

TELECOMMUNICATIONS PRICE LIST (TITLE 62)

OF

**FRONTIER COMMUNICATIONS OF AMERICA, INC.**

180 South Clinton Avenue  
Rochester, New York 14646  
(800) 727-1653

This Price List contains the service descriptions and rates applicable to the furnishing of resold telecommunications services offered by **Frontier Communications of America, Inc.** ("the Company") within the State of Idaho.

**CHECK SHEET**

The Title Page and pages listed below are inclusive and effective as of the date shown. Original and revised pages as named below contain all changes from the original Price List that are in effect on the date shown on each page.

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**EXPLANATION OF SYMBOLS**

The following are the only symbols used for the purposes indicated below:

- C** - To signify Changed Regulation.
- D** - Delete or Discontinue
- I** - Change Resulting in an Increase to a rate
- M** - Moved from Another Price List Location
- N** - New
- R** - Change Resulting in a Reduction to a rate
- S** - Matter Appearing Elsewhere or Repeated for Clarification
- T** - Change in Text But No Change to Rate or Charge
- Z** - Correction

**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS**

Access Line - An arrangement which connects the Subscriber's or Customer's location to the Carrier's designated point of presence or network switching center.

Aggregator - Any person or other legal entity that may be a Customer and, in the ordinary course of its operations, makes telephones available to the public or to transient users of its premises, for telephone calls using a provider of operator services.

Authorized User - A person, firm or corporation, or any other entity authorized by the Customer or Subscriber to communicate utilizing the Company's services.

Collect - A billing arrangement whereby the originating caller may bill the charges for a call to the called party, provided the called party agrees to accept the charges. (T)

Commission - refers to the Public Utilities Commission of Idaho.

Company - Frontier Communications of America, Inc. ("the Company"), unless otherwise indicated by the context.

Consumer - A person who is not a Customer initiating any telephone calls using operator services.

Customer - The person, firm or corporation, or other entity which orders, cancels, amends, or uses service and is responsible for the payment of charges and/or compliance with Price List regulations.

Customer Premises Equipment - Terminal equipment, as defined herein, which is located on the Customer's premises.

Day Rate Period - After 8:00 am to, but not including, 5:00 pm Monday through Friday.

**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, cont'd.**

Evening Rate Period - After 5:00 pm to, but not including, 11:00 pm Monday through Friday, and on Sunday.

LEC - Local Exchange Company.

Night/Weekend Rate Period - After 11:00 pm to, but not including, 8:00 am Monday through Friday, all day Saturday, and Sunday to, but not including 5:00 pm.

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

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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).

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Operator Assisted Third Number Billed - 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.

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Operator Dialed Surcharge - A charge applying to calls made when the user dials "00" only or any valid company operator access code and requests that the operator dial the destination number.

Special Access - Where access between the Subscriber or Customer and the interexchange carrier is provided on dedicated circuits. The cost of Special Access is billed to the Customer by the local exchange carrier, or other approved access provider.

Subscriber - The person, firm, corporation, or other legal entity which arranges for services of the Company on behalf of transient third party Customers or Authorized Users. The Subscriber is responsible for compliance with the terms and conditions of this Price List. A Subscriber is also a Customer under the terms of the Price List.

Switched Access - Where access between the Customer and the Carrier is provided on local exchange company circuits capable of accessing the local switched network. The cost of switched Feature Group access is billed to the Carrier.

Terminal Equipment - Devices, apparatus, and associated wiring, such as teleprinters, telephones, or data sets.

V & H Coordinates - Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage is used for the purposed of rating calls.

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**SECTION 2 - RULES AND REGULATIONS**

2.1 Undertaking of the Company

The Company is a resale common carrier providing intrastate direct dialed service to Customers within the State of Idaho. The Company's services and facilities are furnished for communications originating at specified points within the State of Idaho under terms of this Price List. (C)

The Company provides for the installation, operation, and maintenance of the communications services provided herein in accordance with the terms and conditions set forth under this Price List. The Company may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Customer, to allow connection of a Customer's location to the Company's services. The Customer shall be responsible for all charges due for such service arrangement.

The Company's services are provided on a monthly basis unless otherwise provided, and are available twenty-four (24) hours per day, seven (7) days per week.

2.2 Applicability of Price List

This Price List is applicable to telecommunications services provided by the Company within the state of Idaho.

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**SECTION 2 - RULES AND REGULATIONS, cont'd.****2.3 Payment and Credit Regulations****2.3.1 Payment Arrangements**

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer for transmission of calls via the Company. The Customer agrees to pay to the Company or its authorized agent any cost(s) incurred as a result of any delegation of authority resulting in the use of his or her communications equipment and/or network services which result in the placement of calls via the Company. The Customer agrees to pay the Company or its authorized agent any and all cost(s) incurred as a result of the use of the service arrangement, including calls which the Customer did not individually authorize.

All charges due by the Customer are payable to the Company or any agency duly authorized to receive such payments. Terms of payment shall be according to the rules and regulations of the agency and subject to the rules of regulatory agencies, such as the Idaho PUC. Any objections to billed charges must be promptly reported to the Company or its billing agent. Adjustments to Customers' bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

Charges for installations, service connections, moves, and rearrangements, where applicable, are payable upon demand by the Company or its authorized agent. The billing thereafter will include recurring charges and actual usage as defined in this Price List.

The Customer may notify the carrier of billing or other disputes either orally or in writing. There is no time limit for submitting disputes.

Customer complaints and billing disputes that are not satisfactorily resolved may be presented by the Customer to:

Consumer Assistance Services.  
Idaho Public Utilities Commission  
472 West Washington  
Statehouse  
Boise, ID 83720-0074

Telephone: 208 334-0302



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**SECTION 2 - RULES AND REGULATIONS**, *cont'd.*2.3 Payment and Credit Regulations, *cont'd.*2.3.2 Deposits

The Company reserves the right to examine the credit record of the Customer, using any lawful sources for determining credit standing. If the Customer's financial condition is unknown or unacceptable to the Company, the Customer may be required to provide the Company with a security deposit which the Company may apply against overdue charges. The amount of the security deposit shall be equal to three months' estimated usage but may vary with the Customer's credit history and projected usage.

A. Interest Payable

Interest will be payable on the deposited amounts at the rate provided by paragraph B of this rule. Interest will accrue from the date the deposit is made until the deposit is refunded or applied to the customer's bill; however, interest will not accrue on a deposit if:

1. service is terminated temporarily at the request of the customer who leaves the deposit with the telephone company for future use as a deposit; or
2. service has been permanently terminated and the telephone company has been unsuccessful in its attempt to refund a deposit.

B. Interest rate

On or before November 15 of each year, the Commission will determine the twelve month average interest rate for one-year Treasury Bills for the previous November 1 through October 31, round that rate to the nearest whole percent, and notify the telephone companies of its determination of this interest rate. That rate will be in effect for the following calendar year for all deposits described in paragraph A of this rule.

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**SECTION 2 - RULES AND REGULATIONS, *cont'd.***2.3 Payment and Credit Regulations, *cont'd.*2.3.2 Deposits, *cont'd.*C. Former Customers

Upon termination of service, the deposit with accrued interest must be credited to the final bill. The balance of the deposit remaining, if any, must be returned promptly to the customer.

D. Existing Customers

Unless the customer has requested that the deposit be credited to future bills, the deposit, with accrued interest, must be refunded promptly by the local exchange company when:

1. the residential customer establishes and maintains good credit, or
2. the small business customer maintains good credit and is not delinquent more than once in the previous twelve months.

E. Retention During Dispute

The local exchange company may retain the deposit pending resolution of a dispute over termination of service. If the deposit is later refunded to the customer, the local exchange company shall pay interest at the annual rates established in Idaho PUC Telephone Customer Relations Rule 106 for the entire period over which the deposit was held.

F. Early Return of Deposit

A local exchange company may refund a deposit plus accrued interest in whole or part at any time before the time prescribed in this rule.

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**SECTION 2 - RULES AND REGULATIONS, cont'd.****2.3 Payment and Credit Regulations, cont'd.****2.3.2 Deposits, cont'd.****G. Transfer of Deposit**

Deposits shall not be transferred from one customer to another customer or between classes of service, except at the customer's request. When a customer with a deposit on file transfers service to a new location within the same telephone company's service area in Idaho, the deposit and any outstanding balance shall be transferred to the account for the new location.

**H. Receipt for Records of Deposits****1. Receipts**

Each customer paying a deposit must be given a receipt containing or otherwise be provided with the following information:

- (a) name of customer and service address for which deposit is held;
- (b) date of payment;
- (c) amount of payment; and
- (d) statement of the terms and conditions governing the return of deposits.

**2. Retention of Records**

Each telephone company shall maintain records that will enable a customer entitled to a return of a deposit to obtain a refund even though the customer may be unable to produce the receipt for the deposit. These records must include the name of each customer, the service locations and telephone number(s) of the customer while the deposit is retained, and the date(s) and amount(s) of the deposits. The telephone company shall retain these records as required by the Unclaimed Property Act, sections 14-501 et seq., Idaho Code, and in particular section 14-531, Idaho Code, (ten years).

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**SECTION 2 - RULES AND REGULATIONS, cont'd.****2.3 Payment and Credit Regulations, cont'd.****2.3.2 Deposits, cont'd.****I. Transfer of Records**

Upon the sale or transfer of any telephone company or any of its operating units, the seller shall certify to the Commission that it has a list showing the names of all customers whose service is transferred and who have a deposit on file, the date the deposit was made and the amount of the deposit.

**J. Deposits - MTS Companies**

MTS companies that do not bill and collect through LECs may ask for reasonable deposits. Requests for deposits must comply with all state and federal anti-discrimination statutes. MTS companies must comply with Idaho PUC Telephone Customer Relations Rules 106, 107 (except paragraph 02, 108 and 109.)

**2.3.3 Commercial Credit Card Payment Option**

Customers may choose to pay monthly bills via certain commercial credit cards accepted by the Company. Credit Card billed Customers will receive monthly call detail statements, which are separate from the credit card bills. If the Customer's credit card company rejects billing, the Company will make three attempts - two by telephone and one by mail to contact the Customer for alternative payment arrangements. If alternative payment arrangements are not made in seven days, the Customer's long distance service is discontinued.

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**SECTION 2 - RULES AND REGULATIONS, cont'd.****2.3 Payment and Credit Regulations, cont'd.****2.3.4 Payment Due Date and Late Payment Charge**

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All bills are due upon receipt. Any bill outstanding and unpaid more than thirty (30) days after the date the bill is postmarked, shall be considered past due. A late payment charge of 1.5% or \$9.00 (whichever is greater) per month will be applied to any past due balance.

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**2.3.5 Return Check Charge**

A return check charge of \$20.00 will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of the billing entity (i.e. local exchange company and/or commercial credit card company) and pursuant to Idaho law and Idaho PUC regulations.

**2.4 Taxes and Fees**

2.4.1 For all calls, state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items on the Customer's bill and are not included in the quoted rates and charges set forth in this Price List.

2.4.2 To the extent that a municipality, other political subdivision or local agency of government, or Commission imposes upon and collects from the Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee, or regulatory fee, such taxes and fees shall, insofar as practicable and allowed by law, be billed pro rata to Customers receiving service from the Company within the territorial limits of such municipality, other political subdivision or local agency of government.

2.4.3 The Company may adjust its rates and charges or impose additional rates and charges on its Customers in order to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs. Such adjustments shall be listed in this Price List.

**SECTION 2 - RULES AND REGULATIONS**, *cont'd.*2.4 Taxes and Fees, *cont'd.*2.4.3 *cont'd.*A. Pay Telephone Surcharge

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all interstate, intrastate and international calls that originate from any domestic pay telephone used to access the Company's services. The Pay Telephone Surcharge, which is in addition to standard Price Listed usage charges and any applicable service charges and surcharges associated with the Company's service, applies for the use of the instrument used to access the Company service and is unrelated to the Company's service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (i.e., using the A#@ symbol).

Whenever possible, the Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

The Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

| <b>SURCHARGE</b> | <b>Per Call</b> |
|------------------|-----------------|
| Payphone         | \$0.47          |

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**SECTION 2 - RULES AND REGULATIONS, cont'd.****2.5 Refunds or Credits for Service Outages or Deficiencies****2.5.1 Interruption of Service**

Credit allowances for interruptions of service which are not due to the Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment or communications systems provided by the Customer, are subject to the general liability provisions set forth in Section 2.6 herein. No credit is issued for outages less than 2 hour in duration. Credit for outages greater than 2 hour in duration is issued for fixed recurring monthly charges only. Outage credits are calculated in thirty minute intervals. The amount of the credit is determined by pro-rating the monthly recurring charge for the time of the outage (in thirty-minute intervals). It shall be the obligation of the Customer to notify the Company immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, the Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by the Customer and connected to the Company's terminal. Interruptions caused by Customer-provided or Company-provided automatic dialing equipment are not deemed an interruption of service as defined herein since the Customer has the option of using the long distance network via local exchange company access.

Credit allowances for interruptions of service billed on a usage basis shall be limited to the rate applicable to the initial period of the call to compensate for re-establishment of the connection.

**2.5.2 Inspection, Testing and Adjustment**

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for such tests and adjustments as may be deemed necessary for maintenance in a condition satisfactory to the Company. No interruption allowance will be granted for the time during which such tests and adjustments are made.

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**SECTION 2 - RULES AND REGULATIONS, cont'd.****2.6 Liabilities of the Company**

- 2.6.1 The liability of the Company for any claim or loss, expense or damage (including indirect, special, or consequential damage) for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this Price List shall not exceed an amount equivalent to the proportionate charges to the Customer for the period of service or the facility provided during which such interruption, delay, error, omission, or defect occurs.
- 2.6.2 The Company shall not be liable for any claim or loss, expense, or damage (including indirect, special, or consequential damage), for any interruption, delay, error, omission, or other defect in any service facility, or transmission provided under this Price List, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by any act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.6.3 The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer or other users of its service against any claim or loss, expense, or damage, (i) for defamation, invasion of privacy, infringement of copyright or patent, unauthorized use of any trademark, trade name, or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property, or entity arising from the material data, information, or content revealed to, transmitted, processed, handled, or used by Company under this Price List, or (ii) for connecting, combining, or adapting Company's facilities with Customer's apparatus or systems, or (iii) for any act or omission of the Customer, or (iv) for any personal injury or death of any person, or for any loss of or damage to Customer's premises or any other property, whether owned by Customer or others, caused directly or indirectly by the installation, maintenance, location, condition, operation, failure or removal of equipment or wiring provided by the Company if not directly caused by negligence of the Company.



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**SECTION 2 - RULES AND REGULATIONS, cont'd.****2.6 Liabilities of the Company, cont'd.**

2.6.4 The Company will provide credit on charges disputed by Customer in writing that are verified as incorrect by Company. If objection in writing is not received by Company within a reasonable period of time after bill is rendered (as determined by current law and regulatory policy), the account shall be deemed correct and binding upon the Customer.

2.4.5 The included Price List language does not constitute a determination by the Commission that a limitation of liability imposed by the Company should be upheld in a court of law. Acceptance for filing by the Commission recognizes that it is a court's responsibility to adjudicate negligence and consequential damage claims. It is also the court's responsibility to determine the validity of the exculpatory clause.

**2.7 Refusal or Discontinuance by Company**

2.7.1 Service may be suspended by the Company, without notice to the Customer, by blocking traffic to certain cities or NXX exchanges when the Company deems it necessary to take such action to prevent unlawful use of its service. The Company will restore services as soon as it can be provided without undue risk. (C)  
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2.7.2 The Company may refuse or discontinue service under the following conditions provided that, unless otherwise stated, the Customer shall be given notice to comply with any rule or remedy any deficiency:

- A. For non-compliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service.
- B. For use of telephone service for any purpose other than that described in the application.
- C. For neglect or refusal to provide reasonable access to the Company or its agents for the purpose of inspection and maintenance of equipment owned by the Company or its agents.

