 800 calls in addition to all other usage normally handled on this termination.
- A4 CITIZENS BUSINESS/Residence Line 800 Service is not available in conjunction with Coin Telephone Service, Public Coin Telephone Service COCOT Service or Foreign Exchange service lines.
- A5 CITIZENS BUSINESS/Residence Line 800 Service provides for the termination of 800 calls only.

<sup>1</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations. (N)  
(N)

SCHEDULE NO. B-2

WIDE AREA TELECOMMUNICATIONS SERVICE <sup>1</sup> - Grandfathered (continued)

(C)

CITIZENS BUSINESS/RESIDENCE LINE 800 SERVICE (continued)

DESCRIPTION (continued)

- A6 CITIZENS BUSINESS/Residence Line 800 service provides for the assignment of a single ten digit 800 number (i.e., 800+XXX+XXX) to the customer which can be used in one or more LATAs at the same time for intraLATA calling. CITIZENS BUSINESS/Residence Line 800 service allows for but does not require the CITIZENS BUSINESS/Residence Line 800 customer to use one 800 number in multiple LATAs for intraLATA calling. Customers may retain the same CITIZENS BUSINESS/Residence Line 800 service telephone number when moving to another location within the state.
- A7 CITIZENS BUSINESS/Residence Line 800 Service is the furnishing of facilities in accordance with the regulations and schedule of charges specified in this tariff. CITIZENS BUSINESS/Residence Line 800 Service rates set forth herein are in payment for the service furnished between the calling and called stations.
- A8 CITIZENS BUSINESS/Residence Line 800 Service is furnished subject to the availability of the appropriate equipment and facilities.
- A9 CITIZENS BUSINESS/Residence Line 800 Service may only be provided by the Telephone Company.
- A10 The term "Service Terminating Arrangement" denotes company-provided equipment which terminated CITIZENS BUSINESS/Residence Line 800 Service at a customer's premises. The service terminating arrangement provides a clearly delineated interface which facilitates the design, insulation and testing of CITIZENS BUSINESS/Residence Line 800 Service. Where a protective connecting arrangement is required, the service terminating arrangement is provided as a part of the protective connecting arrangement.
- A11 All rates and charges quoted in this tariff provide for the furnishing of service and suitable facilities are available or where the construction of the necessary facilities does not involve unusual costs. When the revenue to be derived from the service does not warrant the Telephone Company assuming the unusual costs of providing the necessary construction, the customer may be required to pay all or a portion of such costs and to contract for the service for a sufficient period to warrant the construction, depending upon the circumstances in each case.

<sup>1</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations.

(N)  
(N)

SCHEDULE NO. B-2

WIDE AREA TELECOMMUNICATIONS SERVICE <sup>1</sup> - Grandfathered (continued) (C)

CITIZENS BUSINESS/RESIDENCE LINE 800 SERVICE (continued)

LIMITATIONS OF SERVICE

A1 Dial type telecommunications associated with a CITIZENS BUSINESS/Residence Line 800 Service access line are calls dialed and completed without the assistance of a Telephone Company operator, except that a Telephone Company operator will:

- Reestablish a call which has been interrupted after the called number has been reached, or
- Reach the called telephone number where facilities are not available for customer dial completion.

A2 The Company does not undertake to transmit messages but offers the use of its facilities for communications between customers. CITIZENS BUSINESS/Residence Line 800 Service does not include calling to or from stations not within the same LATA, person-to-person, collect, conference or other calls requiring operator handling except as provided in the preceding.

A3 Connection to Other Services

B1 CITIZENS BUSINESS/Residence Line 800 Service is not represented as adapted for connection to other services of the Company, facilities of OCCs, or to customer-provided facilities. Connections of communications systems provided by the customer may be made; however, the Telephone Company will not be responsible for the through transmission of signals or for the quality of transmission on such connections. The service contemplates the provision of satisfactory transmission only between the access line and the called or calling station.

B2 Regulations for the facilities used to connect customer-provided terminal equipment or customer-provided communications systems are set forth in Schedule No. AC, Rule No. 11 of the General Exchange Tariff.

<sup>1</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations. (N)  
(N)

SCHEDULE NO. B-2

WIDE AREA TELECOMMUNICATIONS SERVICE <sup>1</sup> - Grandfathered (continued) (C)

CITIZENS BUSINESS/RESIDENCE LINE 800 SERVICE (continued)

LIMITATIONS OF SERVICE (continued)

A4 Obligation of the Customer

B1 The agents and employees of the Telephone Company shall have the right to enter the premises of a customer at any reasonable hour for the purpose of installing, inspecting or repairing the services of the Telephone Company or upon termination of the service, for the purpose of removing such services.

B2 The Telephone Company undertakes to maintain and repair the facilities which it furnishes to customers. The customer shall be responsible for damages to facilities of the Telephone Company caused by negligence or willful act of the customer or authorized users. The customer or authorized user may not rearrange, disconnect, remove or attempt to repair, or permit others to rearrange, disconnect, remove or attempt to repair any equipment installed by the Telephone Company except upon written consent of the Telephone Company.

B3 The customer is responsible for providing a suitable supply of commercial power, including outlets, when and where required by the Telephone Company for the operation of any equipment on the customer's premises.

B4 The customer is required to reimburse the Telephone Company for any loss through theft of the equipment or apparatus on the customer's premises.

A5 CITIZENS BUSINESS/Residence Line 800 Service is furnished upon the condition that the customer obtain adequate service to permit its use without creating excessive overflows and incompletions or otherwise interfering with this or any other service rendered by the Telephone Company. The Telephone Company, without incurring any liability, may terminate or refuse to furnish CITIZENS BUSINESS/Residence Line 800 Service to any customer who fails to comply with said conditions, subject only to provisions in Schedule No. AC, Rule No. 3, A12 of the General Exchange Tariff, Discontinuance of Service.

<sup>1</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations. (N)  
(N)

SCHEDULE NO. B-2

WIDE AREA TELECOMMUNICATIONS SERVICE <sup>1</sup> - Grandfathered (continued) (C)

CITIZENS BUSINESS/RESIDENCE LINE 800 SERVICE (continued)

LIMITATIONS OF SERVICE (continued)

A6 Use of the Service

- B1 CITIZENS BUSINESS/Residence Line 800 Service is provided for use by the customer and may be used by others, when so authorized by the customer, providing that all such usage shall be subject to the provisions of this tariff.
- B2 Orders, including those installing, rearranging, or discontinuing service, will be accepted by the company only from the customer.
- B3 The customer subscribing to CITIZENS BUSINESS/Residence Line 800 Service is responsible for its use and for the payment of all charges in connection therewith and shall exercise such control as may be necessary to ensure that it is not improperly used.

A7 Cancellation for Cause

The regulations set forth in Schedule No. AC, Rule No. 3 of the General Exchange Tariff apply when appropriate.

APPLICATION OF MONTHLY RATES AND CHARGES

A1 Timing of Calls

- B1 Chargeable time begins when a connection is established between a station associated with the CITIZENS BUSINESS/Residence Line 800 Service line and the calling station.
- B2 Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telecommunications network.

<sup>1</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations. (N)  
(N)

SCHEDULE NO. B-2

WIDE AREA TELECOMMUNICATIONS SERVICE <sup>1</sup> - Grandfathered (continued) (C)

CITIZENS BUSINESS/RESIDENCE LINE 800 SERVICE (continued)

APPLICATION OF MONTHLY RATES AND CHARGES (continued)

A1 Timing of Calls (continued)

B3 When CITIZENS BUSINESS/Residence Line 800 Service is directly connected at customer's premises to a communications system, chargeable time begins when the call terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with the CITIZENS BUSINESS/Residence Line 800 Service so that the chargeable time may begin.

B4 All messages completed in one billing period through CITIZENS BUSINESS/Residence Line 800 Service will be bulk billed a minimum of 30 seconds per message.

A2 The minimum service period for CITIZENS BUSINESS/Residence Line 800 Service is one month.

A3 Usage is subject to a Minimum Average Time Requirement (MATR) of 30 seconds per completed call in each rate period for each billing period. This means that if the average duration per call in any rate period during each billing cycle is less than 30 seconds, billing will be based on an average duration of 30 seconds per call.

A4 The monthly charges for CITIZENS BUSINESS/Residence Line 800 Service are determined as follows:

B1 Determine the total number of calls for each CITIZENS BUSINESS/Residence Line 800 Service number.

B2 Determine the equivalent hours rounded to the nearest tenth used by applying the MATR as described in A3 preceding.

B3 Determine total actual hours used, rounded to the nearest tenth of one hour.

B4 Determine the chargeable hours which is the greater of B2 or B3.

B5 Multiply the chargeable hours by the usage charge shown in Usage Charges - A1, rounded to the next highest cent.

<sup>1</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations. (N)  
(N)

SCHEDULE NO. B-2

WIDE AREA TELECOMMUNICATIONS SERVICE <sup>2</sup> - Grandfathered (continued) (C)

CITIZENS BUSINESS/RESIDENCE LINE 800 SERVICE (continued)

APPLICATION OF MONTHLY RATES AND CHARGES (continued)

A4 The monthly charges for CITIZENS BUSINESS/Residence Line 800 Service are determined as follows: (continued)

B6 Determine the charge for each CITIZENS BUSINESS/Residence Line 800 Service number by multiplying the monthly rate per CITIZENS BUSINESS/Residence Line 800 Service number shown in Monthly Rates, B1 and B2 by the quantity of CITIZENS BUSINESS/Residence Line 800 Service numbers in service for that given month.

B7 Determine the total charges by adding the amounts developed in B5 and B6 preceding.

MONTHLY RATES AND CHARGES

A1	Citizens Business Line 800 Service	Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>
B1	Per 800 number terminating on a Business exchange access line, per LATA <sup>1</sup>	\$25.00	\$15.00
B2	Per 800 number record changed.	15.00	NA
A2	Citizens Residence Line 800 Service		
B1	Per 800 number terminating on a Residence exchange access line, per LATA <sup>1</sup>	25.00	15.00
B2	Per 800 number record changed.	15.00	NA

<sup>1</sup> When this service is added to an existing business or residence exchange access line, Service Charges associated with business or residence exchange access line as shown in Schedule No. A-5 of the General Exchange Tariff do not apply. When this service is ordered in conjunction with the new installation of business or residence exchange access lines, the appropriate Service Charges associated with business or residence exchange lines as shown in Schedule No. A-5 apply.

<sup>2</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations. (N)  
(N)



SCHEDULE NO. B-2

WIDE AREA TELECOMMUNICATIONS SERVICE <sup>1</sup> - Grandfathered (continued) (C)

CITIZENS BUSINESS/RESIDENCE LINE 800 SERVICE (continued)

MONTHLY RATES AND CHARGES (continued)

A3 Variable Call Destination Rates

Variable Call Destination provides for multiple terminations, within one or more LATAs, of the 800 number assigned in conjunction with CITIZENS BUSINESS/Residence Line 800 Service for the completion of intraLATA calling.

	Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>
Per additional termination	\$15.00	\$2.00

A4 Directory Listings for CITIZENS BUSINESS/Residence Line 800 Service will be provided at applicable additional listing rates as shown in Schedule No. A-6 of the General Exchange Tariff.

USAGE RATES

A1 Citizens Business/Residence Line 800 Service usage is bulk billed at the following rates per hour.

	<u>Per Hour</u>
Citizens Business Line 800 Service Usage Charge Up to six hours	\$10.50
Citizens Residence Line 800 Service Usage Charge Greater than six hours	9.45

<sup>1</sup> Wide Area Telecommunications Service (WATS) offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations. (N)  
(N)

SCHEDULE NO. B-3

DIGITAL CHANNEL SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 5 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	Original
2	Original
3	Original
4	Original
5	Original

SCHEDULE NO. B-3

DIGITAL CHANNEL SERVICE (continued)

A1 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.

A2 TYPES OF DIGITAL CHANNEL SERVICE

B1 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.

B2 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.

DIGITAL CHANNEL SERVICE (continued)

A2 TYPES OF DIGITAL CHANNEL SERVICE (Continued)

B3 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.

A3 TERMS AND CONDITIONS

B1 Availability of Service

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

B2 Use of Service

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

B3 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.

B4 Service from a Foreign Central Office

DS1 (1.544 Megabit/Sec) channel mileage applies when Digital Channel Service is provided from a foreign Central Office.

B5 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.

SCHEDULE NO. B-3

DIGITAL CHANNEL SERVICE (continued)

A3 TERMS AND CONDITIONS (Continued)

B6 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.

B7 Unused DID Numbers

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

B8 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.

B9 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 and if the three year plan is selected then the balance of charges for the remainder of the 3 year period apply.

B10 Temporary Suspension of Service

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

SCHEDULE NO. B-3

DIGITAL CHANNEL SERVICE (continued)

A4 RATES AND CHARGES

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

<u>Digital Channel Service</u>	<u>Non-recurring Charge*</u>	<u>Monthly Charge</u>	<u>Discounted Monthly Charge With 3 Year Plan</u>
Port	\$210.00	\$510.00	\$475.00
Digital Transport Facility	\$900.00	\$175.00	\$160.00
DS1 Channel Mileage (1.544 Megabit/Sec) Fixed Per Mile	See Citizens Telecommunications Company of Utah, Inc. Access Service Tariff Section 20.2.9	See Citizens Telecommunications Company of Utah, Inc. Access Service Tariff Section 20.2.9	
Direct Inward Dialing Numbers	See Schedule No. A-1	See Schedule No. A-1	
Subscriber Line Charge per DS0	Not Applicable	See Tariff FCC No. 1	See Tariff FCC No. 1

\*Service Charges outlined in Schedule No. A-5 also apply.

SCHEDULE NO. B-4

TOLL ACCOUNT SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 and 2 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	Number of <u>Revision</u>
<b>1</b>	<b>1<sup>st</sup> Revised</b>
<b>2</b>	<b>1<sup>st</sup> Revised</b>

SCHEDULE NO. B-4

TOLL ACCOUNT SERVICE (continued)

APPLICABILITY

Applicable to toll account service.

TERRITORY

Within the exchanges of all exchanges as said areas are shown on maps filed as part of the tariff schedule.

RATES	Monthly <u>Charge</u>	(D)
Each toll account number	\$1.75	(D)

CONDITIONS

- A1 A toll account number may be issued, at the discretion of the utility, to persons who do not ordinarily take exchange service.
- A2 Persons applying for toll account service will establish credit and make any deposits as required by the appropriate rules. Toll account numbers are considered to be business accounts and may be subject to additional deposits in excess of those required by the rules.

(continued)



SCHEDULE NO. B-5

ACCESS SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 2 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	Original
2	Original

---

Issued: February 9, 1998

Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

Effective: March 9, 1998

Advice letter No. UT-98-01

SCHEDULE NO. B-5

ACCESS SERVICE (continued)

APPLICABILITY

Applicable to the provision of Access Services for access to toll facilities and to the local exchange furnished or made available to the Citizens Telecommunications Company of Utah, between its points, and points reached over facilities of connecting companies.

TERRITORY

Withing the exchange areas as said areas are defined on maps filed as part of the tariff.

ACCESS SERVICE

Access Services provisioned in the Citizens Telecommunications Company of Utah Access Service Tariff.

SCHEDULE NO. B-6

SPECIAL BILLING SERVICES - Grandfathered

(C)

LIST OF EFFECTIVE SHEETS

Sheets 1 through 5 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
<b>1</b>	<b>2<sup>nd</sup> Revised</b>
<b>2</b>	<b>2<sup>nd</sup> Revised</b>
<b>3</b>	<b>1<sup>st</sup> Revised</b>
<b>4</b>	<b>1<sup>st</sup> Revised</b>
<b>5</b>	<b>1<sup>st</sup> Revised</b>

SCHEDULE NO. B-6

SPECIAL BILLING SERVICES <sup>2</sup> - Grandfathered (continued)

(C)

APPLICABILITY

Applicable to OUTWATS Message Detail Special Billing Services to furnish message detail information pertaining to customer's outward WATS line(s).

TERRITORY

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

RATES

A1 OUTWATS message detail service bill detail for:

		Connection <u>Charge</u> <sup>1</sup>	Monthly <u>Rate</u>	(T)
B1	Magnetic tape arrangement			
	C1 Preparation charge			
	D1 Interstate	\$120.00	\$ -	
	D2 Intrastate	120.00	-	
	C2 Each magnetic tape	-	30.00	
	C3 Per message	-	.02	
B2	Paper printout arrangement			
	C1 Preparation charge			
	D1 Interstate	120.00	-	
	D2 Intrastate	120.00	-	
	C2 Per message	-	.03	

<sup>1</sup> In addition to applicable element charges as shown in Schedule No. A-5.

<sup>2</sup> This service offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations.

(N)  
(N)

SCHEDULE NO. B-6

SPECIAL BILLING SERVICES <sup>1</sup> - Grandfathered (continued)

(C)

CONDITIONS

- A1 OUTWATS Message Detail is an arrangement furnishing message detail information pertaining to a customer's outward WATS line(s) and is not represented to be a duplicate of regular WATS billing.

This service will be available where the WATS services are provided through intercompany arrangements and when Mountain Bell provides the WATS bill/accumulation function, and where facilities and operating conditions permit.

- A2 Media may be provided in a combination of arrangements; i.e., magnetic tape and paper printouts. The alternative arrangement(s) will be charged for at the appropriate rate per message. In the case of magnetic tape, the magnetic tape charge will also apply.

- A3 Message detail consists of call-by-call records from the customer's Outward WATS lines. The call detail records include:

- Date
- WATS billing number
- Length of call
- To number
- From number
- Revenue accounting code
- Time of day

- A4 Advance notice of ten business days prior to the end of the WATS billing period is required for preparation of the data.

<sup>1</sup> This service offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations.

(N)  
(N)

SCHEDULE NO. B-6

SPECIAL BILLING SERVICES <sup>1</sup> - Grandfathered (continued)

(C)

CONDITIONS (continued)

- A5 Information is provided only for Outward interstate or intrastate WATS, by WATS billing period.
- A6 Bill detail will:
- Be available by pilot or related telephone number as designated in utility records.
  - Include all Outward WATS lines related to the same WATS billing number.
  - Be provided on magnetic tape or paper printout.
  - Be provided only in the same format as is normally found in accounting message file. There will be no rating, rearrangement, summarization or special processing of the data.
- A7 A preparation charge will apply for each time message detail service is connected.
- A8 Each arrangement provides for one form of media, magnetic tape or paper printout provided for one billing and one mailing address.
- A9 Recreated extraction of tape or printout requested by the customer will be provided at the appropriate rate per message, if operating conditions permit. The customer must request the recreated extraction within one month of the WATS billing period. Partial extractions will not be possible.
- A10 The utility will determine the record description and reserves the right to change record format.

<sup>1</sup> This service offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations. (N)  
(N)

---

SCHEDULE NO. B-6

SPECIAL BILLING SERVICES <sup>1</sup> - Grandfathered (continued)

(C)

CONDITIONS (continued)

- A11 For each Outwats Message Detail arrangement on magnetic tape, the customer will specify one blocking size, one tape record size and one data set name with format limits imposed by the utility.
- A12 Tape or paper printouts will not be packaged with the regular monthly bill.
- A13 Media will be mailed First Class with return receipt requested.
- A14 Charges for this service will be billed on a miscellaneous bill.
- A15 This service will be furnished only to the customer or his authorized representative.
- A16 Liability for errors in the media is limited to the monthly rate for the service during the month in which the error occurred.
- A17 This service is not represented to be a reconciliation of the utility's regular billing nor will the utility be responsible for any reconciliation between the media provided and its regular billing.

<sup>1</sup> This service offering is grandfathered as of August 10, 2020 and limited to existing subscribers at their existing locations. (N)  
(N)

SCHEDULE NO. G-1

INTEREXCHANGE PRIVATE LINE SERVICES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 2 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	Original
2	Original



SCHEDULE NO. G-1

INTEREXCHANGE PRIVATE LINE SERVICES (continued)

NOTE: This service is now provided out of Section 7, Special Access, of the Intrastate Access Service tariff.

SCHEDULE NO. G-2

INTRAEXCHANGE PRIVATE LINE SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 4 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	Number of <u>Revision</u>
<b>1</b>	<b>1<sup>st</sup> Revised</b>
<b>2</b>	<b>1<sup>st</sup> Revised</b>
<b>3</b>	<b>1<sup>st</sup> Revised</b>
<b>4</b>	Original

SCHEDULE NO. G-2

INTRAEXCHANGE PRIVATE LINE SERVICE (continued)

APPLICABILITY

Applicable to intraexchange (local) private line service.

TERRITORY

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

RATES		Monthly <u>Rate*</u>	(D)
A1	Local channels		(D)
	B1 Local loop		
	C1 Each signal grade circuit	\$18.60	(D)
	C2 Each voice grade circuit	26.35	
	C3 Each voice grade data circuit	38.90	
	B2 Each extended loop outside BRA	16.50	(D)
A2	Local channel mileage		
	B1 Channels on the same premises		
	C1 Same premises same building each two point channel	3.95	(D)
	C2 Different building, first 1/10 mile	3.40	
	C3 Each additional 1/10 mile	2.25	(D)
A3	Local channel bridged		
	B1 Each channel bridged	3.55	(D)

\* In addition to applicable service changes.