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**SECTION 2 - RULES AND REGULATIONS, *cont'd.*****2.7 Refusal or Discontinuance by Company, *cont'd.*****2.7.2 *cont'd.***

- D. For noncompliance with or violation of Commission regulation or rules and regulations on file with the Commission.
- E. For nonpayment of bills, provided that suspension or termination of service shall not be made without five (5) days written notice to the Customer, except in extreme cases. Such notice will be provided in a mailing separate from the Customer's regular monthly bill for service.
- F. Without notice in the event of Customer or Authorized User use of equipment in such a manner as to adversely affect the Company's equipment or service to others.
- G. Without notice in the event of tampering with the equipment or services owned by the Company or its agents.
- H. Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the Company may, before restoring service, require the Customer to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.
- I. Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Company from furnishing such services.

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**SECTION 2 - RULES AND REGULATIONS**, *cont'd.*2.7 Refusal or Discontinuance by Company, *cont'd.*2.7.3 Serious Illness or Medical EmergencyA. Medical Certificate-Postponement of Termination of Local Exchange or MTS Services

A telephone company offering local exchange or MTS service between a residential customer and the customer's nearest community providing necessary medial facilities or services must postpone termination or local exchange service to a residential customer for thirty (30) days from the date of the receipt of a current certificate signed by a licensed physician or public health official with medial training. If the person signing the certificate indicates that it is medically necessary for the customers to retain MTS service, termination of MTS must also be postponed for thirty (30) days. The certification shall state:

1. the customer, a member of the customer's family, or other permanent resident of the premises where service is provided, is seriously ill or has a medical emergency or will become seriously ill or have a medial emergency because of termination of service; and
2. termination of service would adversely affect that customer, member of the customer's family, or resident of the household.

B. Contents of Medical Certificate

This certificate must be in writing and show clearly the name of the person whose serious illness or medical emergency would be adversely affected by termination, the nature of the serious illness or medical emergency, and the name, title, and signature of the person giving notice of or certifying the serious illness or medical emergency.

C. Restoration of Service

If local exchange or MTS service has already been terminated when the medical certificate is received, the appropriate service must be restored. The customer must receive local exchange and necessary MTS services for thirty (30) days from the telephone company's receipt of the certificate.

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**SECTION 2 - RULES AND REGULATIONS, cont'd.****2.7 Refusal or Discontinuance by Company, cont'd.****2.7.3 Serious Illness or Medical Emergency****D. Payment Arrangements**

Before the expiration of the medical postponement, the customer must make payment arrangements with the telephone company in accordance with Idaho PUC Telephone Customer Relations Rule 312.

**E. Second Postponement**

The telephone company must postpone termination of local exchange and necessary MTS service upon receipt of a second certificate stating that the serious illness or medical emergency still exists, unless during the period of the first certificate excessive or unwarranted MTS calls were incurred and not paid or the customer refused to enter into payment arrangements.

**F. Verification of Medical Certificate**

The telephone company may verify the authenticity of the certificate and may refuse to delay termination of service if the certificate is a forgery or is otherwise fraudulent.

**2.7.4 Medical Facilities Shelter Care**

Where local exchange or MTS service is provided to a customer known by the telephone company to be or identifying itself as a medical care facility, including a hospital, medical clinic with resident patients, nursing home, intermediate care facility or shelter care facility, notice of pending termination shall be provided to the Commission and to the State Department of Health and Welfare as well as to the customer. Upon request from the Commission, a delay in termination or no less than seven (7) calendar days from the date of notice shall be allowed so that action may be taken to protect the interests of the facility's residents.

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**SECTION 2 - RULES AND REGULATIONS**, *cont'd.***2.8**     Limitations of Service

- 2.8.1     Service will be furnished subject to the continuing economic availability of the necessary facilities and/or equipment and subject to the provisions of this Price List.
- 2.8.2     The Company reserves the right to discontinue furnishing service, upon written notice, when necessitated by conditions beyond its control, or when the Customer is using the service in violation of the provisions of this Price List, or in violation of law.
- 2.8.3     The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.8.4     The Company reserves the right to discontinue the offering of any service with proper notice or deny an application for service if a change in regulation materially and negatively impacts the financial viability of the service in the best business judgment of the Company.

**2.9**     Use of Service

Service may be used for any lawful purpose for which it is technically suited. Customers reselling or rebilling the Company's Idaho intrastate service must have authority to provide interexchange services from the Idaho Public Utilities Commission.

**2.10**    Terminal Equipment

Company's facilities and service may be used with or terminated in Customer-provided terminal equipment or systems, such as PBXs, key systems, multiplexers, repeaters, signaling sets, teleprinters, handsets, or data sets. Such terminal equipment shall be furnished and maintained at the expense of the Customer, except as otherwise provided. Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of Company's service.

**2.11**    Cost of Collection and Repair

Customer is responsible for any and all costs incurred in the collection of monies due the Company including legal and accounting expenses. The Customer is also responsible for recovery costs of Company-provided equipment and any expenses required for repair or replacement of damaged equipment.

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**SECTION 2 - RULES AND REGULATIONS**, *cont'd.*2.12 Restoration of Service

Restoration of service shall be accomplished in accordance with Idaho PUC and FCC rules and regulations.

2.13 Rules Applicable to Toll-Free Services

2.13.1 The Company makes every effort to reserve toll-free (800/888) vanity numbers requested by Customers, but makes no guarantee or warranty that the requested number(s) will be available.

2.13.2 The Company will participate in porting toll-free numbers only if the account balance is zero and all charges incurred as a result of the toll free number have been paid.

2.13.3 If a Customer who has received a toll free number does not subscribe to toll-free 800/888 service within ninety (90) calendar days, the Company reserves the right to make the assigned number available for use by another Customer.

2.13.4 Toll free numbers shared by more than one Customer, whereby individual Customers are identified by a unique Personal Account Code, may not be assigned or transferred for use with service provided by another carrier. Subject to the limitations provided in this Price List, the Company will only honor Customer requests for a change in Resp. Org. or 800/888 service provider for toll free numbers dedicated to the sole use of that single Customer.

2.14 Other Rules

2.14.1 The Company may temporarily suspend service without notice to the Customer, by blocking traffic to certain cities or NXX exchanges, or by blocking calls using certain Personal Account codes when the Company deems it necessary to take such action to prevent unlawful use of its service. The Company will restore service as soon as service can be provided without undue risk of fraud.

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES**

3.1 General

The Company provides direct dialed (1+) and operator assisted services for communications originating and terminating within the State of Idaho. The Company's services are available twenty-four hours per day, seven days a week. Intrastate service is offered in conjunction with interstate service.

Customers are charged individually for each call placed using the Company's service. Charges may vary by service offering, mileage band, class of call, time of day, day of week, calling volume and/or call duration. Customers are billed based on their use of the Company's services and network. No installation charges apply.

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**SECTION 3 - DESCRIPTION OF SERVICES AND RATES**, *cont'd.***3.2**    Calculation of Distance

Usage charges for all mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call.

The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

The distance between the Wire Center of the Customer's equipment and that of the destination point is calculated by using the "V" and "H" coordinates found in BellCore's V&H Tape and NECA FCC Price List No. 4.

- Step 1 - Obtain the "V" and "H" coordinates for the Wire Centers serving the Customer and the destination point.
- Step 2 - Obtain the difference between the "V" coordinates of each of the Wire Centers. Obtain the Difference between the "H" coordinates.
- Step 3 - Square the differences obtained in Step 2.
- Step 4 - Add the squares of the "V" difference and "H" difference obtained in Step 3.
- Step 5 - Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.
- Step 6 - Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the Wire Centers.

Formula:

$$\sqrt{\frac{(V_1V_2)^2 + (H_1H_2)^2}{10}}$$



**SECTION 3 - DESCRIPTION OF SERVICES AND RATES**, *cont'd.*

3.3 Timing of Calls

Billing for calls placed over the network is based in part on the duration of the call.

- 3.3.1 Timing for all calls begins when the called party answers the call (i.e. when two way communications are established.) Answer detection is based on standard industry answer detection methods, including hardware and software answer detection.
- 3.3.2 Chargeable time for all calls ends when one of the parties disconnects from the call.
- 3.3.3 Minimum call duration and additional increments for billing are specified in the description of each service.
- 3.3.4 No charges apply to incomplete calls.
- 3.3.5 When a call is established in one rate period and ends in another rate period, the rate in effect at the calling station applies to the entire call.

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.4 Rate Periods

Unless otherwise specified in this Price List, the following rate periods apply to all services subject to time of day discounts:

|                            | MON                       | TUES | WED | THUR | FRI | SAT | SUN |
|----------------------------|---------------------------|------|-----|------|-----|-----|-----|
| 8:00 AM<br>TO<br>5:00 PM*  | DAYTIME RATE PERIOD       |      |     |      |     |     |     |
| 5:00 PM<br>TO<br>11:00 PM* | EVENING RATE PERIOD       |      |     |      |     |     | EVE |
| 11:00 PM<br>TO<br>8:00 AM* | NIGHT/WEEKEND RATE PERIOD |      |     |      |     |     |     |

\* Up to but not including.

Calls are billed based on the rate in effect for the actual time period(s) during which the call occurs. Calls that cross rate period boundaries are billed the rates in effect in that boundary for each portion of the call, based on the time of day at the Customer location.

3.5 Holiday Rates

Calls on the following Company-recognized Holidays are rated at the Evening Rate Period rate unless a lower rate would normally apply.

New Year's Day\*      Labor Day      Christmas Day\*  
 Independence Day\*      Thanksgiving Day

\* - When this Holiday falls on Sunday, the Holiday rate applies to calls placed on the preceding Friday.

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.6 Frontier One

Frontier One is a non-distance sensitive, outbound, flat rated switched service option. Frontier One Customers may originate an intrastate call by dialing 1 plus an area code (where necessary) and the desired telephone number. (C)

3.6.1 Rate Structure

Frontier One Service is non-distance sensitive, flat rated 24 hours a day, seven days a week service.

The Customers total monthly use of Frontier One service is charged at the per minute rate set forth Section 3.6.2 of this tariff. Frontier One calls are billed in one minute increments, with a one minute minimum for each call. Any fraction of an increment is rounded to the next whole increment.

3.6.2 Usage Rates

A. The Following per minute usage rates apply to all calls under Frontier One (including Company recognized holidays):

| <u>Day</u> | <u>Evening/Night</u> | <u>Weekend</u> |
|------------|----------------------|----------------|
| \$0.1500   | \$0.1500             | \$0.1500       |

(D)

(D)

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SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.

3.7 Frontier Basic Long Distance Service

Frontier Basic Long Distance Service is the basic long distance service offered to residential and business customers for outbound direct-dialed calling, utilizing Customer-provided switched access lines that are presubscribed to the Company. Calls are billed in one (1) minute increments after an initial minimum call duration of (1) one minute. Any partial minute is rounded up to a full minute.

(C)  
(C)

3.7.1 Rates and Charges

Rates per Minute:

Outbound (1+) Intrastate      \$0.40

SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.

3.8 Frontier VIP

Frontier VIP Standard and VIP Plus are long distance services that provide Customers with single per minute rates for both their inbound (8XX) and outbound (1+) switched and dedicated usage. VIP Standard and VIP Plus are offered dependant upon the availability of Carrier capability.

3.8.1 Rate Structure

Frontier VIP switched calls are non-distance sensitive, flat-rated, twenty-four (24) hours a day, seven days a week.

SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.3.8 Frontier VIP (Cont'd.)

## 3.8.2 Usage Charges

Customers may subscribe to Frontier VIP Standard and VIP Plus switched and dedicated service on either a Month-to-Month, one, two or three year Term Plan. The Customer's total monthly usage of Frontier VIP is charged at the applicable per minute rates set forth in Flexible Rate Schedule of this tariff. Frontier VIP switched inbound (8XX) and outbound service is billed in six-second increments, with an eighteen-second minimum for each call. Any fraction of an increment is rounded up to the next whole increment. To calculate rounding, the raw usage charge for the call is calculated as the call duration (minimum plus fractional duration) multiplied by the 4-digit (\$0.XXXX) rate value. That amount is then rounded up or down to the nearest whole cent.

Subscribers to VIP Standard and VIP Plus term plan service will be eligible to receive discounts on domestic 1+ and domestic Toll-Free calls. Applicable discounts are based on total monthly (domestic) usage for the respective service. VIP Standard total usage does not include the local services of affiliated ILECs with a billing and collection agreement with the Carrier, while VIP Plus total usage does include these local services. All discount credits will be applied against the customer's interstate usage. Applicable discounts are set forth in Flexible Rate Schedule of this tariff. Subscribers to Frontier VIP Term Plan services will receive a percent discount off the switched or dedicated Term Plan base rate, based on the Term Plan selected. The Volume Discount Levels and applicable discounts are specified in Flexible Rate Schedule of this tariff.

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SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.3.8 Frontier VIP (Cont'd.)

## 3.8.2 Usage Charges (Cont'd.)

Frontier VIP Standard Term Plans will automatically renew for successive twelve (12) month periods unless the Customer notifies the Carrier in writing before the end of their current term of their intention to terminate the agreement at the completion of the term. Frontier VIP Plus Term Plans will default to VIP Standard month-to-month plans if not renewed. Customers electing to continue receiving service without renewing their current term commitment will automatically revert to the respective switched current effective base rate.

A termination fee, equal to the Number of lines cancelled x number of months remaining on the contract x \$25.00, will be assessed when a VIP Standard or VIP Plus Customer terminates service prior to the completion of the then current term. For a dedicated service customer the "number of lines" is equal to the number of channels (i.e., a T1 loop would constitute 24 lines).

SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.

3.8 Frontier VIP (Cont'd.)

3.8.2 Usage Charges (Cont'd.)

Frontier VIP may be applied at the parent or child account levels. (Allowing different child accounts to have different long distance products). For customers with VIP Plan at the parent account level, all qualified billing rolls up to the parent to determine total monthly billing and the appropriate "super-volume" discount level for that month. Child account discounting will be applied based on the higher (parent or child) VIP Plan term and "total volume" discount. Discounts will be shown per call type at the account level on billing statements.

3.8.3 Ancillary Services

An additional \$1.99 per call surcharge will be assessed on all calls placed for intrastate Directory Assistance.

(D)



SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.

3.8 Frontier VIP (Cont'd.)

3.8.4 Usage Rates

(1) VIP Standard - Dedicated Term Plan Discounts

(a) InterLATA - 1+ Outbound

\* Base Rate (Month-to-Month and Term): \$0.1262

|                      | MTM             | 1 Year          | 2 Year          | 3 Year          |
|----------------------|-----------------|-----------------|-----------------|-----------------|
| <u>Total Billing</u> | <u>Discount</u> | <u>Discount</u> | <u>Discount</u> | <u>Discount</u> |
| <\$100               | 0.00%           | 2.00%           | 4.00%           | 6.00%           |
| \$100                | 1.40%           | 3.40%           | 4.00%           | 6.00%           |
| \$300                | 2.00%           | 4.00%           | 6.00%           | 20.00%          |
| \$500                | 4.00%           | 6.00%           | 8.00%           | 22.67%          |
| \$1,000              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$2,500              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$5,000              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$10,000             | 7.00%           | 18.00%          | 23.00%          | 38.70%          |

b) InterLATA - Toll Free Inbound

\* Base Rate (Month-to-Month and Term): \$0.1262

|                      | MTM             | 1 Year          | 2 Year          | 3 Year          |
|----------------------|-----------------|-----------------|-----------------|-----------------|
| <u>Total Billing</u> | <u>Discount</u> | <u>Discount</u> | <u>Discount</u> | <u>Discount</u> |
| <\$100               | 0.00%           | 2.00%           | 4.00%           | 6.00%           |
| \$100                | 1.40%           | 3.40%           | 4.00%           | 6.00%           |
| \$300                | 2.00%           | 4.00%           | 6.00%           | 20.00%          |
| \$500                | 4.00%           | 6.00%           | 8.00%           | 22.67%          |
| \$1,000              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$2,500              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$5,000              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$10,000             | 7.00%           | 18.00%          | 23.00%          | 38.70%          |

SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.