SCHEDULE NO. G-2

INTRAEXCHANGE PRIVATE LINE SERVICE (continued)

RATES (continued)

A4 Local channel conditioning

- B1 Application of conditioning of a circuit will be provided at rates, charges, and conditions as set forth in Section 7, Special Access, of the Intrastate Access Service Tariff.

CONDITIONS

- A1 Schedule No. G-2 services and charges apply to signal grade, voice grade, and voice grade data channels. Intraexchange Private Line Digital Services are provisioned out of Section 7, Special Access, of the Intrastate Access Tariff and Schedule G-2 rates and conditions do not apply. Applicable Service Charges as specified in Schedule No. A-5 do apply. (T)

- B1 A local channel charge applies for each local channel termination, per service, on a customer, authorized premises in a central office serving area.

- A2 When a local channel is extended beyond the base rate area boundary to provide service, additional rates apply to that portion of the channel between the base rate area boundary and the station.

A3 Local channel mileage

- B1 Charges under Rates A2 B1 C1 apply for each two point channel in the same building.

- B2 When terminal equipment locations of a private line service are located in different buildings on the same premises, the charge for the channel shall be based on the air line distance between each pair of buildings when conditions and facilities permit. The air line mileage is measured from the center of building to center of building.

- B3 Where service is extended between more than two buildings on a premises, additional mileage rates apply.

SCHEDULE NO. G-2

INTRAEXCHANGE PRIVATE LINE SERVICE (continued)

CONDITIONS (continued)

- A4 A bridging charge is assessed, (1) on Series 1000 (low speed data only) 2000 and 3000 service, where three or more channels on a private line service are bridged in a central office or (2) where two or more medium speed data or low speed data (up to 150 baud) stations or four or more low speed data stations (up to 75 baud) are bridged on a customer's premises.
- A5 When channels are bridged in a central office, they may be any combination of interexchange, interoffice or local channels.
- A6 Signaling applied by customer-provided equipment (CPE) on medium speed data channels must conform to the technical parameters specified by the utility covering private line voice band data and switched telecommunications network data communications.
- A7 The number of stations that may be connected and the distance over which transmission is possible may be limited by the operating and transmission factors for Series 3000 channels. These operating and transmission factors are determined by the utility.

SCHEDULE NO. L-1

RADIO TELEPHONE SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 3 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	Number of <u>Revision</u>
<b>1</b>	<b>1<sup>st</sup> Revised</b>
<b>2</b>	<b>1<sup>st</sup> Revised</b>
<b>3</b>	<b>1<sup>st</sup> Revised</b>

SCHEDULE NO. L-1

RADIO TELEPHONE SERVICE (continued)

APPLICABILITY

Applicable to radio telephone service.

TERRITORY

Within the Moab exchange area as said area is shown on maps filed as part of the tariff schedules.

RATES		Monthly <u>Rate*</u>	(D) (D)
A1	Mobile service charges access lines with		
B1	Customer-provided set	\$50.00	(D)
B2	Customer-provided IMTS set	50.00	(D)
B3	One listing in the alphabetical and classified sections of the respective directory is included in the above rates.		
B4	Roaming service		
C1	Rates and charges as shown in the Mobile Telephone Service tariff of the Mountain States Telephone and Telegraph Company for the State of Utah.		

\* In addition to applicable service charges.

---

SCHEDULE NO. L-1

RADIO TELEPHONE SERVICE (continued)

RATES (continued)

(D)

A2 Move and change charges

(D)

- B1 Transfer of mobile service from one customer to another within the same mobile service area, service charges will be applicable for mobile telephone service when transferred from one customer to another due to change in ownership or lessee of a vehicle.

(D)

CONDITIONS

A1 Initial contract period and termination of service by customer

- B1 The initial contract period of service, and the supplying of facilities, shall be one month.

- B2 The supplying of service or facilities by the utility may be terminated by the customer at any time, subject to payment of all charges relating to the period during which service was rendered provided, however, that charges shall be paid for the full initial contract period if termination shall occur within such period.



SCHEDULE NO. S-1

SPECIAL ASSEMBLIES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 6 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
<b>1</b>	<b>1<sup>st</sup> Revised</b>
2	Original
3	Original
4	Original
5	Original
<b>6</b>	<b>1<sup>st</sup> Revised</b>

SCHEDULE NO. S-1

SPECIAL ASSEMBLIES (continued)

<u>INDEX OF SPECIAL ASSEMBLIES</u>	<u>SHEET NO.</u>	
List of Effective Sheets	1	
Index of Special Assemblies	2	
General	3	
Explanation of Rates	4	
Services and Equipment:		
A1     Grand County, Utah		
CO Modification For E9-1-1 TCI Interface	5	
A2     Tremonton, Utah		(N)
Digital Centrex Line Service	6	(N)

SCHEDULE NO. S-1

SPECIAL ASSEMBLIES (continued)

GENERAL

- A1 Special assemblies consist of modifications of service arrangements for which provision is not otherwise made in this Tariff. They will be furnished, when practical, by the Telephone Company at charges equivalent to the estimated cost of furnishing such arrangements if in connection with and not detrimental to any of the services furnished under the Telephone Company's tariffs.
- A2 When, through no fault of the Telephone Company, work is not started within 90 days of the scheduled start date for a particular project, the customer may be liable for the following charges: (1) interest on project costs at the current rate for new venture capital to the Telephone Company, (2) moving, transportation, and storage costs, (if incurred).
- A3 The services contained herein are intended to be installed for the specific customer named and are not applicable for nonspecified customers.

APPLICABILITY

Applicable to Special Assemblies of Equipment.

TERRITORY

Within the exchange areas as shown on maps as part of the tariff Schedules.

SCHEDULE NO. S-1

SPECIAL ASSEMBLIES (continued)

EXPLANATION OF RATES

A1 Computation

B1 Rates for special assemblies are equivalent to the estimated costs of furnishing the special assembly.

B2 Estimated cost consists of an estimate of the total cost to the Telephone Company in providing the special assembly including:

A2 Cost

B1 Maintenance

B2 Depreciation based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.

B3 General administration expenses, including taxes on the basis of average charges for these items.

B4 Any other items of expense associated with the particular special assembly.

B5 An amount, computed on the estimated cost installed of the facilities used to provide the special assembly, for return on investment.

B6 Estimated cost installed includes cost of equipment and materials provided or used plus the estimated cost of installing, including engineering, labor, supervision, transportation, rights-of-way and other items which are chargeable to the capital accounts.

A3 Special assembly rates are subject to review and revision conditioned upon changing costs.

A4 At such time as a special assembly item becomes a tariff offering, the tariff rates will apply.

SCHEDULE NO. S-1

SPECIAL ASSEMBLIES (continued)

APPLICABILITY

Applicable to special assemblies of equipment.

TERRITORY

Within the exchange areas listed below as said areas are shown on maps filed as part of the tariff schedules.

RATES

A1 Grand County, Utah

The equipment will be located in the Moab Central Office and is required to capture and forward Automatic Number Identification (ANI) data to the Emergency Number Public Service Answering Point (PSAP). The equipment consists of a TCI ANI Store and Forward Card and a TCI E&M Ringdown Conversion Card.

Description

B1 CO Modification for E9-1-1 TCI Interface

<u>NRC</u>	<u>MRC</u>
\$1,384.00	\$384.00

(D)  
|  
(D)

SCHEDULE NO. S-1

SPECIAL ASSEMBLIES (continued)

RATES (Continued)

A2 Tremonton, Utah

Citizens Telecommunications Company of Utah will provide one hundred and nineteen (119) Digital Centrex Service lines, as defined in Schedule A-9 of this tariff, to Box Elder County School District.

Description

B2 Digital Centrex Service

<u>LOCATION</u>	<u>MRC</u>	(D)
Box Elder County School District	\$965.09	(D)

Additional services, such as, Centrex Optional Features, Network Access Register (NAR)/Virtual Facility Group (VFG) will be billed at applicable Tariff charges and may be changed from time to time.

SCHEDULE NO. S-2

SPECIAL SERVICES

LIST OF EFFECTIVE SHEETS

Sheets 1 and 2 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	Original
2	Original

SCHEDULE NO. S-2

SPECIAL SERVICES (continued)

SERVICE TO CONTINENTAL LIME, INC.

APPLICABILITY

Applicable to all services and facilities furnished or made available to Continental Lime, Inc. Delta, Utah.

TERRITORY

Outside the utility's certificated area but confined to within the Continental Lime, Inc., Cricket Mountain Lime Plant boundary.

RATES

A1 See appropriate tariff schedule for applicable service or equipment.



SCHEDULE NO. X-1

DISCONTINUED SERVICES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 65 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>
1	4 <sup>th</sup> Revised	34	Original
2	Original	35	Original
3	Original	36	Original
4	Original	37	Original
5	Original	38	Original
6	Original	39	Original
7	Original	40	Original
8	Original	41	1 <sup>st</sup> Revised
9	Original	42	Original
10	Original	43	Original
11	Original	44	1 <sup>st</sup> Revised
12	1 <sup>st</sup> Revised	45	Original
13	Original	46	Original
14	Original	47	1 <sup>st</sup> Revised
15	Original	48	Original
16	Original	49	Original
17	Original	50	1 <sup>st</sup> Revised
18	Original	51	Original
19	Original	52	Original
20	Original	53	1 <sup>st</sup> Revised
21	Original	54	Original
22	Original	55	Original
23	Original	56	1 <sup>st</sup> Revised
24	Original	57	Original
25	Original	58	Original
26	Original	59	1 <sup>st</sup> Revised
27	Original	60	Original
28	Original	61	Original
29	Original	62	1 <sup>st</sup> Revised
30	Original	63	Original
31	Original	64	Original
32	Original	65	1 <sup>st</sup> Revised
33	Original		

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

APPLICABILITY

Applicable to utility provided and semipublic telephone sets.

TERRITORY

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

RATES		Monthly <u>Rate*</u>	Billing <u>Code</u>
A1	Semipublic paystation telephone		
	B1 With Coin Collector		
	C1 Rotary PAY/NAY	\$7.00	CNTEL
	C2 Touchcell	\$7.35	CNTELC
A2	Public paystation telephones	See condition A2	

\* In addition to applicable service charges in Schedule No. A-5.

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

SUBTITLES

Rates, charges and conditions applicable to discontinued equipment and services under this schedule are provided under the respective subtitles as shown below.

Subtitle	<u>Sheet</u>
Network Access Line Service	4
Fire Reporting Telephone Service	19
Joint User Service	26

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

NETWORK ACCESS LINE SERVICE

APPLICABILITY

Applicable to network access party line telephone service. Service limited to existing customers at the existing location or may be offered on a conditional temporary basis.

TERRITORY

Within the exchange areas as said areas are shown on maps filed as part of the tariff schedule.

RATES		<u>Two-Party</u>	<u>Billing Code</u>	<u>Multi-Party</u>	<u>Billing Code</u>	<u>Suburban Service</u>	<u>Billing Code</u>
A1	Local exchange network access lines						
B1	Business						
C1	Each network access line*						
	Blanding	\$ -	-	\$19.80	RBM	\$ -	-
	Monticello	-	-	-	-	19.80	AB4
	Delta	21.20	B2	-	-	23.20	AB2
	Fillmore	21.20	B2	-	-	23.20	AB2
	Lynndyl	-	-	-	-	23.20	AB2
	Howell	-	-	-	-	23.20	AB2

\* Plus local usage charges and applicable EAS increment. Touch Calling Service is offered, where facilities are available, at no additional charge to the customer.

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)		<u>Two- Party</u>	<u>Billing Code</u>	<u>Suburban Service</u>	<u>Billing Code</u>
A1	Local exchange network access lines (continued)				
B1	Business (continued)				
C2	EAS increments				
	Delta/Lynndyl	\$4.40	ESB2	\$4.40	ESB2
	Howell	-	-	6.80	ESB2
	Fillmore	8.00	ESB2	8.00	ESB2

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)	<u>Two- Party</u>	<u>Billing Code</u>	<u>Multi- Party</u>	<u>Billing Code</u>	<u>Suburban Service</u>	<u>Billing Code</u>
A1 Local exchange network access lines (continued)						
B1 Residence						
C1 Each network access line*						
Blanding	\$ -	-	\$ 9.23	RRM	\$ -	-
LaSal.	-	-	-	-	11.74	AR2
Monticello	-	-	9.23	RRM	9.23	AR4
Delta.	9.74	R2	-	-	11.74	AR2
Fillmore	9.74	R2	-	-	-	-
Kanosh	9.74	R2	-	-	-	-
Lynndyl	9.74	R2	-	-	11.74	AR2
Scipio	9.74	R2	9.23	RRM	-	-
Fielding	-	-	-	-	11.74	AR2
Howell	9.74	R2	-	-	11.74	AR2
Moab	-	-	9.23	RRM	9.23	AR4
Snowville	9.74	R2	-	-	11.74	AR2
Thatcher	9.74	R2	-	-	11.74	AR2
Tremonton	-	-	-	-	11.74	AR2
Bear River City	-	-	-	-	11.74	AR2

\* Plus local usage charges and applicable EAS increment.

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)		<u>Two- Party</u>	<u>Billing Code</u>	<u>Suburban Service</u>	<u>Billing Code</u>
A1	Local exchange network access lines (continued)				
B2	Residence (continued)				
C2	EAS increments				
	Delta/Lynndyl	\$ 2.20	ESR2	\$ 2.20	ESR2
	Kanosh/Scipio	2.00	ESR2	-	-
	Fielding/ Howell/ Snowville/ Thatcher/ Tremonton.	3.40	ESR2	3.40	ESR2
	Fillmore	4.00	ESR2	-	-
	Bear River City.	-	-	6.50	ESR2

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS

A1 Conditional temporary service

B1 Where central office or outside plant conditions are near total capacity conditions and the utility deems necessary to require the freezing of all requests for service to the affected exchange, the utility will provide temporary party line service within the exchange area until such time as facilities are available for service.

B2 Party-line service will be offered until facilities become available for one-party service. At that time, existing customers will be upgraded to one-party service.

A2 Extended area service

B1 Extended area service includes service to calling areas as defined in Schedule No. A-1, Network Access Line Service. Applicable extended area service rates above are in addition to local network access line service.



SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

FIRE REPORTING TELEPHONE SERVICE

APPLICABILITY

Applicable to System Standard discontinued fire reporting telephone service. Limited to existing customers or as equipment becomes available for reuse.

TERRITORY

Within the exchange areas of Blanding, Monticello, Moab, and Delta as said areas are defined on maps filed as part of the tariff schedule.

RATES		<u>Monthly Rate</u>	<u>Billing Code</u>
A1	Fire reporting system		
B1	In the Blanding exchange		
C1	Fire circuit, Stromberg-Carlson S-33090-1, 3		
D1	Equipped with ten lines and siren control	\$23.90	FRM1
B2	In the Monticello and Moab exchanges		
C1	Fire circuit, Stromberg-Carlson S-411130-1, 3		
D1	Equipped with over 10 lines and siren control	34.30	FRM2

\* In addition to applicable service charges in Schedule No. A-5.

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

FIRE REPORTING TELEPHONE SERVICE (continued)

RATES		Monthly <u>Rate*</u>	Billing <u>Code</u>
A1	Fire reporting system (continued)		
B3	In the Delta exchange		
C1	Fire reporting system equipped with 10 lines, including equipment to signal firemen's regular exchange telephone service	\$27.60	FRS1
C2	Each additional line equipped	2.30	FRSL
C3	Each siren control button (grounded)	.70	FRSB
C4	Siren control circuit equipped with manual release and automatic reset relay	2.75	FRSC
C5	Each fire reporting exchange line connected to the fire reporting system	**	
C6	Each line change or rearrangement made to regular exchange services connected to a fire reporting system at the customer's request .	-	CFRA

\* In addition to applicable service charges.

\*\* Applicable rates and charges as shown in the appropriate tariff schedule.

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

FIRE REPORTING TELEPHONE SERVICE (continued)

CONDITIONS

- A1 A fire reporting telephone system will be furnished under the provisions of this tariff to a fire protection district, a municipality, or other governmental agencies for use in transmitting reports of fires and other public emergencies and for the operation of public alarm signals.
- A2 The utility's liability to the customer for this service, or to any member of the public or to any third party for any failure of the system or any delay, interruptions, confusion or mistake in transmission of any message or signal or any consequence of the use, misuse or failure of the system or service shall be limited to an allowance for interruptions or failure of service as specified in Rules of this tariff. In no event will the utility be liable to the customer, or any member of the public or any governmental body for any consequential damage arising from any of the foregoing.
- A3 Where a special type of fire reporting system service or facilities are furnished for a customer which is not specifically covered by this schedule the utility may require a special agreement to be signed by the customer. This agreement will cover the conditions related to the service, if any, its method of operation and liability clauses to protect the utility to the extent limiting its financial responsibility to the total charges applicable to the service and/or facilities provided.
- A4 Arrangements to signal firemen's telephones must be compatible with the ringing characteristics of the fire reporting system and the serving central office.

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

JOINT USER SERVICE

APPLICABILITY

Applicable to joint user service furnished in connection with business service. Limited to existing customers.

TERRITORY

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

RATES		Monthly	Billing
		<u>Rate*</u>	<u>Code</u>
A1	Each joint user service	\$ 13.00 (I)	JUB

CONDITIONS

- A1 The applicability of joint user service is determined by the obvious or actual use made of the service. The customer's facilities are not to be extended off the premises on which the telephone set or private branch exchange switchboard is located to provide joint user service only.
- A2 The rate for joint user service includes a listing in the telephone directory and applies in addition to the rates and charges for the facilities and all other services provided. Joint user service is applicable and is furnished upon application made by the customer as follows:
- B1 Application for the use of the customer's service by any individual, firm, company, or association occupying jointly or in part the premises on which the telephone set or private branch exchange switchboard is located or the premises on which the customer's off-premises telephone set or private branch exchange telephone is located.
- B2 Application for the use of the customer's service for another business conducted separately by the customer and differing in character or name from that for which the facilities are provided.

\* In addition to applicable service charges in Schedule No. A-5.

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

JOINT USER SERVICE (continued)

CONDITIONS (continued)

- A3 In the case of individuals, firms, companies, and associations engaged in the same business or profession, utilizing a common reception room with offices opening thereon or adjoining thereto, one of the number may become the customer and the remainder joint users. If the individuals or members of a firm, company, or association file a joint income tax return, that will be accepted as sufficient evidence of a single business, and joint user service is not applicable. Whenever any individual member of a firm, company or association does not substantially participate in the earnings of his fellow members of such firm, company or association, then that fact shall be conclusive evidence that he is a joint user and the joint user rate is applicable.
- A4 The minimum charge for joint user service shall be the monthly rate, provided that if the listing is included in the telephone directory it shall be paid for until the end of the directory period unless the joint user vacates the customer's premises or the customer's service is discontinued or the joint user becomes a customer to business service in the same exchange.

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

RATES		Monthly Rate#				Billing
		Business		Residence		Code
		Min	Max	Min	Max	
B10 Custom Calling features						
C2	Two feature package					
D1	Call Waiting, Call Forwarding	\$1.00	\$3.20	\$1.00	\$2.50	BAKA RAKA
D2	Call Waiting, Three-way Calling	1.00	3.20	1.00	2.50	BAKC RAKC
D3	Call Forwarding, Three-way Calling	1.00	3.20	1.00	2.50	BAKB RAKB
D4	Call Forwarding, 8-code Speed Calling	1.00	3.20	1.00	2.50	BAKD RAKD
D5	Call Waiting, 8-code Speed Calling	1.00	3.20	1.00	2.50	BAKE RAKE
D6	Three-way Calling, 8-code Speed Calling	1.00	3.20	1.00	2.50	BAKF RAKF
C3	Three feature package					
D1	Call Waiting, Call Forwarding, Three-way Calling	\$1.00	\$4.80	\$1.00	\$3.80	BAK RAK
D2	Call Waiting, Call Forwarding, 8-code Speed Calling	1.00	4.80	1.00	3.80	BAKG RAKG
D3	Call Waiting, Three-way Calling, 8-code Speed Calling	1.00	4.80	1.00	3.80	BAKH RAKH

Issued: February 9, 1998

Issued By:  
F. Wayne Lafferty  
Vice President

Effective: March 9, 1998

Advice letter No. UT-98-01

Telecom - Regulatory Affairs

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

RATES	(continued)	Monthly Rate#				Billing Code	
		Business		Residence			
		Min	Max	Min	Max		
B10 Custom Calling features (continued)							
	D4	Call Forwarding, Three-way Calling, 8-code Speed Calling	1.00	4.80	1.00	3.80	BAKJ RAKJ
	D5	Call Waiting, Cancel Call Waiting, Call Forwarding	1.00	4.80	1.00	3.80	BAKM RAKM
	D6	Call Waiting, Cancel Call Waiting, Three-way Calling	1.00	4.80	1.00	3.80	BAKP RAKP
	D7	Call Waiting, Cancel Call Waiting, 8-code Speed Calling	1.00	4.80	1.00	3.80	BAKQ RAKQ
C4	Four feature package						
	D1	Call Waiting, Call Forwarding, Three-way Calling, 8-code Speed Calling	\$1.00	\$6.00	\$1.00	\$4.80	BAH RAH
	D2	Call Waiting, Cancel Call Waiting, Call Forwarding, Three-way Calling	1.00	6.00	1.00	4.80	BAKR RAKR
	D3	Call Waiting, Cancel Call Waiting, Call Forwarding, 8-code Speed Calling	1.00	6.00	1.00	4.80	BAKS RAKS
	D4	Call Waiting, Cancel Call Waiting, Three-way Calling, 8-code Speed Calling	1.00	7.00	1.00	5.60	BAKT RAKT