3.8 Frontier VIP (Cont'd.)

3.8.4 Usage Rates (Cont'd.)

(1) VIP Standard - Dedicated Term Plan Discounts (Cont'd.)

(c) IntraLATA - 1+ Outbound

\* Base Rate (Month-to-Month and Term): \$0.1262

|                      | MTM             | 1 Year          | 2 Year          | 3 Year          |
|----------------------|-----------------|-----------------|-----------------|-----------------|
| <u>Total Billing</u> | <u>Discount</u> | <u>Discount</u> | <u>Discount</u> | <u>Discount</u> |
| <\$100               | 0.00%           | 2.00%           | 4.00%           | 6.00%           |
| \$100                | 1.40%           | 3.40%           | 4.00%           | 6.00%           |
| \$300                | 2.00%           | 4.00%           | 6.00%           | 20.00%          |
| \$500                | 4.00%           | 6.00%           | 8.00%           | 22.67%          |
| \$1,000              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$2,500              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$5,000              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$10,000             | 7.00%           | 18.00%          | 23.00%          | 38.70%          |

(d) IntraLATA - Toll Free Inbound

\* Base Rate (Month-to-Month and Term): \$0.1262

|                      | MTM             | 1 Year          | 2 Year          | 3 Year          |
|----------------------|-----------------|-----------------|-----------------|-----------------|
| <u>Total Billing</u> | <u>Discount</u> | <u>Discount</u> | <u>Discount</u> | <u>Discount</u> |
| <\$100               | 0.00%           | 2.00%           | 4.00%           | 6.00%           |
| \$100                | 1.40%           | 3.40%           | 4.00%           | 6.00%           |
| \$300                | 2.00%           | 4.00%           | 6.00%           | 20.00%          |
| \$500                | 4.00%           | 6.00%           | 8.00%           | 22.67%          |
| \$1,000              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$2,500              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$5,000              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$10,000             | 7.00%           | 18.00%          | 23.00%          | 38.70%          |

SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.

3.8 Frontier VIP (Cont'd.)

3.8.4 Usage Rates (Cont'd.)

(2) VIP Plus - Dedicated Term Plan Discounts

(a) InterLATA - 1+ Outbound

\* Base Rate (Month-to-Month and Term): \$0.1262

| <u>Total Billing</u> | <u>MTM Discount</u> | <u>1 Year Discount</u> | <u>2 Year Discount</u> | <u>3 Year Discount</u> |
|----------------------|---------------------|------------------------|------------------------|------------------------|
| <\$100               | 0.00%               | 2.00%                  | 4.00%                  | 6.00%                  |
| \$100                | 1.40%               | 3.40%                  | 4.00%                  | 6.00%                  |
| \$300                | 2.00%               | 4.00%                  | 6.00%                  | 20.00%                 |
| \$500                | 4.00%               | 6.00%                  | 8.00%                  | 22.67%                 |
| \$1,000              | 7.00%               | 18.00%                 | 23.00%                 | 38.70%                 |
| \$2,500              | 10.00%              | 21.00%                 | 26.00%                 | 41.30%                 |
| \$5,000              | 13.00%              | 23.00%                 | 28.00%                 | 42.80%                 |
| \$10,000             | 15.00%              | 25.00%                 | 30.00%                 | 44.00%                 |

(b) InterLATA - Toll Free Inbound

\* Base Rate (Month-to-Month and Term): \$0.1262

| <u>Total Billing</u> | <u>MTM Discount</u> | <u>1 Year Discount</u> | <u>2 Year Discount</u> | <u>3 Year Discount</u> |
|----------------------|---------------------|------------------------|------------------------|------------------------|
| <\$100               | 0.00%               | 2.00%                  | 4.00%                  | 6.00%                  |
| \$100                | 1.40%               | 3.40%                  | 4.00%                  | 6.00%                  |
| \$300                | 2.00%               | 4.00%                  | 6.00%                  | 20.00%                 |
| \$500                | 4.00%               | 6.00%                  | 8.00%                  | 22.67%                 |
| \$1,000              | 7.00%               | 18.00%                 | 23.00%                 | 38.70%                 |
| \$2,500              | 10.00%              | 21.00%                 | 26.00%                 | 41.30%                 |
| \$5,000              | 13.00%              | 23.00%                 | 28.00%                 | 42.80%                 |
| \$10,000             | 15.00%              | 25.00%                 | 30.00%                 | 44.00%                 |

SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.

3.8 Frontier VIP (Cont'd.)

3.8.4 Usage Rates (Cont'd.)

(2) VIP Plus - Dedicated Term Plan Discounts (Cont'd.)

(c) IntraLATA - 1+ Outbound

\* Base Rate (Month-to-Month and Term): \$0.1262

|                      | MTM             | 1 Year          | 2 Year          | 3 Year          |
|----------------------|-----------------|-----------------|-----------------|-----------------|
| <u>Total Billing</u> | <u>Discount</u> | <u>Discount</u> | <u>Discount</u> | <u>Discount</u> |
| <\$100               | 0.00%           | 2.00%           | 4.00%           | 6.00%           |
| \$100                | 1.40%           | 3.40%           | 4.00%           | 6.00%           |
| \$300                | 2.00%           | 4.00%           | 6.00%           | 20.00%          |
| \$500                | 4.00%           | 6.00%           | 8.00%           | 22.67%          |
| \$1,000              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$2,500              | 10.00%          | 21.00%          | 26.00%          | 41.30%          |
| \$5,000              | 13.00%          | 23.00%          | 28.00%          | 42.80%          |
| \$10,000             | 15.00%          | 25.00%          | 30.00%          | 44.00%          |

(d) IntraLATA - Toll Free Inbound

\* Base Rate (Month-to-Month and Term): \$0.1262

|                      | MTM             | 1 Year          | 2 Year          | 3 Year          |
|----------------------|-----------------|-----------------|-----------------|-----------------|
| <u>Total Billing</u> | <u>Discount</u> | <u>Discount</u> | <u>Discount</u> | <u>Discount</u> |
| <\$100               | 0.00%           | 2.00%           | 4.00%           | 6.00%           |
| \$100                | 1.40%           | 3.40%           | 4.00%           | 6.00%           |
| \$300                | 2.00%           | 4.00%           | 6.00%           | 20.00%          |
| \$500                | 4.00%           | 6.00%           | 8.00%           | 22.67%          |
| \$1,000              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$2,500              | 10.00%          | 21.00%          | 26.00%          | 41.30%          |
| \$5,000              | 13.00%          | 23.00%          | 28.00%          | 42.80%          |
| \$10,000             | 15.00%          | 25.00%          | 30.00%          | 44.00%          |

SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.

3.8 Frontier VIP (Cont'd.)

3.8.4 Usage Rates (Cont'd.)

(3) VIP Standard - Switched Term Plan Discounts

(a) InterLATA - 1+ Outbound

\* Base Rate (Month-to-Month and Term): \$0.1490

|                      | MTM             | 1 Year          | 2 Year          | 3 Year          |
|----------------------|-----------------|-----------------|-----------------|-----------------|
| <u>Total Billing</u> | <u>Discount</u> | <u>Discount</u> | <u>Discount</u> | <u>Discount</u> |
| <\$100               | 0.00%           | 2.00%           | 4.00%           | 6.00%           |
| \$100                | 1.40%           | 3.40%           | 4.00%           | 6.00%           |
| \$300                | 2.00%           | 4.00%           | 6.00%           | 20.00%          |
| \$500                | 4.00%           | 6.00%           | 8.00%           | 22.67%          |
| \$1,000              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$2,500              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$5,000              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$10,000             | 7.00%           | 18.00%          | 23.00%          | 38.70%          |

(b) InterLATA - Toll Free Inbound

\* Base Rate (Month-to-Month and Term): \$0.1490

|                      | MTM             | 1 Year          | 2 Year          | 3 Year          |
|----------------------|-----------------|-----------------|-----------------|-----------------|
| <u>Total Billing</u> | <u>Discount</u> | <u>Discount</u> | <u>Discount</u> | <u>Discount</u> |
| <\$100               | 0.00%           | 2.00%           | 4.00%           | 6.00%           |
| \$100                | 1.40%           | 3.40%           | 4.00%           | 6.00%           |
| \$300                | 2.00%           | 4.00%           | 6.00%           | 20.00%          |
| \$500                | 4.00%           | 6.00%           | 8.00%           | 22.67%          |
| \$1,000              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$2,500              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$5,000              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$10,000             | 7.00%           | 18.00%          | 23.00%          | 38.70%          |

SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.

3.8 Frontier VIP (Cont'd.)

3.8.4 Usage Rates (Cont'd.)

(3) VIP Standard - Switched Term Plan Discounts (Cont'd.)

(c) IntraLATA - 1+ Outbound

\* Base Rate (Month-to-Month and Term): \$0.1490

|                      | MTM             | 1 Year          | 2 Year          | 3 Year          |
|----------------------|-----------------|-----------------|-----------------|-----------------|
| <u>Total Billing</u> | <u>Discount</u> | <u>Discount</u> | <u>Discount</u> | <u>Discount</u> |
| <\$100               | 0.00%           | 2.00%           | 4.00%           | 6.00%           |
| \$100                | 1.40%           | 3.40%           | 4.00%           | 6.00%           |
| \$300                | 2.00%           | 4.00%           | 6.00%           | 20.00%          |
| \$500                | 4.00%           | 6.00%           | 8.00%           | 22.67%          |
| \$1,000              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$2,500              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$5,000              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$10,000             | 7.00%           | 18.00%          | 23.00%          | 38.70%          |

(d) IntraLATA - Toll Free Inbound

\* Base Rate (Month-to-Month and Term): \$0.14901

|                      | MTM             | 1 Year          | 2 Year          | 3 Year          |
|----------------------|-----------------|-----------------|-----------------|-----------------|
| <u>Total Billing</u> | <u>Discount</u> | <u>Discount</u> | <u>Discount</u> | <u>Discount</u> |
| <\$100               | 0.00%           | 2.00%           | 4.00%           | 6.00%           |
| \$100                | 1.40%           | 3.40%           | 4.00%           | 6.00%           |
| \$300                | 2.00%           | 4.00%           | 6.00%           | 20.00%          |
| \$500                | 4.00%           | 6.00%           | 8.00%           | 22.67%          |
| \$1,000              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$2,500              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$5,000              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$10,000             | 7.00%           | 18.00%          | 23.00%          | 38.70%          |

SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.3.8 Frontier VIP (Cont'd.)

## 3.8.4 Usage Rates (Cont'd.)

## (4) VIP Plus - Switched Term Plan Discounts

## (a) InterLATA - 1+ Outbound

|                      |  |                 |                 |                 |
|----------------------|--|-----------------|-----------------|-----------------|
|                      |  |                 |                 | \$0.1490        |
|                      | * Base Rate (Month-to-Month and Term): |                 |                 |                 |
|                      | MTM                                    | 1 Year          | 2 Year          | 3 Year          |
| <u>Total Billing</u> | <u>Discount</u>                        | <u>Discount</u> | <u>Discount</u> | <u>Discount</u> |
| <\$100               | 0.00%                                  | 2.00%           | 4.00%           | 6.00%           |
| \$100                | 1.40%                                  | 3.40%           | 4.00%           | 6.00%           |
| \$300                | 2.00%                                  | 4.00%           | 6.00%           | 20.00%          |
| \$500                | 4.00%                                  | 6.00%           | 8.00%           | 22.67%          |
| \$1,000              | 7.00%                                  | 18.00%          | 23.00%          | 38.70%          |
| \$2,500              | 10.00%                                 | 21.00%          | 26.00%          | 41.30%          |
| \$5,000              | 13.00%                                 | 23.00%          | 28.00%          | 42.80%          |
| \$10,000             | 15.00%                                 | 25.00%          | 30.00%          | 44.00%          |

## (b) InterLATA - Toll Free Inbound

|                      |  |                 |                 |                 |
|----------------------|--|-----------------|-----------------|-----------------|
|                      |  |                 |                 | \$0.1490        |
|                      | * Base Rate (Month-to-Month and Term): |                 |                 |                 |
|                      | MTM                                    | 1 Year          | 2 Year          | 3 Year          |
| <u>Total Billing</u> | <u>Discount</u>                        | <u>Discount</u> | <u>Discount</u> | <u>Discount</u> |
| <\$100               | 0.00%                                  | 2.00%           | 4.00%           | 6.00%           |
| \$100                | 1.40%                                  | 3.40%           | 4.00%           | 6.00%           |
| \$300                | 2.00%                                  | 4.00%           | 6.00%           | 20.00%          |
| \$500                | 4.00%                                  | 6.00%           | 8.00%           | 22.67%          |
| \$1,000              | 7.00%                                  | 18.00%          | 23.00%          | 38.70%          |
| \$2,500              | 10.00%                                 | 21.00%          | 26.00%          | 41.30%          |
| \$5,000              | 13.00%                                 | 23.00%          | 28.00%          | 42.80%          |
| \$10,000             | 15.00%                                 | 25.00%          | 30.00%          | 44.00%          |

SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.

3.8 Frontier VIP (Cont'd.)

3.8.4 Usage Rates (Cont'd.)

(4) VIP Plus - Switched Term Plan Discounts (Cont'd.)

(c) IntraLATA - 1+ Outbound

\* Base Rate (Month-to-Month and Term): \$0.1490

|                      | MTM             | 1 Year          | 2 Year          | 3 Year          |
|----------------------|-----------------|-----------------|-----------------|-----------------|
| <u>Total Billing</u> | <u>Discount</u> | <u>Discount</u> | <u>Discount</u> | <u>Discount</u> |
| <\$100               | 0.00%           | 2.00%           | 4.00%           | 6.00%           |
| \$100                | 1.40%           | 3.40%           | 4.00%           | 6.00%           |
| \$300                | 2.00%           | 4.00%           | 6.00%           | 20.00%          |
| \$500                | 4.00%           | 6.00%           | 8.00%           | 22.67%          |
| \$1,000              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$2,500              | 10.00%          | 21.00%          | 26.00%          | 41.30%          |
| \$5,000              | 13.00%          | 23.00%          | 28.00%          | 42.80%          |
| \$10,000             | 15.00%          | 25.00%          | 30.00%          | 44.00%          |

(d) IntraLATA - Toll Free Inbound

\* Base Rate (Month-to-Month and Term): \$0.1490

|                      | MTM             | 1 Year          | 2 Year          | 3 Year          |
|----------------------|-----------------|-----------------|-----------------|-----------------|
| <u>Total Billing</u> | <u>Discount</u> | <u>Discount</u> | <u>Discount</u> | <u>Discount</u> |
| <\$100               | 0.00%           | 2.00%           | 4.00%           | 6.00%           |
| \$100                | 1.40%           | 3.40%           | 4.00%           | 6.00%           |
| \$300                | 2.00%           | 4.00%           | 6.00%           | 20.00%          |
| \$500                | 4.00%           | 6.00%           | 8.00%           | 22.67%          |
| \$1,000              | 7.00%           | 18.00%          | 23.00%          | 38.70%          |
| \$2,500              | 10.00%          | 21.00%          | 26.00%          | 41.30%          |
| \$5,000              | 13.00%          | 23.00%          | 28.00%          | 42.80%          |
| \$10,000             | 15.00%          | 25.00%          | 30.00%          | 44.00%          |



**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.9 Residential Measured Rate Service

Residential Measured Rate Service is a 1+ service which allows customers to place toll calls on a mileage sensitive basis. Rates for intrastate service are based on air miles between rate centers.

First and additional minute rates for this service are determined based on the time of day, and mileage. Customers will be placed on one of three rate plans based on their expected monthly usage as measured in dollars.

Customers may presubscribe to the Company's network to originate the calls on a direct dial basis or access the service by adding the Company's Carrier Identification Code to the dialing string.