Issued: February 9, 1998

Issued By:  
F. Wayne Lafferty  
Vice President  
Telecom - Regulatory Affairs

Effective: March 9, 1998

Advice letter No. UT-98-01

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

RATES	(continued)	<u>Monthly Rate#</u>				<u>Billing Code</u>	(N)
		<u>Business</u>		<u>Residence</u>			
		<u>Min</u>	<u>Max</u>	<u>Min</u>	<u>Max</u>		
A1	Local exchange network access lines (continued)						
B10	Custom calling features* (continued)						
	C2 Five Package feature						
	D1 Call Waiting, Cancel Call Waiting, Call Forwarding, Three-way Calling, 8-code Speed Calling	1.00	7.00	1.00	5.60	BAKU RAKU	
*	See Conditions A9 B5.						(N)



SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

CITIZENS SELECT/CITIZENS SELECT PLUS

(N)

**The following Citizens Select services have been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following services/features. Customers on record as subscribing to these services as of May 15, 2003, will be charged the following rates(s):**

GENERAL

A1 Citizens Select plans provide a flat rate residential access line and 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.

A2 Citizens Select

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

- Call Forwarding
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID w/Number (1)
- Caller ID w/Name (1)
- Select-A-Ring
- Speed Call 8
- Three Way Calling
- \*69 (Call Return)
- \*66 (Repeat Dialing)

(1) May select only one Caller ID feature.

(N)

Issued: March 27, 2003

Issued By:  
Aloa J. Stevens  
Director

Effective: May 6, 2003

Advice letter No. UT-03-04

Regulatory and Government Affairs

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

CITIZENS SELECT/CITIZENS SELECT PLUS (Continued)

(N)

**The following Citizens Select services have been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following services/features. Customers on record as subscribing to these services as of May 15, 2003, will be charged the following rates(s):**

GENERAL (continued)

A3 Citizens Select Plus

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

- Anonymous Call Rejection
- Call Forwarding
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID w/Number (1)
- Caller ID w/Name (1)
- Select-A-Ring
- Selective Call Rejection
- Speed Call 8
- Three Way Calling
- Priority Ringing
- Toll Restriction
- \*69 (Call Return)
- \*66 (Repeat Dialing)

A4 All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services/features requested in a Citizens Select plan shall apply.

(N)

Issued: March 27, 2003

Issued By:  
Aloa J. Stevens  
Director

Effective: May 6, 2003

Advice letter No. UT-03-04

Regulatory and Government Affairs

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

CITIZENS SELECT/CITIZENS SELECT PLUS (Continued)

(N)

**The following Citizens Select services have been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following services/features. Customers on record as subscribing to these services as of May 15, 2003, will be charged the following rates(s):**

RATES

- A1 Where a Citizens Select plan is provided at the time of initial installation of an additional residence individual line flat rate service or the move of a residence individual line flat rate service from one location to another, all normal service charges associated with the line shall apply as specified in Schedule No. A-5 of this Tariff.
- A2 Service Connection Charges are not applicable for a Citizens Select plan provided at the same time as the initial installation of a residence individual flat rate line service is established.
- A3 Service Connection Charges as specified in Schedule No. A-5 of this Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizen Select plan.
- A4 Existing Citizens Select customers cannot take advantage of promotions for any of the services/features specified in GENERAL (A2, A3, and A4), preceding, unless specifically allowed by the terms and conditions of the promotion.
- A5 Citizens Select or Citizens Business Plan plans are provided at the following rates.

	Monthly Rate
B1 Citizens Select	
- Per individual flat rate residence line – Includes choice of up to 7 services/features as specified in GENERAL, A2, preceding	\$26.95
B2 Citizens Select Plus	
- Per individual flat rate residence line – May select any or all services/features as specified in GENERAL, A3, preceding	\$31.00

(N)

Issued: March 27, 2003

Issued By:  
Aloa J. Stevens  
Director

Effective: May 6, 2003

Advice letter No. UT-03-04

Regulatory and Government Affairs

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

**FRONTIER DIGITAL PHONE BRONZE\***

(N)

APPLICABILITY

Applicable to Single-party Residential Flat rate service.

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.

GENERAL

A1 Frontier Digital Phone Essentials 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, Unlimited Extended Area Service and a combination of local features. Customers may select any or all of the following services and features for a monthly rate charge.

A2 Basic Bundle

Flat Rate Access Line  
Call Waiting, Cancel Call Waiting  
Caller ID with Name  
Call Waiting ID  
Unlimited Extended Area Service

A3 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. X-1, Rates and Charges A3.

Call Forwarding – Variable  
Call Return  
Repeat Dialing  
8-Code Speed Calling or 30-Code Speed Calling  
Three-way Calling

\* This bundle was previously Frontier Digital Phone Essentials.

(N)

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

**FRONTIER DIGITAL PHONE BRONZE\***

(N)

RATES AND CHARGES

- A1 Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- A2 Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Schedule A-5 apply to the installation of individual components of the bundle.
- A3 Frontier Digital Phone Essentials bundle is provided at the following rate:

	<b>Monthly Rate</b>
Frontier Digital Phone Essentials	\$19.99
Digital Phone Enhanced Feature Pack	3.99
Voice Mail –add on: (Non-regulated)	
• Basic Voice Mail	3.99
• Deluxe Voice Mail	4.99

CONDITIONS

- A1 The bundle is available only where facilities and operating systems are available and technically feasible.
- A2 The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- A3 When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- A4 Frontier Digital Phone Essentials 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.

(N)

\* This bundle was previously Frontier Digital Phone Essentials.

Issued: May 18, 2009

Issued By:  
Jack D. Phillips  
Director

Effective: June 17, 2009

Advice letter No. UT-09-05

Regulatory and Government Affairs

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

**FRONTIER DIGITAL PHONE BRONZE\*** (Continued)

(N)

CONDITIONS (Continued)

- A5 Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- A6 No discounts will be given to customers that do not use all the features or have some features turned off.
- A7 The bundle is offered on a month to month.
- A8 The bundle will appear as a single line item on the bill.
- A9 Voice Mail will be offered as an add on to this bundle.
- A10 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.
- A11 Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Bronze Service for a minimum period of one month and up to nine months during a 12-month period.
- B1 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.
- B2 The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
- B3 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.
- B4 The Stay Connected Seasonal Offering allows the customer to access 911. All other services and features of the Frontier Digital Phone Bronze service will be temporarily deactivated.

(N)

Issued: May 18, 2009

Issued By:  
Jack D. Phillips  
Director

Effective: June 17, 2009

Advice letter No. UT-09-05

Regulatory and Government Affairs

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

**FRONTIER DIGITAL PHONE BRONZE\*** (Continued)

CONDITIONS (Continued)

A11. (Continued)

- B5 If the customer does not notify the Utility to reactive their Frontier Digital Phone Bronze Service before the end of the ninth month, the Stay Connected Seasonal Offering will terminate and the Frontier Digital Phone Bronze features and services will be reactivated and billed at the applicable rates.
- B6 This service does not change any other terms and conditions of the product.
- B7 The monthly rate includes the Federal End User Common Line Charge.

(N)

(N)

\* This bundle was previously Frontier Digital Phone Essentials.

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

**FRONTIER DIGITAL PHONE SILVER\***

(N)

APPLICABILITY

Applicable to Single-party Residential Flat rate service.

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 UnlimitedUT service as said exchanges are defined on the maps contained in this tariff.

GENERAL

A1 The UnlimitedUT bundle is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local calling features. Customer's can take any combination of features for the same flat rate charge.

A2 Basic Bundle

Single Party Flat Rate Access Line  
Call Waiting/Cancel Call Waiting  
Call ID with Name  
Unlimited Extended Area Service

RATES AND CHARGES

A1 Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

A2 Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Schedule A-5 apply to the installation of individual components of the bundle.

A3 Frontier UnlimitedUT bundle is provided at the following rate:

	Monthly Rate
Frontier UnlimitedUT	\$29.99

\* This bundle was previously Frontier UnlimitedUT.

(N)



SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

**FRONTIER DIGITAL PHONE SILVER\*** (Continued)

CONDITIONS

- A1 The bundle is available only where facilities and operating systems are available and technically feasible.
- A2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- A3 If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- A4 Frontier UnlimitedUT 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.
- A5 Customers may add or delete any features offered in the bundle package without incurring a service order charge.
- A6 No discounts will be given to customers that do not use all the features or have some features turned off.
- A7 The bundle is offered on a month-to-month basis.
- A8 The bundle will appear as a single line item on the bill.
- A9 Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

\* This bundle was previously Frontier UnlimitedUT.

(N)

(N)

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

DEAF AND HEARING IMPAIRED SURCHARGE\*

(N)

APPLICABILITY

Applicable to telecommunications services for providing certified deaf or impaired customers telephone communications capabilities. This service will be funded by a surcharge imposed on all local network access lines.

TERRITORY

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

RATES

Monthly  
Charge

Deaf/Hearing Impaired Surcharge, per access line

\$0.10

(N)

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

**FRONTIER DIGITAL PHONE PLUS SERVICE** - Grandfathered as of July 14, 2012

(N)

APPLICABILITY

Applicable to Single-party Residential Flat rate service.

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 Plus bundle as said exchanges are defined on the maps contained in this tariff.

GENERAL

A1 The Frontier Digital Phone Plus Service is a bundled offering available to Residential customers. The bundle includes the following components: two Basic Flat Rate Access Lines, Custom Calling features, Voice Mail (Non-regulated) and Unlimited Extended Area Service. Customers may select any or all of the following features for a monthly rate charge.

A2 Basic Bundle

Two Single Party Flat Rate Access Lines  
Call Forward Busy & Call Forward No Answer  
Unlimited Extended Area Service  
Voice Mail – Residential Basic (Non-regulated)  
Call Waiting/Cancel Call Waiting  
Caller ID with Name

A3 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-3, item A3.2.