3.9.1 Usage Charges

| 1+           | DAY            |              | EVENING        |              | NIGHT          |              |
|--------------|----------------|--------------|----------------|--------------|----------------|--------------|
| Mileage Band | initial minute | add'l minute | initial minute | add'l minute | initial minute | add'l minute |
| 1-10         | \$.2300        | \$.2300      | \$.2000        | \$.2000      | \$.1600        | \$.1600      |
| 11-22        | 0.3000         | 0.2600       | 0.2400         | 0.2200       | 0.1800         | 0.1800       |
| 23-55        | 0.3900         | 0.3400       | 0.3200         | 0.2700       | 0.2600         | 0.2100       |
| 56-124       | 0.4600         | 0.4100       | 0.3700         | 0.3100       | 0.3000         | 0.2600       |
| 125-292      | 0.4900         | 0.4400       | 0.4200         | 0.3700       | 0.3300         | 0.3100       |
| 293-410      | 0.5200         | 0.4700       | 0.4400         | 0.4000       | 0.3600         | 0.3300       |

|             | PER MINUTE | PER CALL |
|-------------|------------|----------|
| 800 Service | \$.2500    |          |
|             |            |          |

(D)

3.9.2 Billing Increments

|                      | 60&60 |
|----------------------|-------|
| Direct Dial Outbound | X     |
| 800 Service          | X     |
|                      |       |

(D)

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.9 Residential Measured Rate Service

3.9.3 Time Periods

|                                 |                     |                       |
|---------------------------------|---------------------|-----------------------|
| <i>Day Period</i>               | 8:00 am to 4:59 pm  | Monday through Friday |
| <i>Evening Period</i>           | 5:00 pm to 10:59 pm | Monday through Friday |
|                                 | 5:00 pm to 10:59 pm | Sunday                |
| <i>Night and Weekend Period</i> | 11:00 pm to 7:59 am | Monday through Sunday |
|                                 | All day             | Saturday              |
|                                 | 8:00 am to 4:59 pm  | Sunday                |

3.10 FrontierWorks Business connections LD Bundle, Version C \*

(N)

Business Connections LD Bundle offered by Frontier Communications of America, Inc (FCA). This plan is available to customers of local exchange companies (LECs) with whom the carrier has a billing and collections contract, and is enrolled in the FrontierWorks Business Connections Product Suite offered by that associated LEC. This product is only available in conjunction with the FrontierWorks Business Connections LD Bundle plan from Frontier Communications of America, Inc.'s interstate Domestic Price List. A list of FCA associated LECs can be found in Frontier Communications of America, Inc.'s interstate Domestic Price List.

Term plans and termination liability that the customer agrees to for *FrontierWorks Business Connections LD Bundle* in conjunction with the *FrontierWorks Business Connections Product Suite* can be found in the local exchange tariff of FCA's associated LEC.

3.10.1 Rate Structure

FrontierWorks switched calls are non-distance sensitive, flat-rated, with the following rating periods:

| <b>Monday – Friday</b> |                   | <b>Saturday &amp; Sunday</b> |   |
|------------------------|-------------------|------------------------------|---|
| <b>E= Evening</b>      | 12:00 AM - 7:59AM | <b>N = Night</b>             | 12:00AM Saturday through 11:59 PM on Sunday |
| <b>D= Day</b>          | 8:00 AM - 4:59PM  |                              |   |
| <b>E= Evening</b>      | 5:00 PM - 11:59PM |                              |   |

\* This service is limited to existing customers at their existing locations.

(N)

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**SECTION 3 - DESCRIPTION OF SERVICES AND RATES**, *cont'd.*3.10 FrontierWorks Business Connections LD Bundle, Version C, *cont'd* \*3.10.2 Usage Charges

Customers enrolled in this product will receive a total of 100 free direct dial 1+ interstate, minutes per month, measured at the account level.

A single optional Block of Time (BOT) quantity of minutes can be ordered in conjunction with *FrontierWorks Business Connections LD Bundle*, in increments of 300, 600, and 900 minutes, for an additional monthly recurring charge (MRC). The MRC for the BOT is applied at the account level, and can be found in the *FrontierWorks Business Connections LD Bundle* plan from FCA's interstate Domestic Price List. Intrastate/InterLATA and Intrastate/IntraLATA calls do not qualify as 100 free minutes or BOT minutes. Intrastate usage rates can be found in the rate section of this tariff.

In the event a customer has multiple lines on their account, and any of the auxiliary lines are not on the *FrontierWorks Business Connections Product Suite* of the associated LEC, those lines are not eligible for the 100 free minutes or a BOT selection offered by *FrontierWorks Business Connections LD Bundle*. If a customer selects an FCA product for auxiliary lines other than FrontierWorks, the customer will be subject to the rates, terms and conditions of that product.

If a new customer to *FrontierWorks Business Connections LD Bundle* signs up mid-billing cycle, free minutes and the BOT minutes will be prorated, based upon number of days of that billing cycle. Usage will be billed in arrears. Excluded from the BOT minutes are: (8XX) toll free inbound, long distance Directory Assistance and 900 calls. (C)

Interstate rates for usage are found in the Domestic Price List of Frontier Communications of America, Inc. International rates for this product are found in the International Product Guide of Frontier Communications of America, Inc.

All calls are subject to a minimum billing of thirty seconds with an additional billing increment of six seconds. Charges will be rounded up to the nearest cent on a per call basis.

3.10.3 Ancillary charges

An additional \$1.99 per call surcharge will be assessed on all calls placed for intrastate Directory Assistance.

\* This service is limited to existing customers at their existing locations.

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.10 FrontierWorks Business connections LD Bundle, Version C cont'd \*

(N)

Rates

| Block of Time (BOT) minutes | Overage Rate per minute |                      |
|-----------------------------|-------------------------|----------------------|
|                             | IntraLATA/Intrastate    | InterLATA/Intrastate |
| Free – 100                  | \$0.1500                | \$0.1500             |
| BOT – 300                   | \$0.1500                | \$0.1500             |
| BOT – 600                   | \$0.1400                | \$0.1400             |
| BOT – 900                   | \$0.1400                | \$0.1400             |

FrontierWorks Business Connections LD Toll Free \*

(N)

Customers enrolled in the FrontierWorks Business Connections bundle can select an optional (8XX) toll free service. Assignment of phone number(s) is at the sole discretion of Frontier Communications of America, Inc. This optional product is only available in conjunction with the *FrontierWorks Business Connections LD Toll Free plan* from Frontier Communications of America, Inc.'s interstate Domestic Price List.

Intrastate (8XX) Usage will be assessed a rate per minute, with rates varying depending upon which BOT the customer is subscribed to at time the call was placed. Intrastate (8XX) Usage will not be applied to the 100 free minutes or the optional block of time minutes.

All Intrastate (8XX) calls are subject to a minimum billing of thirty seconds with an additional billing increment of six seconds. Charges will be rounded up to the nearest cent on a per call basis.

Rates

| Block of Time (BOT) minutes | (8XX) Rate per minute |
|-----------------------------|-----------------------|
|                             | Intrastate            |
| Free –100                   | \$0.1500              |
| BOT – 300                   | \$0.1500              |
| BOT – 600                   | \$0.1400              |
| BOT – 900                   | \$0.1400              |

\* This service is limited to existing customers at their existing locations.

(N)

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES**, *cont'd.*

3.11 Business Direct-Billed Service

Business Direct-Billed Service is an optional offering for business customers. This service provides direct, consolidated Citizens Long Distance billing of all Direct Dial Outbound Service and 800 Service to the customer at a reduced per minute rate. Direct-Billed Service gives business customers the capability to originate and terminate IntraLATA and Intrastate calls. A customer may presubscribe to the Company's service to originate calls on a direct dialed basis, or may access the Company's switched network by adding the Company's Carrier Identification Code to the dialing string.

(C)

3.11.1 Usage Charges

|                      | PER MINUTE | PER CALL |
|----------------------|------------|----------|
| Direct Dial Outbound | \$.1500    |          |
| 800 Service          | \$.1500    |          |
|                      |            |          |

(D)

(D)

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.11 Business Direct-Billed Service, Cont'd.

3.11.1 Billing Increments

|                      | 6 & 6 | (T) |
|----------------------|-------|-----|
| Direct Dial Outbound | X     |     |
| 800 Service          | X     |     |
|                      |       | (D) |

3.12 Business LEC-Billed Service

Business LEC-Billed Service is an optional offering for business customers. The Company's direct dial outbound and 800 services are available with the convenience of billing long distance services in the same bill as the Customer's local services. This option is subject to availability through the Company's arrangements with the Customer's local exchange carrier (LEC). (C)

3.12.1 Usage Charges

|                      | PER MINUTE | PER CALL | (D) |
|----------------------|------------|----------|-----|
| Direct Dial Outbound | \$.1500    |          |     |
| 800 Service          | \$.1500    |          |     |
|                      |            |          | (D) |

3.12.2 Billing Increments

|                      | 60 & 6 | (D) |
|----------------------|--------|-----|
| Direct Dial Outbound | X      |     |
| 800 Service          | X      |     |
|                      |        | (D) |

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.12 Business LEC-Billed Service, Cont'd.

3.12.3 Citizens Business Rate Plus Calling Plan Rates

Direct Billed Usage Charges

| Base Rate           | \$0.19       |          |          |          |          |             |          |          |          |          |             |          |          |          |          |
|---------------------|--------------|----------|----------|----------|----------|-------------|----------|----------|----------|----------|-------------|----------|----------|----------|----------|
| Sales Discount      |              |          |          |          |          |             |          |          |          |          |             |          |          |          |          |
| Monthly Volume      | No Term      |          |          |          |          | 1 Year Term |          |          |          |          | 2 Year Term |          |          |          |          |
|                     | \$501-\$1000 | 0%       | 1%       | 2%       | 3%       | 4%          | 4%       | 5%       | 6%       | 7%       | 8%          | 8%       | 9%       | 10%      | 11%      |
|                     | \$ .1900     | \$ .1881 | \$ .1862 | \$ .1843 | \$ .1824 | \$ .1824    | \$ .1805 | \$ .1786 | \$ .1767 | \$ .1748 | \$ .1748    | \$ .1729 | \$ .1710 | \$ .1691 | \$ .1672 |
| \$1001-\$2000       | 4%           | 5%       | 6%       | 7%       | 8%       | 8%          | 9%       | 10%      | 11%      | 12%      | 12%         | 13%      | 14%      |          |          |
|                     | \$ .1824     | \$ .1805 | \$ .1786 | \$ .1767 | \$ .1748 | \$ .1748    | \$ .1729 | \$ .1710 | \$ .1691 | \$ .1672 | \$ .1672    | \$ .1653 | \$ .1634 |          |          |
| \$2000+             | 8%           | 9%       | 10%      | 11%      | 12%      | 12%         | 13%      | 14%      |          |          | 14%         | 15%      |          |          |          |
|                     | \$ .1748     | \$ .1729 | \$ .1710 | \$ .1691 | \$ .1672 | \$ .1672    | \$ .1653 | \$ .1634 |          |          | \$ .1634    | \$ .1615 |          |          |          |
| Management Discount | 16%          | 17%      | 18%      | 19%      | 20%      |             |          |          |          |          |             |          |          |          |          |
|                     | \$ .1596     | \$ .1577 | \$ .1558 | \$ .1539 | \$ .1520 |             |          |          |          |          |             |          |          |          |          |

- \* Rates are for 1+ and 800 traffic.
- \* Rate Plan is a base rate of \$.19 with discounts depending on volume
- \* Rates are billed initial 18 seconds followed by 6 second increments.

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.12 Business LEC-Billed Service, Cont'd.

3.12.4 Citizens Business Rate Plus Dedicated Calling Plan Rates

Direct Billed Usage Charges

- \* 1+ & 800 Dedicated rates for customers billing over \$2,000.
- \* Base rate to receive discounts depending on volume.
- \* Rates are billed initial 18 seconds followed by 6 second increments.

| Base Rate              | \$0.19      |         |         |         |         |             |         |         |         |         |             |         |         |         |         |
|------------------------|-------------|---------|---------|---------|---------|-------------|---------|---------|---------|---------|-------------|---------|---------|---------|---------|
| Sales Discount         |             |         |         |         |         |             |         |         |         |         |             |         |         |         |         |
| Monthly Volume         | 1 Year Term |         |         |         |         | 2 Year Term |         |         |         |         | 3 Year Term |         |         |         |         |
| <b>\$2000-\$5000</b>   | 35%         | 36%     | 37%     | 38%     | 39%     | 39%         | 40%     | 41%     | 42%     |         | 42%         | 43%     | 44%     | 45%     | 46%     |
|                        | \$.1235     | \$.1216 | \$.1197 | \$.1178 | \$.1159 | \$.1159     | \$.1140 | \$.1121 | \$.1102 |         | \$.1102     | \$.1083 | \$.1064 | \$.1045 | \$.1026 |
|                        |             |         |         |         |         |             |         |         |         |         | 47%         | 48%     |         |         |         |
|                        |             |         |         |         |         |             |         |         |         |         | \$.1007     | \$.0988 |         |         |         |
| <b>\$5001-\$10,000</b> | 39%         | 40%     | 41%     | 42%     |         | 42%         | 43%     | 44%     | 45%     | 46%     | 48%         | 49%     | 50%     |         |         |
|                        | \$.1159     | \$.1140 | \$.1121 | \$.1102 |         | \$.1102     | \$.1083 | \$.1064 | \$.1045 | \$.1026 | \$.0988     | \$.0969 | \$.0950 |         |         |
|                        |             |         |         |         |         |             |         |         |         |         |             |         |         |         |         |
|                        |             |         |         |         |         | 47%         | 48%     |         |         |         |             |         |         |         |         |
|                        |             |         |         |         |         | \$.1007     | \$.0988 |         |         |         |             |         |         |         |         |
| <b>\$10,000 +</b>      | 42%         | 43%     | 44%     | 45%     | 46%     | 48%         | 49%     | 50%     |         |         | 50%         | 51%     |         |         |         |
|                        | \$.1102     | \$.1083 | \$.1064 | \$.1045 | \$.1026 | \$.0988     | \$.0969 | \$.0950 |         |         | \$.0950     | \$.0931 |         |         |         |
|                        |             | 47%     | 48%     |         |         |             |         |         |         |         |             |         |         |         |         |
|                        |             |         |         |         |         |             |         |         |         |         |             |         |         |         |         |
|                        | \$.1007     | \$.0988 |         |         |         |             |         |         |         |         |             |         |         |         |         |

3.12.5 Citizens Business Rate Plus LEC Billed Rates

|                    | PER MINUTE |
|--------------------|------------|
| 1+ Switched Access | \$.1900    |
| 800 Service        | \$.1900    |
|                    |            |

(T)

(D)



**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.13 Residential Service Plan 1

Residential Service Plan 1 is available for direct dial and 800 calls.

(C)

3.13.1 Usage Charges

|                      | PER MINUTE |          | PER CALL |
|----------------------|------------|----------|----------|
|                      | Peak       | Off-Peak |          |
| Direct Dial Outbound | \$.3100    | \$.2200  |          |
| 800 Service          | \$.2500    | \$.2500  |          |
|                      |            |          |          |

(D)

3.13.2 Billing Increments

|                      | 60 & 60 |
|----------------------|---------|
| Direct Dial Outbound | X       |
| 800 Service          | X       |
|                      |         |

(D)

3.13.3 Time Periods

|                        |                    |                       |
|------------------------|--------------------|-----------------------|
| <i>Peak Period</i>     | 8:00 am to 4:59 pm | Monday through Friday |
| <i>Off-Peak Period</i> | all other times    |                       |

Residential Service Rate Plan 1

|                        |                    |                 |
|------------------------|--------------------|-----------------|
| <i>Peak Period</i>     | 7:00 am to 6:59 pm | Monday - Friday |
| <i>Off-Peak Period</i> | 7:00 pm to 6:59am  | All other Times |

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.14 Citizens Residential Freedom Plan

Freedom Plan is a long distance plan that offers the Residential Customer a simplified rates structure for long distance calls placed through 1+ Switched Access Service. Freedom Plan is designed as a set of jurisdictionally integrated calling plans. A customer may order the Red, White, or Blue Freedom plan only in conjunction with the corresponding Red, White, or Blue Freedom plan offered by the Company for interstate calling. The interstate portion of the Freedom Plan is subject to regulation by the Federal Communications Commission. The interstate portion of the Freedom plan may include a monthly recurring charge. In general, higher monthly recurring charges are associated with lower per minute charges. Freedom Plan does not require volume or term commitments.

3.14.1 Citizens Residential Freedom Plan Rates

|                            | Per Minute |        |        |
|----------------------------|------------|--------|--------|
|                            | Red        | White  | Blue   |
| Outbound (1+) - IntraLATA  | \$0.13     | \$0.16 | \$0.17 |
| Outbound (1+) - Intrastate | \$0.13     | \$0.16 | \$0.17 |

3.15 Business 1+ Switched Service

Business 1+ Switched Service can be utilized on a direct dial or casual calling basis (by first dialing the Company's five (5) digit Carrier Identification Code) for outbound calls. 800 Service is also available. (C)  
(C)

3.15.1 Outbound Service \$0.149/minute  
 800 Service \$0.149/minute (D)  
(D)

3.15.2 Outbound and 800 calls are billed in six (6) second increments. (D)  
(D)

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.15 Business 1+ Switched Service, Cont'd.

3.15.3 Citizens Business Long Distance <sup>(1)</sup>

| PER MINUTE RATES |          |           |
|------------------|----------|-----------|
|                  | 1+ RATES | TOLL FREE |
| IN-STATE         | \$0.130  | \$0.130   |
| INTRALATA        | \$0.130  | \$0.130   |

| SERVICE CHARGES  |
|--|
| Monthly Recurring Charge is located in the Domestic Informational Price List, Section 4. |

| Citizens Business Long Distance Term & Volume Discount Plan |                  |          |          |
|---|------------------|----------|----------|
|   | PER MINUTE RATES |          |          |
| Spending  | No Term          | 1 Year   | 2 Years  |
| \$0.00 +  | \$0.1300         | \$0.1275 | \$0.1250 |
| \$500.00 +  | \$0.1275         | \$0.1250 | \$0.1225 |
| \$1000.00 +   | \$0.1250         | \$0.1225 | \$0.1200 |

3.16 Frontier Business Long Distance

Frontier Business Long Distance Plan is a non-distance sensitive, flat rated, outbound switched access service offered to 1 +business customers. Calls are rated at 6 second increments with an initial 18 second requirement. Any fraction of a minute will be rounded up to the next whole increment. There is a monthly recurring charge that is in the Interstate Domestic Price List.

3.16.1 Rates and Charges

Rate Per Minute

|                          |        |
|--------------------------|--------|
| Outbound (1+) Interstate | \$0.07 |
| Canadian Calls           | \$0.07 |

(N)

(N)

<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of December 24, 2015.

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.17 Business 250 Plus Service

Business 250 Plus Service gives customers, billing more than \$250.00 per month, an alternate rate structure for Business Outbound, 800 Service. (C)

3.17.1 Usage Charges

|                      | PER MINUTE | PER CALL |
|----------------------|------------|----------|
| Direct Dial Outbound | \$.129     |          |
| 800 Service          | \$.129     |          |
|                      |            |          |
|                      |            |          |

(D)  
(D)

3.17.2 Billing Increments

|                      | 6 & 6 | 30 & 6 |
|----------------------|-------|--------|
| Direct Dial Outbound | X     |        |
| 800 Service          | X     |        |
|                      |       |        |

(D)

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.18 Private Line Service

3.18.1 Business Dedicated Access

Business Dedicated Access is a Private Line Service that allows the Customer to access the Company's network via dedicated access facilities. Dedicated Access Service is targeted to large volume users who can take advantage of dedicated access, where facilities are available. Service is offered and can be configured for Direct Dial Outbound and 800 Services. (T)  
(C)

A. Usage Charges

|                      | PER MINUTE | PER CALL |
|----------------------|------------|----------|
| Direct Dial Outbound | \$.0800    |          |
| 800 Service          | \$.0800    |          |
|                      |            |          |

(D)

B. Monthly and Installation charges are billed based on actual cost. These costs are on an individual case basis as cost is determined based on the distance from the Customer's location to the Company's point of presence.

C. Billing Increments

|                      |       |
|----------------------|-------|
|                      | 6 & 6 |
| Direct Dial Outbound | X     |
| 800 Service          | X     |
|                      |       |

(D)

(D)

\* Business Dedicated Access rates will not be available to new customers after January 10, 1998

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**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**3.18 Private Line Service, Cont'd.3.18.2 Point To Point Service

Point to Point Service is a Private Line Service that allows the Customer point-to-point or point-to-multipoint service via a dedicated connection. Point To Point Service is targeted to large volume users who can take advantage of Private Line Service, where facilities are available. Service is available at Voice Grade, 56kbps and DS1 (1.544 mbps) speeds.

Point To Point Service may be obtained on a fixed term basis for a period of one (1), two (2), three (3), four (4), or five (5) years. A specified discount, corresponding to the length of the term commitment, that will apply for the life of the plan, will be applied to the Inter-Office Channel (IOC) portion of the charges.

If a Customer terminates service prior to completion of the term commitment, the Customer will pay termination charges for any unexpired portion of the term remaining after the forty-five (45) day notice period required for cancellation of Point to Point Service. The Customer shall be liable for termination charges equal to one hundred percent (100%) of the monthly recurring IOC charges for any remaining portion of the first year of the term, and twenty five percent (25%) of the IOC charge for the remainder of the subsequent years of the term. In addition, the Customer will be liable for any installation charges that were previously waived. A Customer may terminate a Fixed Term Plan prior to its expiration without liability if:

- a) a revision in the tariff results in a higher IOC rate for the Customer and the Customer provides written notice to discontinue the plan within forty-five (45) days of notification of such increase;
- b) the Customer replaces the existing arrangement with a new arrangement which expires on or after the expiration date of the existing plan.

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**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**3.18 Private Line Service, Cont'd.3.18.2 Point To Point Service, Cont'd.A. Move Charge

A move charge will apply, to Private Line Services, when the physical location of the dedicated circuit, or a central office location is changed at the Customer's request. A move of this type will be considered a disconnection of service at one location and a reinstallation of the same service at the new location. The Customer will be responsible for the entire reinstallation charges. This type of move will not constitute a break in the original term agreement.

B. Allowance For Interruption Of Service

A credit allowance will be given when a Private Line Service is interrupted for more than two hours. Credit will equal one half (1/2) day, or one sixtieth (1/60) of the monthly billing charge, for every outage less than four (4) hours. The credit will equal one day, or one thirtieth (1/30) of the monthly billing charge for each twenty four (24) hour period, or fraction thereof, of an outage lasting more than four (4) hours. An interruption period begins when the Customer alerts the Company of the interruption and releases the circuit for testing and repair. An interruption period ends when the circuit is returned to the Customer in operating condition.

No credit allowances will be made for:

1. interruptions due to negligence or willful misconduct by the Customer;
2. interruptions due to failure of power, equipment, systems or connections not provided by the Company;
3. interruptions due to failure of access outside the Company's serving area; or
4. interruptions beyond the control of the Company.

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, *cont'd.***

3.18 Private Line Service, *Cont'd.*

3.18.2 Point To Point Service, *Cont'd.*

C. Monthly Recurring Charges

| INTER-OFFICE CHANNEL (IOC) |            |          |
|----------------------------|------------|----------|
| Mileage                    | Fixed      | Per Mile |
| DSI - 1.544 Mbps           |            |          |
| 1 - 50                     | \$1,500.00 | \$8.00   |
| 51 - 150                   | \$1,500.00 | \$7.50   |
| 151 - 1500                 | \$1,700.00 | \$6.00   |
| 1501+                      | \$1,700.00 | \$5.70   |
| 56 Kbps                    |            |          |
| 1 - 350                    | \$250.00   | \$3.00   |
| 351 - 750                  | \$250.00   | \$2.00   |
| 751 - 1500                 | \$250.00   | \$1.00   |
| 1501+                      | \$250.00   | \$0.70   |
| Voice Grade                |            |          |
| 1 - 750                    | \$250.00   | \$0.36   |
| 751 - 1500                 | \$200.00   | \$0.40   |
| 1501+                      | \$200.00   | \$0.45   |

The following discounts apply to the above IOC charges:

| TERM   | DS1 | 56K | VOICE |
|--------|-----|-----|-------|
| 1 Year | 34% | 14% | 2%    |
| 2 Year | 35% | 17% | 4%    |
| 3 Year | 36% | 20% | 6%    |
| 4 Year | 37% | 22% | 8%    |
| 5 Year | 38% | 24% | 10%   |

| ACCESS COORDINATION FUNCTION (ACF) |                       |
|------------------------------------|-----------------------|
|                                    | <i>per local loop</i> |
| DS1                                | \$85.00               |
| 56K                                | \$29.77               |
| VOICE                              | \$29.75               |



**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, *cont'd.***

3.18 Private Line Service, *Cont'd.*

3.18.2 Point To Point Service, *Cont'd.*

C. Monthly Recurring Charges, *Cont'd.*

| CENTRAL OFFICE CONNECTION (COC) |                       |
|---------------------------------|-----------------------|
|                                 | <i>per local loop</i> |
| DS1                             | \$275.00              |
| 56K                             | \$21.30               |
| VOICE                           | \$22.10               |

| LOCAL LOOP |                          |
|------------|--------------------------|
| DS1        | <i>actual telco cost</i> |
| 56K        | <i>actual telco cost</i> |
| VOICE      | <i>actual telco cost</i> |

D. Initial Non-Recurring Charges

| ACCESS COORDINATION FUNCTION (ACF) |                       |
|------------------------------------|-----------------------|
|                                    | <i>per local loop</i> |
| DS1                                | \$215.00              |
| 56K                                | \$287.00              |
| VOICE                              | \$174.00              |

| CENTRAL OFFICE CONNECTION (COC) |                       |
|---------------------------------|-----------------------|
|                                 | <i>per local loop</i> |
| DS1                             | \$340.00              |
| 56K                             | \$252.00              |
| VOICE                           | \$215.00              |

| LOCAL LOOP |                          |
|------------|--------------------------|
| DS1        | <i>actual telco cost</i> |
| 56K        | <i>actual telco cost</i> |
| VOICE      | <i>actual telco cost</i> |

*\*The Company may waive the above non-recurring charges from time to time.*

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES**, *cont'd.*

3.19 Residential Simple Rate Plan

Residential Simple Rate is available for direct dial and 800 calls.

3.19.1 Usage Charges

|                      | PER MINUTE | PER CALL |
|----------------------|------------|----------|
| Direct Dial Outbound | \$.1000    |          |
| 800 Service          | \$.2500    |          |
|                      |            |          |

(R)

3.19.2 Billing Increments

|                      | 60 & 60 |
|----------------------|---------|
| Direct Dial Outbound | X       |
| 800 Service          | X       |
|                      |         |

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.20 Residential Service Plan 3

Residential Service Plan 3 is available for direct dial and 800 calls. (C)

3.20.1 Usage Charges

|                      | PER MINUTE | PER CALL |
|----------------------|------------|----------|
| Direct Dial Outbound | \$.1300    |          |
| 800 Service          | \$.2500    |          |
|                      |            |          |

(D)

3.20.2 Other Charges

|             | MONTHLY RECURRING CHARGE | INITIAL NON-RECURRING CHARGE |
|-------------|--------------------------|------------------------------|
| Direct Dial | \$4.95                   | \$0                          |

\* The Company may waive the above MRC and/or NRC charges from time to time.

3.20.3 Billing Increments

|                      | 60 & 60 |
|----------------------|---------|
| Direct Dial Outbound | X       |
| 800 Service          | X       |
|                      |         |

(D)

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.21 FrontierWorks LD \*

(N)

FrontierWorks LD is a non-distance sensitive product that includes direct dial 1+ outbound service and (8XX) toll free inbound service. Pre-subscription of the primary line is required to subscribe to FrontierWorks LD offered by Frontier Communications of America, Inc (FCA). This plan is available to customers of local exchange companies (LEC) with whom the carrier has a billing and collections contract, and is enrolled in the FrontierWorks Small Business Solutions product offered by that associated LEC. This product is only available in conjunction with the FrontierWorks LD plan from Frontier Communications of America, Inc.'s interstate Domestic Price List.

Term plans and termination liability that the customer agrees to for FrontierWorks LD in conjunction with the FrontierWorks Small Business Solutions product can be found in the local exchange tariff of FCA's associated LEC.

3.21.1 Rate Structure

FrontierWorks switched calls are non-distance sensitive, flat-rated, with the following rating periods:

| <b>Monday - Friday</b> |                   | <b>Saturday &amp; Sunday</b> |
|------------------------|-------------------|------------------------------|
| <b>D= Day</b>          | 8:00 AM - 4:59PM  | <b>N = Night</b>             |
| <b>E= Evening</b>      | 5:00 PM - 11:59PM | 12:00 AM Saturday through    |
| <b>N= Night</b>        | 12:00 AM - 7:59AM | 11:59 PM on Sunday           |

\* This service is limited to existing customers at their existing locations.

(N)

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES**, *cont'd.*3.21 FrontierWorks LD (Cont'd) \*3.21.2 Usage Charges

Customers enrolled in this product will receive a total of 100 free direct dial 1+ and (8XX) toll free interstate, interLATA or intraLATA minutes per month, measured at the account level. Any usage above the allotted free minutes will be subject to an overage rate that can be found in the rate section of this tariff.

A single optional Block of Time (BOT) quantity of minutes can be ordered in conjunction with FrontierWorks LD, in monthly increments of 250, 500, and 1000 minutes, for an additional monthly recurring charge (MRC). The MRC for the BOT is applied at the account level, and can be found in the FrontierWorks LD plan from FCA's interstate Domestic Price List. Any usage above the 100 free minutes and the BOT minutes will be rated at an intrastate overage rate per minute, and these rates can be found in the rate section of this tariff. Overage rates may vary depending upon which BOT is selected. If a new customer to FrontierWorks LD signs up mid-billing cycle, free minutes and the BOT minutes will be prorated. If moving between BOTs, minutes will be prorated based upon the number of days of that billing cycle and will be charged the appropriate overage rate for the BOT selected at the time the call was completed. Usage will be billed in arrears. Excluded from the BOT minutes are: long distance Directory Assistance and 900 calls. (C)

In the event a customer has multiple lines on their account, and any of the auxiliary lines are not on the FrontierWorks Small Business Solutions product of the associated LEC, those lines are not eligible for the 100 free minutes or a BOT selection offered by FrontierWorks LD. If a customer selects an FCA product for auxiliary lines other than FrontierWorks, the customer will be subject to the rates, terms and conditions of that product

Interstate rates for usage outside the zero-rated minutes or the optional BOT minutes are found in the Domestic Price List of Frontier Communications of America, Inc. International rates for this product are found in the International Product Guide of Frontier Communications of America, Inc.

All calls are subject to a minimum billing of eighteen seconds with an additional billing increment of six seconds. Charges will be rounded up to the nearest cent on a per call basis.

\* This service is limited to existing customers at their existing locations.

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.21 FrontierWorks LD (Cont'd) \*

(N)

3.21.3 Rates

| Block of Time (BOT) minutes | Overage Rate per minute |                       |
|-----------------------------|-------------------------|-----------------------|
|                             | IntraLATA/Intrastate    | InterLATA/Intratstate |
| Free – 100                  | \$0.1400                | \$0.1400              |
| BOT – 250                   | \$0.1300                | \$0.1300              |
| BOT – 500                   | \$0.1300                | \$0.1300              |
| BOT – 1000                  | \$0.1300                | \$0.1300              |

3.21.4 Ancillary charges

An additional \$1.99 per call surcharge will be assessed on all calls placed for intrastate Directory Assistance.

\* This service is limited to existing customers at their existing locations.