Call Forwarding – Variable	Call Tracing Service
Call Return	Anonymous Call Rejection
Repeat Dialing	Selective Call Acceptance
8-Code Speed Calling or 30-Code Speed	Selective Call Forwarding
Calling	Selective Call Rejection
Three-way Calling	Call Waiting ID
Caller ID	Priority Ring
Call Forwarding – Variable	Call Tracing Service

(N)

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

**FRONTIER DIGITAL PHONE PLUS SERVICE** - Grandfathered as of July 14, 2012 (Continued) (N)

RATES AND CHARGES

- A1 Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- A2 Unless otherwise stated elsewhere in this section, Service Connection charges as specified in Tariff Schedule A-5 apply to the installation of the bundle.
- A3 Frontier Digital Phone Plus Service is provided at the following rates:

**Monthly Rate**

- |  |         |
|--|---------|
| 1. Frontier Digital Phone Plus Service | \$39.99 |
| 2. Digital Phone Enhanced Feature Pack | 2.99    |

CONDITIONS

- A1 The bundle is available only where facilities and operating systems are available and technically feasible.
- A2 The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- A3 Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- A4 Frontier Digital Phone Plus 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.
- A5 Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.
- A6 If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates. (N)

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

**FRONTIER DIGITAL PHONE PLUS SERVICE** - Grandfathered as of July 14, 2012

(N)

CONDITIONS (Continued)

- A7 The bundle is offered on a one, two or three year term.
- B1 If the tariffed rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
- B2 If the customer cancels the bundle before the end of the term contract, an early termination charge of \$200.00 shall apply.
- A8 The bundle will appear as a single line item on the bill.
- A9 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- A10 Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- A11 New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

(N)



- |    |   |
|----|---|
| A1 | The bundle is available only where facilities and operating systems are available and technically feasible.   |
| A2 | The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.  |
| A3 | Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.   |
| A4 | Frontier Digital Phone Essentials 1-2010 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. |
| A5 | Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.   |

SCHEDULE NO. X-1

DISCONTINUED SERVICES (Continued)

FRONTIER DIGITAL PHONE ESSENTIALS 1-2010 **Grandfathered as of July 14, 2012** (Continued) (N)

CONDITIONS (Continued)

- A6 If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- A7 No discounts will be given to customers that do not use all the features or have some features turned off.
- A8 The bundle is offered on a month-to-month basis.
- A9 The bundle will appear as a single line item on the bill.
- A10 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- A11 Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Essentials 1-2010 Service for a minimum period of one month and up to nine months during a 12-month period.
  - B1 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.
  - B2 The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
  - B3 The applicable Service Connection Charges listed in Schedule A-5 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - B4 The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone Essentials 1-2010 service will be temporarily deactivated.
  - B5 If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Essentials 1-2010 features and services will be reactivated and billed at the applicable rates.
  - B6 This service does not change any other terms and conditions of the product.
  - B7 All applicable taxes and surcharges apply.
  - B8 The Federal Subscriber Line Charge is included in the monthly rate.

(N)



SCHEDULE NO. X-1

## DISCONTINUED SERVICES (Continued)

FRONTIER DIGITAL PHONE ESSENTIALS 2-2010 **Grandfathered as of July 14, 2012**

(N)

## APPLICABILITY

Applicable to Single-party Residential Flat rate service.

## 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 2-2010 service as said exchanges are defined on the maps contained in this tariff.

## GENERAL

- A1 Frontier Digital Phone Essentials 2-2010 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 and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

- ## A2 Basic Bundle

Flat Rate Access Line  
Unlimited Extended Area Service  
Call Waiting/Cancel Call Waiting  
Call Waiting ID  
Caller ID with Name  
Three-way Calling

- ### A3 Unlimited 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. X-1, Rates, item A3.

- Call Forwarding - Variable
- Call Forward Busy
- Caller ID with Number
- Call Return
- Repeat Dialing

30-Code Speed Calling  
Anonymous Call Rejection  
Selective Call Acceptance  
Call Tracing Service

(N)

SCHEDULE NO. X-1

BUNDLED SERVICES

FRONTIER DIGITAL PHONE ESSENTIALS 2-2010 **Grandfathered as of July 14, 2012** (Continued) (N)

RATES

- A1 Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- A2 Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Schedule A-5 apply to the installation of the bundle.
- A3 Frontier Digital Phone Essentials 2-2010 Service is provided at the following rates:

**Monthly Rate**

Frontier Digital Phone Essentials 2-2010	\$21.99
Unlimited Feature Pack	2.99
Stay Connected Seasonal Service	9.99

CONDITIONS

- A1 The bundle is available only where facilities and operating systems are available and technically feasible.
- A2 The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- A3 Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- A4 Frontier Digital Phone Essentials 2-2010 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.
- A5 Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.

(N)

SCHEDULE NO. X-1

## DISCONTINUED SERVICES (Continued)

FRONTIER DIGITAL PHONE ESSENTIALS 2-2010 **Grandfathered as of July 14, 2012** (Continued) (N)

### CONDITIONS (Continued)

- A6 If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- A7 No discounts will be given to customers that do not use all the features or have some features turned off.
- A8 The bundle is offered on a month-to-month basis.
- A9 The bundle will appear as a single line item on the bill.
- A10 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- A11 Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Essentials 2-2010 Service for a minimum period of one month and up to nine months during a 12-month period.
- B1 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.
- B2 The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
- B3 The applicable Service Connection Charges listed in Schedule A-5 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- B4 The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone Essentials 2-2010 service will be temporarily deactivated.
- B5 If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Essentials 2-2010 features and services will be reactivated and billed at the applicable rates.
- B6 This service does not change any other terms and conditions of the product.
- B7 All applicable taxes and surcharges apply.
- B8 The Federal Subscriber Line Charge is included in the monthly rate.

(N)

SCHEDULE NO. X-1

## BUNDLED SERVICES

FRONTIER DIGITAL PHONE ESSENTIALS 3-2010 **Grandfathered as of July 14, 2012**

(N)

## APPLICABILITY

Applicable to Single-party Residential Flat rate service.

## 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 3-2010 service as said exchanges are defined on the maps contained in this tariff.

## GENERAL

- A1 Frontier Digital Phone Essentials 3-2010 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 and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

- ## A2 Basic Bundle

Flat Rate Access Line  
Unlimited Extended Area Service  
Call Waiting/Cancel Call Waiting  
Call Waiting ID  
Caller ID with Name  
8-Code Speed Calling

- ### A3 Unlimited 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. X-1, Rates, item A3.

- Call Forwarding - Variable
- Call Forward Busy
- Caller ID with Number
- Call Return
- Repeat Dialing

Three-way Calling  
30-Code Speed Calling  
Anonymous Call Rejection  
Selective Call Acceptance  
Call Tracing Service

(N)

SCHEDULE NO. X-1

BUNDLED SERVICES

FRONTIER DIGITAL PHONE ESSENTIALS 3-2010 **Grandfathered as of July 14, 2012** (Continued) (N)

RATES

- A1 Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- A2 Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Schedule A-5 apply to the installation of the bundle.
- A3 Frontier Digital Phone Essentials 3-2010 Service is provided at the following rates:

**Monthly Rate**

Frontier Digital Phone Essentials 3-2010	\$21.99
Unlimited Feature Pack	2.99
Stay Connected Seasonal Service	9.99

CONDITIONS

- A1 The bundle is available only where facilities and operating systems are available and technically feasible.
- A2 The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- A3 Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- A4 Frontier Digital Phone Essentials 3-2010 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.
- A5 Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.

(N)

SCHEDULE NO. X-1

DISCONTINUED SERVICES (Continued)

FRONTIER DIGITAL PHONE ESSENTIALS 3-2010 **Grandfathered as of July 14, 2012** (Continued) (N)

CONDITIONS (Continued)

- A6 If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- A7 No discounts will be given to customers that do not use all the features or have some features turned off.
- A8 The bundle is offered on a month-to-month basis.
- A9 The bundle will appear as a single line item on the bill.
- A10 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- A11 Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Essentials 3-2010 Service for a minimum period of one month and up to nine months during a 12-month period.
- B1 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.
- B2 The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
- B3 The applicable Service Connection Charges listed in Schedule A-5 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- B4 The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone Essentials 3-2010 service will be temporarily deactivated.
- B5 If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Essentials 3-2010 features and services will be reactivated and billed at the applicable rates.
- B6 This service does not change any other terms and conditions of the product.
- B7 All applicable taxes and surcharges apply.
- B8 The Federal Subscriber Line Charge is included in the monthly rate.

(N)

SCHEDULE NO. X-1

DISCONTINUED SERVICES (Continued)

**FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 1-2010 SERVICE**

(N)

Grandfathered as of July 14, 2012

APPLICABILITY

Applicable to Single-party Residential Flat rate service.

TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone State with Essentials 1-2010 service as said exchanges are defined on the maps contained in this tariff.

GENERAL

A1 Frontier Digital Phone State with Essentials 1-2010 is a bundle offering available to residential customers that subscribe to flat rate service. The bundle includes one Basic Flat Rate Residential One-Party Access Line, Custom Calling features, Extended Area Service.

A2 Basic Bundle

Flat Rate Access Line  
Extended Area Service  
Caller ID with Name  
Call Forwarding  
8-Code Speed Calling

Call Waiting/Cancel Call Waiting  
Three-way Calling  
Repeat Dial  
Call Return  
Call Waiting ID

A3 Feature Packages

The following features may be added to the bundle at the rates listed in Rates, item A3 following.

30-Code Speed Calling  
Anonymous Call Acceptance  
Anonymous Call Rejection  
Call Trace

(N)

SCHEDULE NO. X-1

## DISCONTINUED SERVICES (Continued)

## FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 1-2010 SERVICE

Grandfathered as of July 14, 2012 (Continued)

## RATES

A1 Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.

A2 Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Schedule A-5 apply to the installation of individual components of the bundle.

A3 Frontier Digital Phone State with Essentials 1-2010 bundle is provided at the following rates:

### Monthly Rate

Frontier Digital Phone State with Essentials 1-2010	\$33.99
One Feature	5.99
Two Features	7.99
Three Features	9.99
All listed features	12.99
Stay Connected Seasonal Offering	9.99

## CONDITIONS

A1 The bundle is available only where facilities and operating systems are available and technically feasible.

A2 The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

A3 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

A4 Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.

A5 The bundles are offered on a month to month.

A6 The bundle will appear as a single line item on the bill.



SCHEDULE NO. X-1

DISCONTINUED SERVICES (Continued)

**FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 1-2010 SERVICE**

Grandfathered as of July 14, 2012 (Continued)

CONDITIONS (Continued)

A7 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

A8 The features and services, except those listed as Non-regulated or federally tarified, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.

A9 Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone State with Essentials 1-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.

B1 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.

(T)

B2 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.

B3 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.

B4 If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone State with Essentials 1-2010 features and services will be reactivated and billed at the applicable rates.

B5 The Federal Subscriber Line Charge is included in the monthly rate.

B6 This service does not change any other terms and conditions of the product.

B7 All applicable taxes and surcharges apply.