(N)

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**SECTION 3 - DESCRIPTION OF SERVICES AND RATES**, *cont'd.*3.22 Freedom Calling Version B

Freedom Calling is a non-distance sensitive product that includes direct dial 1+ outbound service. Pre-subscription to Frontier Communications of America, Inc. (FCA) is required to subscribe to Freedom Calling. Primary and all secondary lines must subscribe to the Freedom Calling plan offered by Frontier Communications of America, Inc. (FCA). This plan is available to customers of local exchange companies (LEC) with whom the carrier has a billing and collections contract. This product is only available in conjunction with the Freedom Calling plan from Frontier Communications of America, Inc.'s interstate Domestic Price List.

3.22.1 Rates and Charges

Freedom Calling calls are non-distance sensitive, flat-rated, twenty-four hours a day, seven days a week.

3.22.2 Usage Charges

With the Freedom Calling option, usage is available in 300 or 600-minute domestic blocks of time (BOT). The BOT is applied at the account level. The Monthly Recurring Charge (MRC) for the 300 or 600-minute BOT for Freedom Calling can be found in the FCA's Domestic Informational Pricelist. Intrastate/InterLATA and Intrastate/IntraLATA do not qualify as Block of Time minutes. Intrastate usage rates can be found in the rate section of this tariff.

All calls are billed in one-minute increments with a minimum billing of one minute per call. Charges will be rounded up to the next cent on a per call basis. Domestic calling is within the United States including Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands, Guam and Saipan only. The 300 or 600-minute BOT do not include toll free, long distance directory assistance, or international termination of 1+ dialed calls.

(C)

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.22 Freedom Calling Version B (Cont'd)

3.22.2 Usage Charges (cont'd)

If a customer new to Freedom Calling subscribes mid-billing cycle, BOT minutes will be prorated. If moving between BOTs, minutes will be prorated based upon the number of days of that billing cycle and will be charged the appropriate overage rate for the BOT selected at the time the call was completed. Usage will be billed in arrears.

Interstate usage rates are found in the Domestic Price List of Frontier Communications of America, Inc. International rates for this product are found in the International Product Guide of Frontier Communications of America, Inc.

(D)  
(D)

3.22.3 Ancillary Charges

An additional per call surcharge will be assessed on all calls placed for intrastate Directory Assistance, and rates can be found in the rate section of this tariff.

3.22.4 Rates

| RATE PER MINUTE             |                      |                      |
|-----------------------------|----------------------|----------------------|
| Block of Time (BOT) minutes | IntraLATA/Intrastate | InterLATA/Intrastate |
| 300                         | \$0.1500             | \$0.1500             |
| 600                         | \$0.1400             | \$0.1400             |



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**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.****3.23 Frontier Destinations**

Frontier Destinations State to State and Frontier Destinations Instate are long distance services that provide Customers with single per minute rates for both their inbound (8XX) and outbound (1+) switched usage. Destinations State to State and Destinations Instate are offered dependant upon the availability of Carrier capability. This plan is available to customers of local exchange companies (LECs) with whom the carrier has a billing and collections contract. This product is only available in conjunction with the respective Frontier Destinations plan from Frontier Communications of America, Inc.'s interstate Domestic Price List. If a customer selects this service, all lines pre-subscribed to Frontier Communications of America, Inc. are to be on this account level plan.

**3.23.1 Rate Structure**

Destinations State to State and Destinations Instate switched calls are non-distance sensitive, flat-rated, twenty-four (24) hours a day, seven days a week.

**3.23.2 Usage Charges**

Customers may subscribe to Destinations State to State or Destinations Instate switched service on either a Month-to-Month, one or two year Term Plan. The Customer's total monthly usage is charged at the applicable intrastate per minute rates set forth following. Frontier Destinations State to State and Frontier Destinations Instate switched inbound (8XX) and outbound service is billed in six-second increments, with a thirty-second minimum for each call. Any fraction of an increment is rounded up to the next whole increment. To calculate rounding, the raw usage charge for the call is calculated as the call duration (minimum plus fractional duration) multiplied by the 4-digit (\$0.XXXX) rate value. That amount is then rounded up to the nearest whole cent.

Frontier Destinations State to State and Destinations Instate Term Plans will automatically renew for successive twelve (12) month periods, and will continue to renew for additional one year periods at the then current tariffed rates in effect for a one or two year term unless the Customer notifies the Carrier in writing 60 days before the end of their current term of their intention to terminate the agreement at the completion of the term. During the term, rates may be changed for the plan with 30 days notice. If the rate is an increase, customers will have 30 days from the date notified to make a change or cancel their long distance contract without penalty.

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.23 Frontier Destinations (Cont'd)

3.23.2 Usage Charges (Cont'd)

A customer may change between any currently available Frontier term plan without penalty if the term commitment for the new plan is equal or longer than the remaining term commitment of the old plan

A termination fee, equal to the Number of accounts cancelled multiplied by the number of months remaining on the contract multiplied by \$50.00, will be assessed when a Destinations State to State and Destinations Instate Customer terminates service prior to the completion of the then current term.

3.23.3 Ancillary Services

An additional per call surcharge will be assessed on all calls placed for intrastate Directory Assistance.

(C)

3.23.4 Rates

| Frontier Destinations Instate<br>Intrastate Rates per minute of use |                |        |        |
|---|----------------|--------|--------|
| Term Plan<br>Commitment   | Month to Month | 1 Year | 2 Year |
|   | 0.1100         | 0.1075 | 0.1050 |

| Frontier Destinations State-to-State<br>Intrastate Rates per minute of use |                |        |        |
|--|----------------|--------|--------|
| Term Plan<br>Commitment  | Month to Month | 1 Year | 2 Year |
|  | 0.1300         | 0.1275 | 0.1250 |

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.24 Frontier Small Business Advantage LD, Version B

(N)

Frontier Small Business Advantage LD is a non-distance sensitive product that includes direct dial 1+ intrastate and interstate outbound service and optional (8XX) toll free inbound service. This product is only available in conjunction with the Frontier Small Business Advantage LD plan from Frontier Communications of America, Inc.'s (FCA) interstate Domestic Price List. This plan is available to customers of local exchange companies (LEC) with whom the carrier has a billing and collections contract, and is enrolled in the Frontier Small Business Advantage product offered by that associated LEC. A list of FCA associated LECs can be found in FCA's interstate Domestic Price List. Pre-subscription of all lines within the LEC product offering is required to subscribe to Frontier Small Business Advantage LD offered by FCA.

Customers that select this long distance product commit to a two-year term plan and are subject to rules and regulations of early termination liability in conjunction with the Frontier Small Business Advantage product. Early termination liability rules and regulations can be found in the local exchange tariff of FCA's associated LEC. If any line that is pre-subscribed to this product has pre-subscription removed at the request of customer prior to expiration of the term commitment, the customer has cancelled service and early termination penalties as defined in the local exchange tariff of FCA's associated LEC will apply. At conclusion of satisfied contract, unless otherwise changed or modified, contract will auto-renew for an additional term length equal to the original contract term period.

Customers enrolled in the Frontier Small Business Advantage LD can select an optional (8XX) inbound toll free service. Assignment of phone number(s) is at the sole discretion of FCA. This optional product is only available in conjunction with the Frontier Small Business Advantage LD *Toll Free option* from FCA's interstate Domestic Price List.

3.24.1 Rate Structure

Frontier Small Business Advantage LD switched calls are non-distance sensitive, flat-rated, with the following rating periods:

| <b>Monday – Friday</b> |                   | <b>Saturday &amp; Sunday</b>  |
|------------------------|-------------------|---|
| <b>D= Day</b>          | 8:00 AM - 4:59PM  | <b>N = Night</b><br>12:00AM Saturday through 11:59 PM<br>on Sunday. |
| <b>E= Evening</b>      | 5:00 PM - 11:59PM |   |
| <b>N= Night</b>        | 12:00 AM - 7:59AM |   |

(N)

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**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.****3.24 Frontier Small Business Advantage LD, Version B cont'd****3.24.2 Usage Charges**

A single Block of Time (BOT) quantity of minutes must be ordered in conjunction with Frontier Small Business Advantage LD, in monthly increments of 200, 400, and 600 intrastate and interstate minutes, for an additional monthly recurring charge (MRC) applied at the account level. If the optional (800) toll free service is selected, those minutes will be included in the BOT minutes, and the MRC for the optional (800) toll free service is applied on a per number basis. The MRCs for the BOT and the optional toll free service can be found in the Frontier Small Business Advantage LD plan from FCA's interstate Domestic Price List. If a customer has multiple lines on the account, minutes of use will be allocated to the block of time allotments in sequential order from lowest to highest of the ten digit line numbers on the customer's account that are subscribed to this plan. Any excess BOT minutes not used for any given billing month will expire and cannot be used against any other month's usage. Any usage above the BOT minutes will be rated at an intrastate overage rate per minute, and these rates can be found in the rate section of this tariff. Overage rates may vary depending upon which BOT is selected.

If a new customer to Frontier Small Business Advantage LD signs up mid-billing cycle, the BOT minutes will be prorated. If moving between BOTs, minutes will be prorated based upon the number of days of that billing cycle and will be charged the appropriate overage rate for the BOT selected at the time the call was completed. Usage will be billed in arrears. Excluded from the BOT minutes are: long distance Directory Assistance and 900 calls.

(C)

In the event a customer has multiple lines on their account, and any of the auxiliary lines are not on the Frontier Small Business Advantage product of the associated LEC, those lines are not eligible for the BOT selection offered by this product. If a customer selects an FCA product for auxiliary lines other than Frontier Small Business Advantage LD, the customer will be subject to the rates, terms and conditions of that product

Interstate rates for usage outside the BOT minutes are found in the Domestic Price List of FCA. International rates for this product are found in the International Product Guide of FCA.

All calls are subject to a minimum billing of thirty seconds with an additional billing increment of six seconds. Charges will be rounded up to the next cent on a per call basis.

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.24 Frontier Small Business Advantage LD, Version B cont'd

3.24.3 Usage Rates

| Block of Time (BOT) minutes | Overage Rate per minute |                      |
|-----------------------------|-------------------------|----------------------|
|                             | IntraLATA/Intrastate    | InterLATA/Intrastate |
| BOT- 200                    | \$0.1500                | \$0.1500             |
| BOT- 400                    | \$0.1400                | \$0.1400             |
| BOT- 600                    | \$0.1300                | \$0.1300             |

3.24.4 Ancillary charges

An additional surcharge will be assessed on all calls placed for intrastate Directory Assistance.

(N)

(N)

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.25 Frontier Digital Phone-2010 Service – Grandfathered as of July 14, 2012 (T)

Frontier Digital Phone-2010 Service is a non-distance sensitive product that includes direct dial 1+ outbound service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe to Frontier Digital Phone-2010 Service. This product is only available in conjunction with the Frontier Digital Phone-2010 Service plan from FCA's Domestic Price List. This plan is available to customers of local exchange companies (LEC) with whom the carrier has a billing and collections contract. The Customer must subscribe to the Frontier Digital Phone-2010 Service local service product offered by that associated LEC and must be on the main billing number on the account in order to be eligible for the Frontier Digital Phone-2010 Service option. (T)

3.25.1 Rates and Charges

Frontier Digital Phone-2010 Service calls are non-distance sensitive, flat-rated with the following rating periods: (T)

| Monday – Friday |                   | Saturday & Sunday  |
|-----------------|-------------------|--|
| D= Day          | 8:00 AM - 4:59PM  | N = Night<br>12:00 AM Saturday through 11:59 PM on Sunday. |
| E= Evening      | 5:00 PM - 11:59PM |  |
| N= Night        | 12:00 AM - 7:59AM |  |

3.25.2 Usage Charges

With the Frontier Digital Phone-2010 Service option, unlimited intrastate usage is available only on the main billing number on the account. All calls that do not qualify for unlimited calling are billed in one-minute increments with a minimum billing of one minute per call. Only one Frontier plan is to be on the account for all lines. Frontier Digital Phone-2010 Service long distance provides unlimited minutes of direct dialed 1+ intrastate calling for residential voice service only. The unlimited minutes of long distance service do not include usage for calls to 900 numbers, long distance directory assistance, or operator services. (T)

Frontier Digital Phone-2010 Service is offered to the residential user, for the Customer's personal, residential, non-business and non-professional use. Using Frontier Digital Phone-2010 Service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telecommuting, telemarketing, continuous autodialing, fax broadcast, fax blasting, accessing the Internet with a long distance dial-up number, resale or transfer of the Frontier Digital Phone-2010 Service or any other activity that would be inconsistent with normal residential voice applications and usage patterns. Average residential Customer use will be determined by Frontier based on average minutes of use of the Plan by representative residential Customers served by Frontier who subscribe to the Plan. (T)

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.25 Frontier Digital Phone-2010 Service – Grandfathered as of July 14, 2012 *cont'd.* (T)

3.25.2 Usage Charges cont'd.

If a Customer has substantially more than average residential Customer use, Frontier may regard such use as non-residential use subject to the Company remedies set forth following. Frontier may suspend, restrict or cancel the Customer's service, subject to applicable notice requirements. If it is determined that the usage on the Frontier Digital Phone-2010 Service is not consistent with residential voice applications, substantially exceeds average residential use, or is otherwise prohibited as specified in this tariff (such as long distance dial-up internet calls), Frontier may immediately convert the service to an FCA plan that charges for all long distance calls or, where systems permit, charge a 10 cent per minute rate for non-voice long distance calls. Additional restrictions may apply as provided elsewhere in this tariff. (T)

The Monthly Recurring Charge (MRC) for Frontier Digital Phone-2010 Service is billed in advance and can be found in FCA's Interstate Domestic Price List. If a new customer to Frontier Digital Phone-2010 Service enrolls mid-billing cycle, the MRC will be prorated. (T)

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dialed calls that are included in this plan. If the customer changes their long distance pre-subscription on their main line without any instruction as to what to do regarding the additional phone lines, the Frontier Digital Phone-2010 Service plan option will automatically be removed from the main line and thus the customers account. Additional phone lines are available on this plan. Each additional line will be billed a-per minute domestic rate defined in this tariff. All calls are billed in one-minute increments with a minimum billing of one minute per call. If a customer subsequently does not pre-subscribe their additional line(s) to FCA but continues to have service on the main billing number on the account provided by FCA, casual calling rates on the additional line(s) will apply. (T)

8xx inbound products may be used in conjunction with Frontier Digital Phone-2010 Service, where available. (T)

3.25.3 Rates For Additional Phone Lines

|               | <u>Rate Per Minute</u> |
|---------------|------------------------|
| Day           | \$0.10                 |
| Evening       | \$0.10                 |
| Night/Weekend | \$0.10                 |

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.26 FRONTIER DIGITAL PHONE SILVER\*(1) – DISCONTINUED (T)

Frontier Digital Phone Silver is a non-distance sensitive product that includes direct dial 1+ outbound Intrastate service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe to Frontier. This plan is available to customers of local exchange companies (LEC) with whom the carrier has a billing and collections contract. The Customer must subscribe to either the Frontier Digital Phone or Frontier Digital Phone X1 local service product offered by the affiliated LEC and must be on the main billing number on the account in order to be eligible for the Frontier Digital Phone Silver option. (T)

3.26.1 Rate Structure

Frontier Digital Phone Silver calls are non-distance sensitive, flat-rated with the following rating periods: (T)

| <u>Monday – Friday</u> |                   | <u>Saturday &amp; Sunday</u>                                 |
|------------------------|-------------------|--|
| E= Evening             | 12:00 AM - 7:59AM | N = Night<br>12:00AM Saturday through 11:59 PM<br>on Sunday. |
| D= Day                 | 8:00 AM - 4:59PM  |  |
| E= Evening             | 5:00 PM - 11:59PM |  |

3.26.2 Usage Charges

With the Frontier Digital Phone Silver option, unlimited intrastate usage is available only on the main billing number on the account. All calls that do not qualify for unlimited calling are billed in one-minute increments with a minimum billing of one minute per call. Interstate 1+ calls will be rated on a per call basis, and are not part of the unlimited calling option. Only one Frontier plan is to be on the account for all lines. This product is available for residential voice service only. The unlimited minutes of long distance service do not include usage for calls to 900 numbers, long distance directory assistance, or operator services. (T)

The Frontier Digital Phone Silver service is offered to the residential user, for the Customer's personal, residential, non-business and non-professional use. Using the Frontier Digital Phone Silver service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telecommuting, telemarketing, continuous autodialing, fax broadcast, fax blasting, accessing the Internet with a long distance dial-up number, resale or transfer of the Frontier Digital Phone Silver service or any other activity that would be inconsistent with normal residential voice applications and usage patterns, including conference calls. Average residential Customer use will be determined by Frontier based on average minutes of use of the Plan by representative residential Customers served by Frontier who subscribe to the Plan. If a Customer has substantially more than average residential Customer use. Frontier may regard such use as non-residential use subject to the remedies set forth following. Frontier may suspend, restrict or cancel the Customer's service, subject to applicable notice requirements. (T)

\* This bundle was previously called Frontier Unlimited State. (N)  
 (1) This service offering has been Grandfathered as of June 16, 2009 and is limited to all existing subscribers at their existing locations. (N)



**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, *cont'd.***

3.26 FRONTIER DIGITAL PHONE SILVER\*(1) – DISCONTINUED *cont'd.*

3.26.2 Usage Charges *cont'd*

If it is determined that the usage on the Frontier Digital Phone Silver is not consistent with residential voice applications, substantially exceeds average residential use, or is otherwise prohibited (such as long distance dial-up Internet calls), Frontier may immediately convert the service to an FCA plan that charges for all long distance calls or, where systems permit, charge a 10-cent per minute rate for non-voice long distance calls, or calls that are not considered normal residential voice usage. Additional restrictions may apply.

The Monthly Recurring Charge (MRC) for Frontier Digital Phone Silver is billed in advance. If a new customer to Frontier Digital Phone Silver enrolls mid-billing cycle, the MRC will be prorated.

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dialed calls that are included in this plan. If the customer changes their long distance pre-subscription on their main line without any instruction as to what to do regarding the additional phone lines, the Frontier Digital Phone Silver plan option will automatically be removed from the main line and thus the customers account. Note: To maintain the account for the customer, the remaining lines will be placed onto Frontier One or Simple Rate calling plan depending on the associated LEC.

Additional phone lines are available on this plan. Each additional line will be billed a per-minute domestic rate defined in this tariff. All calls are billed in one-minute increments with a minimum billing of one minute per call. If a customer subsequently does not pre-subscribe their additional line(s) to FCA but continues to have service on the main billing number on the account provided by FCA, casual calling rates on the additional line(s) will apply.

8xx inbound products may be used in conjunction with Frontier Digital Phone Silver, where available.

3.26.3 Rates and Charges

|                                  |                        |     |
|----------------------------------|------------------------|-----|
| Frontier Digital Phone Silver    | <u>Monthly Rate</u>    |     |
| Intrastate Rate                  | \$20.00                | (1) |
| Rates for Additional Phone Lines | <u>Rate Per Minute</u> |     |
| Day                              | \$0.10                 |     |
| Evening                          | \$0.10                 |     |
| Night/Weekend                    | \$0.10                 |     |

\* This bundle was previously called Frontier Unlimited State.

(1) This service offering has been Grandfathered as of June 16, 2009 and is limited to all existing subscribers at their existing locations.

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.26.1 FRONTIER UNLIMITED STATE-2010 – Grandfathered as of July 14, 2012 (T)

Frontier Unlimited State-2010 is a non-distance sensitive product that includes direct dial 1+ outbound Intrastate service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe to Frontier. This plan is available to customers of local exchange companies (LEC) with whom the carrier has a billing and collections contract. The Customer must subscribe to the Frontier Unlimited State-2010 local service product offered by that associated LEC and must be on the main billing number on the account in order to be eligible for the Frontier Unlimited State-2010 option. (T)

3.26.1.1 Rates and Charges (T)

Frontier Unlimited State-2010 calls are non-distance sensitive, flat-rated with the following rating periods: (T)

| <u>Monday – Friday</u> |                   | <u>Saturday &amp; Sunday</u>                                 |
|------------------------|-------------------|--|
| E= Evening             | 12:00 AM - 7:59AM | N = Night<br>12:00AM Saturday through<br>11:59 PM on Sunday. |
| D= Day                 | 8:00 AM - 4:59PM  |  |
| E= Evening             | 5:00 PM - 11:59PM |  |

3.26.1.2 Usage Charges

With the Frontier Unlimited State-2010 option, unlimited intrastate usage is available only on the main billing number on the account. All calls that do not qualify for unlimited calling are billed in one-minute increments with a minimum billing of one minute per call. Interstate 1+ calls will be rated on a per call basis, and are not part of the unlimited calling option. Only one Frontier plan is to be on the account for all lines. This product is available for residential voice service only. The unlimited minutes of long distance service do not include usage for calls to 900 numbers, long distance directory assistance, or operator services. (T)

The Frontier Unlimited State-2010 service is offered to the residential user, for the Customer's personal, residential, non-business and non-professional use. Using the Frontier Unlimited State-2010 service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telecommuting, telemarketing, continuous autodialing, fax broadcast, fax blasting, accessing the Internet with a long distance dial-up number, resale or transfer of the Frontier Unlimited State-2010 service or any other activity that would be inconsistent with normal residential voice applications and usage patterns, including conference calls. Average residential Customer use will be determined by Frontier based on average minutes of use of the Plan by representative residential Customers served by Frontier who subscribe to the Plan. If a Customer has substantially more than average residential Customer use, Frontier may regard such use as non-residential use subject to the remedies set forth following. Frontier may suspend, restrict or cancel the Customer's service, subject to applicable notice requirements. (T)

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.26.1 FRONTIER UNLIMITED STATE-2010 cont'd.

3.26.1.2 Usage Charges cont'd.

If it is determined that the usage on the Frontier Unlimited State-2010 is not consistent with residential voice applications, substantially exceeds average residential use, or is otherwise prohibited (such as long distance dial-up Internet calls), Frontier may immediately convert the service to an FCA plan that charges for all long distance calls or, where systems permit, charge a 10-cent per minute rate for non-voice long distance calls, or calls that are not considered normal residential voice usage. Additional restrictions may apply.

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dialed calls that are included in this plan. If the customer changes their long distance pre-subscription on their main line without any instruction as to what to do regarding the additional phone lines, the Frontier Unlimited State-2010 plan option will automatically be removed from the main line and thus the customers account. Note: To maintain the account for the customer, the remaining lines will be placed onto Frontier One or Simple Rate calling plan depending on the associated LEC.

Additional phone lines are available on this plan. Each additional line will be billed a per-minute domestic rate defined in this tariff. All calls are billed in one-minute increments with a minimum billing of one minute per call. If a customer subsequently does not pre-subscribe their additional line(s) to FCA but continues to have service on the main billing number on the account provided by FCA, casual calling rates on the additional line(s) will apply.

8xx inbound products may be used in conjunction with Frontier Unlimited State-2010, where available.

3.26.3 Rates and Charges

Monthly Recurring Charges

The Monthly Recurring Charge (MRC) for Frontier Unlimited State-2010 is billed in advance. If a new customer to Frontier Unlimited State-2010 enrolls mid-billing cycle, the MRC will be prorated.

Customers who commit to a one year term commitment will be given a \$10.00 credit per month for the length of the contract. If the customer terminates the service before the end of the one year period, a termination fee of \$200.00 applies

|                                      |                |     |
|--------------------------------------|----------------|-----|
| <u>FRONTIER UNLIMITED STATE-2010</u> | <u>Monthly</u> |     |
| <u>Intrastate Rate</u>               | \$26.00        | (l) |

|                               |                        |
|-------------------------------|------------------------|
| <u>Additional Phone Lines</u> | <u>Rate Per Minute</u> |
| Day                           | \$0.10                 |
| Evening                       | \$0.10                 |
| Night/Weekend                 | \$0.10                 |

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.27 Frontier Business Toll Free

(N)

Frontier Business Toll Free service is offered to Business customers only.

InterLATA and intraLATA toll telecommunications services are available for calls originating at any service location within or outside the state and terminating at the end user location.

Frontier Business Toll Free is a non-distance sensitive 8XX call offering.

InterLATA and intraLATA toll telecommunications services are available for calls originating at any service location within or outside the state and terminating at the end user location.

Calls are incoming only and are rated in six second increments with an 18 second minimum and 6 second rounding.

Customers must be pic'd to Frontier (694) for both their IntraLATA and InterLATA preferred carrier.

3.27.1 Rates and Charges

|                               | MONTHLY<br>RECURRING CHARGE | PER MINUTE<br>RATE |
|-------------------------------|-----------------------------|--------------------|
| 4 Lines and under             | \$4.99                      |                    |
| 5 Lines or more               | \$2.00                      |                    |
| Rate per minute               |                             | \$0.075            |
| Calls Originating from Canada |                             | \$.34              |

(N)

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.28 Frontier Business Metro Service

Frontier Business Metro is a non-distance sensitive product that includes direct dial 1+ outbound service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required. The customer must subscribe to the Frontier Business Metro local service product offered by the associated LEC in order to be eligible for the Frontier Business Metro.

3.28.1 Rate Structure

Frontier Business Metro calls are non-distance sensitive, flat-rated with the following rating periods.

|               |                |                             |
|---------------|----------------|-----------------------------|
| Monday-Friday |                | Saturday & Sunday           |
| E=Evening     | 12:00AM-7:59AM | N=Night                     |
| D=Day         | 8:00AM-4:59PM  | 12:00AM Sat-11:59 on Sunday |
| Evening       | 5:00PM-11:59PM |                             |

3.28.2 Usage Charges

Charges for direct dialed outgoing voice minutes of use are covered under the monthly recurring charge ('MRC') with the Frontier Business Metro Plan. Usage including, but not limited to, International calling, Directory Assistance Service, Operator Services, Collect or Person to Person calls, 900, 976, 700 calls, calls to access information services, and internet usage fees and surcharges are not included as part of the MRC and will be charged separately. The Plan may only be used for voice applications and may not be used for the transmission of data, for Internet connections, or for any other non-voice application.

This service may not be used for autodialing, long distance Internet or Intranet access (including access to corporate LANs), call center and certain switching applications. The Unlimited Rate Plan is not available with PBX trunks, ground start lines or trunks, ISDN services, Centrex Service, remote call forwarding services, foreign exchange services, foreign central office services, foreign zone services, public telephone services, and analog to digital conversion digital PBX services or the equivalents of any such services. If the Customer uses this service for any non-eligible purpose, including but not limited to the examples noted above, Frontier may immediately suspend, restrict, cancel or terminate the service.

(N)

(N)

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.28 Frontier Business Metro Service cont'd

3.28.2 Usage Charges (Continued)

The Company reserves the right, in its sole discretion, to (1) cancel service for violation of these terms and conditions of service at any time and/or (2) bill and adjust from the initial abuse, all calls at a per minute rate. By selecting the Plan, Customer agrees to use the service in accordance with these term and conditions and to indemnify and hold Frontier, its parent, subsidiaries and affiliates, harmless from any claims resulting from use or misuse of its products and services.

The Terms and Conditions may be revised periodically without notice. Customers agree that revisions are applicable to your then current service and usage.

Customer account usage and calling patterns may be reviewed periodically at the discretion of the Company. Depending on the evaluation results, Customers whose use constitutes, in the Company's sole discretion, violation of this policy will be notified in writing that their Frontier Business Unlimited Plan may be terminated and/or Frontier may adjust the charges to a higher priced per minute usage plan as a result of prohibited use/abuse. Frontier reserves the right, in the event of prohibited use, abuse, or fraud, to terminate service immediately without notice or exigent circumstances.

If a new customer to Frontier Business Metro signs up mid-billing cycle, the MRC will be prorated. Usage will be billed in arrears.

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dial calls that are included in this plan. If the customer changes their long distance pre-subscription on their line, the Frontier Unlimited Bundle will automatically be removed from the line and thus the customers account.

3.28.3 Rates and Charges

|                         |                        | <u>Monthly Charge</u> |
|-------------------------|------------------------|-----------------------|
| Frontier Business Metro |                        | \$17.00               |
| Non-eligible calls      | <u>Rate per minute</u> |                       |
| Day                     | \$.05                  |                       |
| Evening                 | \$.05                  |                       |
| Night/Weekend           | \$.05                  |                       |

(N)  
 |  
 (N)

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.29 Frontier Digital Phone Essentials

(N)

Frontier Digital Phone Essentials a non-distance sensitive product that includes direct dial 1+ outbound service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe to Frontier Digital Essentials. This plan is available in conjunction with the Frontier Digital Phone Essentials plan offered by the associated LEC and must be on the main billing number on the account in order to be eligible for the Frontier Digital Phone Essentials options.

Frontier Digital Essentials calls are non-distance sensitive, flat-rated, twenty-four hours a day, seven days a week.

3.29.1 Usage Charges

With the Frontier Digital Essentials, usage is available in a 30-minute block of time. The BOT is applied at the line level. The monthly MRC is found in the Frontier Communication of America Domestic Price List. Any intrastate usage above the allotted 30 minutes block of time will be subject to an overage rate that can be found in the rate section of this tariff. Unused minutes can be accumulated up to a maximum of 500 minutes that will expire after 12 months. Call segments outside of the allotted BOT minutes will be rounded to the next full increment and invoiced at the overage rate.

All calls are billed in one-minute increments with a minimum billing of one minute per call. Charges will be rounded up to the next cent on a per call basis. The 30 minutes BOT includes all domestic calling with the exception of toll free, long distance directory assistance, international termination of 1+ dialed calls. Canadian calls will not be part of the 30 minutes and will be rated separately.

International rates for this product are found in the International Product Guide of Frontier Communications of America, Inc.

3.29.2 Rates and Charges

|               | <u>Rate Per Minute</u> |
|---------------|------------------------|
| Overage Rate  | \$.10                  |
| Canadian Rate | \$.05                  |

(N)

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.29 Frontier Digital Phone Unlimited Service

(N)

Frontier Digital Phone Unlimited Service is a non-distance sensitive product that includes direct dial 1+ outbound service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe. This plan is available to customers of certain local exchange companies (LEC) with whom the carrier has a billing and collections contract. The Customer must subscribe to the Frontier Digital Phone Unlimited Service or the Digital Phone Unlimited Plus Service local service product offered by that associated LEC and must be on the main billing number on the account in order to be eligible for the Frontier Digital Phone Unlimited Service option.

3.29.1 Rates and Charges

Frontier Digital Phone Unlimited Service calls are non-distance sensitive, flat-rated with the following rating periods:

| Monday – Friday |                   | Saturday & Sunday                             |
|-----------------|-------------------|---|
| D= Day          | 8:00 AM - 4:59PM  | N = Night                                     |
| E= Evening      | 5:00 PM - 11:59PM | 12:00 AM Saturday through 11:59 PM on Sunday. |
| N= Night        | 12:00 AM - 7:59AM |   |

3.29.2 Usage Charges

With the Frontier Digital Phone Unlimited Service option, unlimited intrastate usage is available only on the main billing number on the account. All calls that do not qualify for unlimited calling are billed in one-minute increments with a minimum billing of one minute per call. Only one Frontier plan is to be on the account for all lines. Frontier Digital Phone Unlimited Service long distance provides unlimited minutes of direct dialed 1+ intrastate calling for residential voice service only. The unlimited minutes of long distance service do not include usage for calls to 900 numbers, long distance directory assistance, or operator services.

Frontier Digital Phone Unlimited Service is offered to the residential user, for the Customer’s personal, residential, non-business and non-professional use. Using Frontier Digital Phone Unlimited Service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telecommuting, telemarketing, continuous autodialing, fax broadcast, fax blasting, accessing the Internet with a long distance dial-up number, resale or transfer of the Frontier Digital Phone Unlimited Service or any other activity that would be inconsistent with normal residential voice applications and usage patterns, including conference calls. Average residential Customer use will be determined by Frontier based on average minutes of use of the Plan by representative residential Customers served by Frontier who subscribe to the Plan. If a Customer has substantially more than average residential Customer use, Frontier may regard such use as non-residential use subject to the remedies set forth following.