SCHEDULE NO. X-1

DISCONTINUED SERVICES (Continued)

**FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 2-2010 SERVICE**

(N)

Grandfathered as of July 14, 2012 (Continued)

RATES

A1 Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.

A2 Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Schedule A-5 apply to the installation of individual components of the bundle.

A3 Frontier Digital Phone State with Essentials 2-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone State with Essentials 2-2010	\$26.99
One Feature	5.99
Two Features	7.99
Three Features	9.99
All listed features	12.99
Stay Connected Seasonal Offering	9.99

CONDITIONS

A1 The bundle is available only where facilities and operating systems are available and technically feasible.

A2 The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

A3 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

A4 Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.

A5 The bundles are offered on a month to month.

A6 The bundle will appear as a single line item on the bill.

(N)

SCHEDULE NO. X-1

DISCONTINUED SERVICES (Continued)

**FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 2-2010 SERVICE**

Grandfathered as of July 14, 2012 (Continued)

CONDITIONS (Continued)

A7 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

A8 The features and services, except those listed as Non-regulated or federally tarified, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.

A9 Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone State with Essentials 2-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.

B1 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.

(T)

B2 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.

B3 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.

B4 If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone State with Essentials 2-2010 features and services will be reactivated and billed at the applicable rates.

B5 The Federal Subscriber Line Charge is included in the monthly rate.

B6 This service does not change any other terms and conditions of the product.

B7 All applicable taxes and surcharges apply.



SCHEDULE NO. X-1

DISCONTINUED SERVICES (Continued)

**FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 3-2010 SERVICE**

(N)

Grandfathered as of July 14, 2012 (Continued)

RATES

A1 Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.

A2 Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Schedule A-5 apply to the installation of individual components of the bundle.

A3 Frontier Digital Phone State with Essentials 3-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone State with Essentials 3-2010	\$23.99
One Feature	5.99
Two Features	7.99
Three Features	9.99
All listed features	12.99
Stay Connected Seasonal Offering	9.99

CONDITIONS

A1 The bundle is available only where facilities and operating systems are available and technically feasible.

A2 The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

A3 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

A4 Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.

A5 The bundles are offered on a month to month.

A6 The bundle will appear as a single line item on the bill.

(N)

SCHEDULE NO. X-1

DISCONTINUED SERVICES (Continued)

**FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 3-2010 SERVICE**

Grandfathered as of July 14, 2012 (Continued)

CONDITIONS (Continued)

- A7 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.
- A8 Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone State with Essentials 3-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
- B1 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. (T)
- B2 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.
- B3 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.
- B4 If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone State with Essentials 3-2010 features and services will be reactivated and billed at the applicable rates.
- B5 The Federal Subscriber Line Charge is included in the monthly rate.
- B6 This service does not change any other terms and conditions of the product.
- B7 All applicable taxes and surcharges apply.

SCHEDULE NO. X-1

DISCONTINUED SERVICES (Continued)

**FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 1-2010 SERVICE**

Grandfathered as of July 14, 2012

(N)

APPLICABILITY

Applicable to Single-party Residential Flat rate service.

TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Nationwide with Essentials 1-2010 service as said exchanges are defined on the maps contained in this tariff.

GENERAL

A1 Frontier Digital Phone Nationwide with Essentials 1-2010 Service is a bundled offering available to residential customers and includes one Basic Flat Rate Residential One-Party Access Line, Custom Calling features and Extended Area Calling. Customers may select any or all of the services and features listed below for a monthly rate charge.

A2 Basic Bundle

Flat Rate Access Line	Three-way Calling
Extended Area Calling	Repeat Dial
Call Forward Busy/No Answer (Variable)	8-Code Speed Calling
Caller ID - Name and Number	Call Return
Call Waiting/Cancel Call Waiting	10 free DA Calls

A3 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 Rates, item A3 following.

30-Code Speed Calling	Selective Call Acceptance
Call Forwarding Busy/No Answer (Fixed)	Selective Call Rejection
Call Forwarding Busy Line (Fixed)	

(N)



SCHEDULE NO. X-1

DISCONTINUED SERVICES (Continued)

**FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 1-2010 SERVICE**

Grandfathered as of July 14, 2012 (Continued)

(N)

RATES

A1 Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.

A2 Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Schedule A-5 apply to the installation of individual components of the bundle.

A3 Frontier Digital Phone Nationwide with Essentials 1-2010 bundle is provided at the following rates:

	<b><u>Monthly Rate</u></b>
Frontier Digital Phone Nationwide with Essentials 1-2010	\$39.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering	9.99

CONDITIONS

A1 The bundle is available only where facilities and operating systems are available and technically feasible.

A2 The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

A3 Customers may add or delete any features offered in the bundle without a service order charge.

A4 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

A5 No discounts will be given to subscribers that do not use all the features or have some features turned off.

A6 Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.

(N)

SCHEDULE NO. X-1

DISCONTINUED SERVICES (Continued)

**FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 1-2010 SERVICE**

Grandfathered as of July 14, 2012 (Continued)

CONDITIONS (Continued)

- A7 The bundles are offered on a month to month.
- A8 The bundle will appear as a single line item on the bill.
- A9 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- A10 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.
- A11 Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide with Essentials 1-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
- B1 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. (T)
- B2 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.
- B3 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.
- B4 If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide with Essentials 1-2010 features and services will be reactivated and billed at the applicable rates.
- B5 The Federal Subscriber Line Charge is included in the monthly rate.
- B6 This service does not change any other terms and conditions of the product.
- B7 All applicable taxes and surcharges apply.

SCHEDULE NO. X-1

DISCONTINUED SERVICES (Continued)

**FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 2-2010 SERVICE**

Grandfathered as of July 14, 2012

(N)

APPLICABILITY

Applicable to Single-party Residential Flat rate service.

TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Nationwide with Essentials 2-2010 service as said exchanges are defined on the maps contained in this tariff.

GENERAL

A1 Frontier Digital Phone Nationwide with Essentials 2-2010 Service is a bundled offering available to residential customers and includes one Flat Rate Residential One-Party Access Line, Custom Calling features and Extended Area Service. Customers may select any or all of the services and features listed below for a monthly rate charge.

A2 Basic Bundle

Flat Rate Access Line	Three-way Calling
Extended Area Service	Repeat Dial
Call Forward Busy/No Answer (Variable)	8-Code Speed Calling
Caller ID - Name and Number	Call Return
Call Waiting/Cancel Call Waiting	

A3 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 Rates, item A3 following.

30-Code Speed Calling	Selective Call Acceptance
Call Forwarding Busy/No Answer (Fixed)	Selective Call Rejection
Call Forwarding Busy Line (Fixed)	

(N)

SCHEDULE NO. X-1

## DISCONTINUED SERVICES (Continued)

## FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 2-2010 SERVICE

Grandfathered as of July 14, 2012 (Continued)

## RATES

- A1 Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- A2 Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Schedule A-5 apply to the installation of individual components of the bundle.
- A3 Frontier Digital Phone Nationwide with Essentials 2-2010 bundle is provided at the following rates:

### Monthly Rate

Frontier Digital Phone Nationwide with Essentials 2-2010	\$29.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering	9.99

## CONDITIONS

- |    |  |
|----|--|
| A1 | The bundle is available only where facilities and operating systems are available and technically feasible.  |
| A2 | The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.   |
| A3 | Customers may add or delete any features offered in the bundle without a service order charge.   |
| A4 | Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.  |
| A5 | No discounts will be given to subscribers that do not use all the features or have some features turned off.   |
| A6 | Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules. |

SCHEDULE NO. X-1

DISCONTINUED SERVICES (Continued)

**FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 2-2010 SERVICE**

Grandfathered as of July 14, 2012 (Continued)

CONDITIONS (Continued)

- A7 The bundles are offered on a month to month.
- A8 The bundle will appear as a single line item on the bill.
- A9 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- A10 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.
- A11 Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide with Essentials 2-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
- B1 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. (T)
- B2 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.
- B3 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.
- B4 If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide with Essentials 2-2010 features and services will be reactivated and billed at the applicable rates.
- B5 The Federal Subscriber Line Charge is included in the monthly rate.
- B6 This service does not change any other terms and conditions of the product.
- B7 All applicable taxes and surcharges apply.

SCHEDULE NO. X-1

## DISCONTINUED SERVICES (Continued)

## FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 3-2010 SERVICE

Grandfathered as of July 14, 2012

## APPLICABILITY

Applicable to Single-party Residential Flat rate service.

## TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Nationwide with Essentials 3-2010 service as said exchanges are defined on the maps contained in this tariff.

## GENERAL

- A1 Frontier Digital Phone Nationwide with Essentials 3-2010 Service is a bundled offering available to residential customers and includes one Flat Rate Residential One-Party Access Line, Custom Calling features and Extended Area Service. Customers may select any or all of the services and features listed below for a monthly rate charge.

## A2 Basic Bundle

Flat Rate Access Line  
Extended Area Service  
Call Forward Busy/No Answer (Variable)  
Caller ID - Name and Number

Call Waiting/Cancel Call Waiting  
Repeat Dial  
8-Code Speed Calling  
Call Return

### A3 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 Rates, item A3 following.

30-Code Speed Calling  
Call Forwarding Busy/No Answer (Fixed)  
Call Forwarding Busy Line (Fixed)

- Selective Call Acceptance
- Selective Call Rejection
- Three-way Calling

SCHEDULE NO. X-1

DISCONTINUED SERVICES (Continued)

**FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 3-2010 SERVICE**

Grandfathered as of July 14, 2012 (Continued)

(N)

RATES

A1 Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.

A2 Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Schedule A-5 apply to the installation of individual components of the bundle.

A3 Frontier Digital Phone Nationwide with Essentials 3-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Nationwide with Essentials 3-2010	\$29.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering	9.99

CONDITIONS

A1 The bundle is available only where facilities and operating systems are available and technically feasible.

A2 The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

A3 Customers may add or delete any features offered in the bundle without a service order charge.

A4 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

A5 No discounts will be given to subscribers that do not use all the features or have some features turned off.

A6 Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.

(N)

SCHEDULE NO. X-1

DISCONTINUED SERVICES (Continued)

**FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 3-2010 SERVICE**

Grandfathered as of July 14, 2012 (Continued)

CONDITIONS (Continued)

- A7 The bundles are offered on a month to month.
- A8 The bundle will appear as a single line item on the bill.
- A9 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- A10 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.
- A11 Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide with Essentials 3-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
- B1 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. (T)
- B2 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.
- B3 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.
- B4 If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide with Essentials 3-2010 features and services will be reactivated and billed at the applicable rates.
- B5 The Federal Subscriber Line Charge is included in the monthly rate.
- B6 This service does not change any other terms and conditions of the product.
- B7 All applicable taxes and surcharges apply.



SCHEDULE NO. X-1

DISCONTINUED SERVICES (Continued)

**FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 1-2010 SERVICE**

(N)

Grandfathered as of July 14, 2012

APPLICABILITY

Applicable to Single-party Residential Flat rate service.

TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Nationwide Extra with Essentials 1-2010 service as said exchanges are defined on the maps contained in this tariff.

GENERAL

A1 Frontier Digital Phone Nationwide Extra with Essentials 1-2010 Service is a bundled offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Custom Calling features and Extended Area Calling. Customers may select any or all of the services and features listed below for a monthly rate charge.

A2 Basic Bundle

Two Flat Rate Access Lines  
Extended Area Calling  
Call Forward Busy/No Answer (Variable)  
Caller ID - Name and Number  
Call Waiting/Cancel Call Waiting

Three-way Calling  
Repeat Dial  
8-Code Speed Calling  
Call Return  
10 free DA Calls

A3 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 Rates, item A3. following.

30-Code Speed Calling  
Call Forwarding Busy/No Answer (Fixed)  
Call Forwarding Busy Line (Fixed)  
Selective Call Acceptance  
Selective Call Rejection

(N)

SCHEDULE NO. X-1

DISCONTINUED SERVICES (Continued)

**FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 1-2010 SERVICE**

(N)

Grandfathered as of July 14, 2012 (Continued)

RATES

A1 Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.

A2 Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Schedule A-5 apply to the installation of individual components of the bundle.

A3 Frontier Digital Phone Nationwide Extra with Essentials 1-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Nationwide Extra with Essentials 1-2010	\$39.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering	9.99

CONDITIONS

A1 The bundle is available only where facilities and operating systems are available and technically feasible.

A2 The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

A3 Customers may add or delete any features offered in the bundle without a service order charge.

A4 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

A5 No discounts will be given to subscribers that do not use all the features or have some features turned off.

A6 Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.

A7 The bundles are offered on a month to month.

(N)

SCHEDULE NO. X-1

DISCONTINUED SERVICES (Continued)

**FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 1-2010 SERVICE**

Grandfathered as of July 14, 2012 (Continued)

CONDITIONS (Continued)

- A8 The bundle will appear as a single line item on the bill.
- A9 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- A10 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.
- A11 The custom calling features and voice mail service included in the Frontier Digital Phone Nationwide Extra with Essentials 1-2010 bundle will be activated on only one of the access lines designated by the customer.
- A12 Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide Extra with Essentials 1-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
- B1 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. (T)
- B2 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.
- B3 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.
- B4 If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide Extra with Essentials 1-2010 features and services will be reactivated and billed at the applicable rates.
- B5 The Federal Subscriber Line Charge is included in the monthly rate.
- B6 This service does not change any other terms and conditions of the product.
- B7 All applicable taxes and surcharges apply.

SCHEDULE NO. X-1

DISCONTINUED SERVICES (Continued)

**FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 2-2010 SERVICE**

(N)

Grandfathered as of July 14, 2012

APPLICABILITY

Applicable to Single-party Residential Flat rate service.

TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Nationwide Extra with Essentials 2-2010 service as said exchanges are defined on the maps contained in this tariff.

GENERAL

A1 Frontier Digital Phone Nationwide Extra with Essentials 2-2010 Service is a bundled offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Custom Calling features and Extended Area Service. Customers may select any or all of the services and features listed below for a monthly rate charge.

A2 Basic Bundle

Two Flat Rate Access Lines  
Extended Area Service  
Call Forward Busy/No Answer (Variable)  
Caller ID - Name and Number  
Call Waiting/Cancel Call Waiting

Three-way Calling  
Repeat Dial  
8-Code Speed Calling  
Call Return

A3 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 Rates, item A3 following.

30-Code Speed Calling  
Call Forwarding Busy/No Answer (Fixed)  
Call Forwarding Busy Line (Fixed)

Selective Call Acceptance  
Selective Call Rejection

(N)

SCHEDULE NO. X-1

DISCONTINUED SERVICES (Continued)

**FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 2-2010 SERVICE**

(N)

Grandfathered as of July 14, 2012 (Continued)

RATES

A1 Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.

A2 Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Schedule A-5 apply to the installation of individual components of the bundle.

A3 Frontier Digital Phone Nationwide Extra with Essentials 2-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Nationwide Extra with Essentials 2-2010	\$29.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering	9.99

CONDITIONS

A1 The bundle is available only where facilities and operating systems are available and technically feasible.

A2 The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

A3 Customers may add or delete any features offered in the bundle without a service order charge.

A4 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

A5 No discounts will be given to subscribers that do not use all the features or have some features turned off.

A6 Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.

A7 The bundles are offered on a month to month.

(N)

SCHEDULE NO. X-1

DISCONTINUED SERVICES (Continued)

**FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 2-2010 SERVICE**

Grandfathered as of July 14, 2012 (Continued)

CONDITIONS (Conditions)

- A8 The bundle will appear as a single line item on the bill.
- A9 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- A10 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.
- A11 The custom calling features and voice mail service included in the Frontier Digital Phone Nationwide Extra with Essentials 2-2010 bundle will be activated on only one of the access lines designated by the customer.
- A12 Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide Extra with Essentials 2-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
- B1 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. (T)
- B2 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.
- B3 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.
- B4 If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide Extra with Essentials 2-2010 features and services will be reactivated and billed at the applicable rates.
- B5 The Federal Subscriber Line Charge is included in the monthly rate.
- B6 This service does not change any other terms and conditions of the product.
- B7 All applicable taxes and surcharges apply.



SCHEDULE NO. X-1

DISCONTINUED SERVICES (Continued)

**FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 3-2010 SERVICE**

Grandfathered as of July 14, 2012 (Continued)

(N)

RATES

A1 Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.

A2 Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Schedule A-5 apply to the installation of individual components of the bundle.

A3 Frontier Digital Phone Nationwide Extra with Essentials 3-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Nationwide Extra with Essentials 3-2010	\$29.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering	9.99

CONDITIONS

A1 The bundle is available only where facilities and operating systems are available and technically feasible.

A2 The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

A3 Customers may add or delete any features offered in the bundle without a service order charge.

A4 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

A5 No discounts will be given to subscribers that do not use all the features or have some features turned off.

A6 Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.

A7 The bundles are offered on a month to month.

(N)



SCHEDULE NO. X-1

DISCONTINUED SERVICES (Continued)

**FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 3-2010 SERVICE**

Grandfathered as of July 14, 2012 (Continued)

CONDITIONS (Continued)

- A8 The bundle will appear as a single line item on the bill.
- A9 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- A10 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.
- A11 The custom calling features and voice mail service included in the Frontier Digital Phone Nationwide Extra with Essentials 3-2010 bundle will be activated on only one of the access lines designated by the customer.
- A12 Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide Extra with Essentials 3-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
- B1 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. (T)
- B2 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.
- B3 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.
- B4 If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide Extra with Essentials 3-2010 features and services will be reactivated and billed at the applicable rates.
- B5 The Federal Subscriber Line Charge is included in the monthly rate.
- B6 This service does not change any other terms and conditions of the product.
- B7 All applicable taxes and surcharges apply.

SCHEDULE NO. Z

SPECIAL SUPPLEMENTARY LIFELINE SURCHARGE

LIST OF EFFECTIVE SHEETS

Sheets 1 and 2 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	1st Revised
2	1st Revised

(continued)

ISSUED BY  
ISSUED 3/14/01

F. Wayne Lafferty  
Vice President  
Regulatory and Government Affairs

EFFECTIVE 03/1/01

ADVICE LETTER NO. 01-03

SCHEDULE NO. Z

(D)

(D)

(continued)

ISSUED BY  
ISSUED 3/14/01

F. Wayne Lafferty  
Vice President  
Regulatory and Government Affairs

EFFECTIVE 03/1/01

ADVICE LETTER NO. 01-03

SCHEDULE NO. Z-1

EMERGENCY TELEPHONE SERVICE SURCHARGE

LIST OF EFFECTIVE SHEETS

Sheets 1 and 2 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	Number of <u>Revision</u>
<b>1</b>	<b>1<sup>st</sup> Revised</b>
<b>2</b>	<b>1<sup>st</sup> Revised</b>

(Continued)

---

SCHEDULE NO. Z-1

EMERGENCY TELEPHONE SERVICE SURCHARGE

APPLICABILITY

Schedule No. Z-1 establishes a surcharge for all network access lines as shown below.

(D)

(D)

RATES

A monthly surcharge or surcharges will be assessed on each local exchange network access line to be applied in accordance with current applicable rates and as stated in Section 69-2 of the Utah Code, Emergency Telephone Service Law, to provide E911 Emergency Telephone and Statewide Unified E911 telephone service.

(T)

(T)

SCHEDULE NO. Z-2

RESERVED FOR FUTURE USE

(T)

LIST OF EFFECTIVE SHEETS

Sheets 1 and 3 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
<b>1</b>	<b>5<sup>th</sup> Revised</b>
<b>2</b>	<b>2<sup>nd</sup> Revised</b>
<b>3</b>	<b>3<sup>rd</sup> Revised</b>

SCHEDULE NO. Z-2

Reserved for Future Use

(L)

(L)

(L) Material discontinued as of August 1, 2011 and relocated to Schedule X-1 Discontinued Services. (N)  
(N)

Issued: June 28, 2011

Issued By:  
Kenneth Mason  
Vice President

Effective: August 1, 2011

Advice letter No. UT-11-04

Regulatory and Government Affairs

SCHEDULE NO. Z-2

RESERVED FOR FUTURE USE

(T)

(D)

(D)



SCHEDULE NO. Z-3

(Reserved for Future Use)

(C)

(D)

|

(D)

SCHEDULE NO. Z-3

(Reserved for Future Use)

(C)

(D)

|

(D)

---

SCHEDULE NO. Z-4

UNIVERSAL SERVICE FUND SURCHARGE

LIST OF EFFECTIVE SHEETS

Sheets 1 and 2 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	2nd Revised
2	2nd Revised

---

Issued: August 29, 2001

Issued By:  
F. Wayne Lafferty  
Vice President  
Regulatory and Government Affairs

Effective: September 29, 2001

Advice letter No. UT-01-10

SCHEDULE Z-4

UNIVERSAL SERVICE FUND SURCHARGE

APPLICABILITY

The Universal Service Fund (USF) Surcharge applies to all intrastate retail rates for regulated and deregulated services.

TERRITORY

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

RATES

The Universal Service Fund Surcharge amounts are in accordance with Utah Administrative Code (T)  
Reference Number R746-360. As the Utah Public Service Commission issues orders which |  
increase or decrease the requirement for funding, this surcharge amount(s) will be adjusted (T)  
accordingly.