(N)



**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.29 Frontier Digital Phone Unlimited Service cont'd

(N)

3.29.2 Usage Charges cont'd

Frontier may suspend, restrict or cancel the Customer's service, subject to applicable notice requirements. If it is determined that the usage on the Frontier Digital Phone Unlimited Service is not consistent with residential voice applications, substantially exceeds average residential use, or is otherwise prohibited (such as long distance dial-up Internet calls), Frontier may immediately convert the service to an FCA plan that charges for all long distance calls or, where systems permit, charge a 10 cent per minute rate for non-voice long distance calls, or calls that are not considered normal residential voice usage. Additional restrictions may apply.

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dialed calls that are included in this plan. If the customer changes their long distance pre-subscription on their main line without any instruction as to what to do regarding the additional phone lines, the Frontier Digital Phone Unlimited Service plan option will automatically be removed from the main line and thus the customers account. Additional phone lines are available on this plan. Each additional line will be billed a-per minute domestic rate defined in this price list. All calls are billed in one-minute increments with a minimum billing of one minute per call. If a customer subsequently does not pre-subscribe their additional line(s) to FCA but continues to have service on the main billing number on the account provided by FCA, casual calling rates on the additional line(s) will apply.

8xx inbound products may be used in conjunction with Frontier Digital Phone Unlimited Service, where available.

3.29.3 Rates and Charges

Rate Per Minute

Canadian Rate

\$.05

(N)

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.30 Business Cents

(N)

Interstate

Business Cents is a long distance service, which provides business customers with per minute rates for both their inbound (800) and outbound (1+) usage. Business Cents customers may originate outbound calls by dialing 1 plus an area code and the desired telephone number. Inbound calls are originated to the Business Cents customer's designated location by users dialing 1 plus the Business Cents customer's 800 telephone number. Business Cents calls are based on the length of the call. The customer's Business Cents service is charged at the applicable rates per minute set forth in Section 3 based on the Business Cents product option selected. Business Cents switched 1+, and 800 calls are billed in six second increments, with a thirty second minimum for each call. Any fraction of an increment is rounded up to the next whole increment.

There is a monthly minimum usage level (MMUL) the plan, as set forth in Section 3. The MMUL is at the account level. Beginning with the customer's second invoice, the customer will be charged the difference between the gross account usage and the MMUL if the gross account usage is less than the MMUL. There is a monthly recurring charge for Business Cents service, which is set forth below. The monthly recurring charge is not calculated as part of the monthly minimum usage level.

Intrastate

Business Cents is a long distance service, which provides business customers with per minute rates for both their inbound (800) and outbound (1+) usage. Business Cents customers may originate outbound calls by dialing 1 plus an area code and the desired telephone number. Inbound calls are originated to the Business Cents customer's designated location by users dialing 1 plus the Business Cents customer's 800 telephone number. Business Cents calls are based on the length of the call. The customer's Business Cents service is charged at the applicable rates per minute set forth in Section 3 based on the Business Cents product option selected. Business Cents switched 1+, and 800 calls are billed in six second increments, with a thirty second minimum for each call. Any fraction of an increment is rounded up to the next

| <u>Rates and Charges</u> | <u>Monthly Charge</u> | <u>Rate per Minute</u> |                   |
|--------------------------|-----------------------|------------------------|-------------------|
|                          | <u>Interstate</u>     | <u>Interstate</u>      | <u>Intrastate</u> |
| 1+                       | \$4.99                | \$.040                 | .040              |
| Toll Free                | 2.99                  | .045                   | .045              |

Interstate: A minimum usage level of \$25.00 per month is required.

(N)

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.31 OneVoice Nationwide

(N)

3.31.1 General

OneVoice Nationwide is a non-distance sensitive product that includes direct dial 1+ Domestic outbound service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe to the OneVoice Nationwide. This product is only available in conjunction with the OneVoice plan from the Frontier ILEC Companies Price List.

OneVoice Nationwide calls are non-distance sensitive, flat-rated with the following rating periods.

3.31.2 Usage Charges

OneVoice Nationwide long distance minutes are only available on line(s) for commercial domestic outbound long distance voice usage and excludes toll free, 900, international, directory assistance, information services and data calls. Auto dialers and fax broadcast services are prohibited. Data Calls will be billed at an additional rate per minute. Data calls are billed in full minute increments. Call segments will be rounded to the next full increment. Customers with usage inconsistent with normal commercial applications and usage patterns may be converted to non- OneVoice Nationwide service with charges for local and long distance calling. OneVoice Nationwide is not available with foreign central office services and public telephone services.

The Terms and Conditions may be revised periodically. Revisions are applicable to then current service and usage.

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dial calls that are included in this plan. If the customer changes their long distance pre-subscription on their line to another carrier, benefits of the plan will be forfeited.

3.31.3 Rates and Charges

The Monthly Recurring Charge (MRC) for OneVoice Nationwide can be found in Frontier Communications of America, Inc., Domestic Price List.

If a new customer to OneVoice Nationwide signs up mid-billing cycle, the MRC will be prorated. Usage not included in the Nationwide Long Distance plan will be billed in arrears.

Rate Per Minute

|                       |       |
|-----------------------|-------|
| Data Calls per minute | \$.10 |
|-----------------------|-------|

(N)

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES, cont'd.**

3.32 OneVoice 100

(N)

3.32.1 General

OneVoice 100 a non-distance sensitive product that includes direct dial 1+ Domestic outbound service. The plan is available on line(s) for commercial domestic outbound long distance voice usage and exclude toll free, 900, directory assistance, information services and data calls. Auto dialers and fax broadcast services are prohibited. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe to OneVoice. This plan is available in conjunction with the OneVoice plan offered by the associated LEC. OneVoice 100 calls are non-distance sensitive, flat-rated, twenty-four hours a day, seven days a week. A monthly recurring charge for the plan can be found in the Frontier Communications of America, Inc., Domestic Price List.

3.32.2 Usage Charges

With the One Voice 100, usage is available in a 100-minute block of time (BOT). The BOT is applied at the line level. Any domestic 1+ usage above the allotted 100 minutes block of time will be subject to an overage rate that can be found in the rate section of this Price List. Overage calls will be billed with 30 second initial and 6 second increments. Call segments will be rounded to the next full minute increment. Unused minutes will not roll over to the next month.

Data calls are not included in the OneVoice 100 plan. Data calls will be billed at a rate specified in the Price List. These calls will be billed in full minute increments.

3.32.3 Rates and Charges

|   | <u>Rate Per Minute</u> |
|---|------------------------|
| Overage Charges per minute (over 100 min) | \$.05                  |
| Data Calls per minute                     | \$.10                  |

(N)

---

**SECTION 3 - DESCRIPTION OF SERVICES AND RATES**, *cont'd.***3.33 Frontier Commercial Voice Unlimited<sup>1</sup> – Grandfathered as of January 20, 2018**

(C)

**3.33.1 General**

Frontier Commercial Voice Unlimited is a non-distance sensitive product that includes direct dial 1+ Domestic outbound service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe to the Frontier Commercial Voice Unlimited. This product is only available in conjunction with the Frontier Commercial Voice Unlimited plan from the Frontier ILEC Companies Price List.

**3.33.2 Usage Charges**

Frontier Commercial Voice Unlimited long distance minutes are only available on line(s) for commercial domestic outbound long distance voice usage and exclude toll free, 900, international, directory assistance, information services and data calls. Auto dialers and fax broadcast services are prohibited. Data Calls will be billed at an additional rate per minute. Data called are billed in full minute increments, Call segments will be rounded to the next full increment Customers with usage inconsistent with normal commercial applications and usage patterns may be converted to non- Frontier Commercial Voice Unlimited service with charges for local and long distance calling. Frontier Commercial Voice Unlimited is not available with foreign central office services and public telephone services.

The Terms and Conditions may be revised periodically. Revisions are applicable to then current service and usage.

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dial calls that are included in this plan. If the customer changes their long distance pre-subscription on their line to another carrier, benefits of the plan will be forfeited.

**3.33.3 Monthly Charges**

The Monthly Recurring Charge (MRC) for Frontier Commercial Voice Unlimited can be found in the Frontier Communications of America, Inc. (FCA) Domestic Price List.

If a new customer to OneVoice Nationwide signs up mid-billing cycle, the MRC will be prorated. Usage not included in the Nationwide Long Distance plan will be billed in arrears.

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

(N)

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**SECTION 4 - MISCELLANEOUS SERVICES**

4.1 Operator Services

Operator Services are offered to Customers. Operator Services allow Customers and Consumers to place calls using operator assistance for call completion or billing where facilities and operating conditions permit.

(T)  
(T)

Usage charges and an appropriate service charge will be assessed on a per call basis, as stated in this Price List.

(D)  
|  
(D)

- 4.1.1 Operator services may be used by the presubscribed Customer and by the Aggregator and their respective Consumers (i.e., patrons, guests, invitees or employees) to complete Person-to-Person, Collect and/or Third-Party calls.
- 4.1.2 Charges for Operator Assisted Calls include two components: a usage-sensitive component based upon the time-of-day rate period, mileage, and duration of the call; and a fixed service charge based upon the type of operator service provided.
- 4.1.3 The usage-sensitive portion of the charge for an Operator Assisted Call is set forth in Section 4.1.8 below.
- 4.1.4 The fixed service charge portions of the charge for an Operator Assisted Call is set forth in Sections 4.1.9 below.
- 4.1.5 The Company shall not bill the Customer for any surcharges or fees imposed by the Aggregator. With respect to charges imposed by the Aggregator for the use of the telephone, the Aggregator is responsible for charging a flat rate and for posting of the charge in plain view at each telephone.

**SECTION 4 - MISCELLANEOUS SERVICES**, *cont'd.*

4.1 Operator Services, Cont'd.

4.1.6 Service may be suspended by the Company, without notice to the Customer or the Aggregator, by blocking traffic to certain countries, cities, or NXX exchanges, or by blocking calls using certain Customer credit cards, when the Company deems it necessary to take such action to prevent unlawful use of service. The Company shall restore service as soon as it can be provided without undue risk. The Company reserves the right to validate the credit worthiness of Customers through available credit card called number, Third Party telephone number and room number verification procedures. Where a requested billing method cannot be validated, the Customer/Consumer may be required to provide an acceptable alternate billing method or the Company may refuse to place the call. (C)  
(C)  
(C)

4.1.7 The Aggregator is responsible for payment of the Company's charges for all calls placed from the Aggregator's Premises except for Collect, Third Party and credit card calls. The credit card holder or local exchange company service subscriber is responsible for payment of the Company's charges for all calls billed to a credit card or a telephone line number, respectively. (C)  
|  
(C)

4.1.8 Per Minute Usage Charges

A. Operator Station  
Per Minute Rate: \$0.89

**SECTION 4 - MISCELLANEOUS SERVICES**, *cont'd.*

4.1 Operator Services, Cont'd.

4.1.9 Per Call Service Charges

The following per call services charges apply in addition to the per minute usage rates when applicable. These charges apply in all rate periods.

Service Charges are assessed as specified below:

|                                       | Per Call  |           |
|---------------------------------------|-----------|-----------|
|                                       | IntraLATA | InterLATA |
| Operator Assisted Station to Station  | \$5.00    | \$5.00    |
| Collect                               | \$5.50    | \$5.50    |
| Operator Assisted Person to Person    | \$9.99    | \$9.99    |
| Operator Assisted Third Number Billed | \$9.99    | \$9.99    |

(T)  
 (D)  
  
 (D)  
  
 (T)  
 (N)  
  
 (N)  
  
 (T)  
 |  
 (T)



**SECTION 4 - MISCELLANEOUS SERVICES**, *cont'd.*

4.2 Directory Assistance

Directory Assistance provides to the Customer available published telephone numbers of switched voice telephone service subscribers based on name or name and address information provided by the Customer to the Directory Assistance operator. (C)

The Directory Assistance charge applies to each call by the Customer requesting Directory Assistance regardless of whether the Directory Assistance bureau is able to furnish the requested telephone number. Directory Assistance will provide the Customer with up to two telephone numbers per call. (N)

If the Customer should disconnect the call prior to being provided the two telephone numbers, the Directory Assistance charge is applicable. All applicable service charges and surcharges apply in addition to the Directory Assistance charge specified below.

If the Customer receives an incorrect telephone number and notifies the Company, a billing credit for Directory Assistance charges shall be provided.

The Directory Assistance charge will be waived for calls to Directory Assistance (other than Directory Assistance Call Completion) by a properly certified hearing impaired Customer who utilizes a TDD to access the service. (N)

4.2.1 Directory Assistance Rates (T)

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator. No call allowance applies.

|                                |        |     |
|--------------------------------|--------|-----|
| Directory Assistance, per Call | \$1.99 | (C) |
|--------------------------------|--------|-----|

4.2.2 Directory Assistance Call Completion (DACC) Rates (N)

When the Customer elects to have the Company automatically place the call to the requested number, a Directory Assistance with Call Completion Charge applies in addition to the Directory Assistance Charge, and in addition to all other applicable charges.

The applicable usage charge is the rate shown below.

|                    |        |     |
|--------------------|--------|-----|
| Per Completed Call | \$1.00 |     |
| Rate Per Minute    | 0.10   | (N) |

**SECTION 4 - MISCELLANEOUS SERVICES**, *cont'd.*

Reserved For Future Use

(T)

(D)

(D)

**SECTION 5 - CONTRACTS AND PROMOTIONAL OFFERINGS**

5.1 Demonstration of Service

From time to time the Company may demonstrate service for potential Customers by providing free use of its network on a limited basis for a period of time, not to exceed one (1) month. Demonstration of service and the type, duration or quantity of service provided will be at the Company's discretion.

5.2 Promotions - General

From time to time, the Company may provide promotional offerings to introduce a current or potential Subscriber to a service not being used by the subscriber. These offerings may be limited to certain dates, times or locations and may waive or reduce recurring or non-recurring charges.

**SECTION 5 - CONTRACTS AND PROMOTIONAL OFFERINGS**, *cont'd.*

5.3 Contract Number 1

5.3.1 Term and Renewal Option

Terms of service will be month-to-month after completion of an initial twelve (12) month period which begins on the contract effective date. At the end of the twelve (12) month period, service will continue pursuant to the rates and terms of the contract, on a month-to-month basis until either the Customer or Company terminates the contract with at least thirty (30) days written notice. When service terminates, the Customer shall be subject to all terms and conditions, including rates, set forth in applicable tariffs for any service furnished after the date of termination.

5.3.2 Description of Service

Direct Dial Outbound and 800 Service will be furnished in accordance with the terms and conditions as outlined in this tariff. (C)

5.3.3 Rates

|                      |               |
|----------------------|---------------|
| Direct Dial Outbound | \$.125/minute |
| 800 Service          | \$.125/minute |

(D)  
(D)

**SECTION 5 - CONTRACTS AND PROMOTIONAL OFFERINGS**, *cont'd.*

5.4 Contract Number 2

5.4.1 Term and Renewal Option

Terms of service will be month-to-month after completion of an initial twelve (12) month period which begins on the contract effective date. At the end of the twelve (12) month period, service will continue pursuant to the rates and terms of the contract, on a month-to-month basis until either the Customer or Company terminates the contract with at least thirty (30) days written notice. When service terminates, the Customer shall be subject to all terms and conditions, including rates, set forth in applicable tariffs for any service furnished after the date of termination.

5.4.2 Description of Service

Direct Dial Outbound, 800 Service will be furnished in accordance with the terms and conditions as outlined in this tariff. (C)

5.4.3 Rates

|                      |               |     |
|----------------------|---------------|-----|
| Direct Dial Outbound | \$.109/minute |     |
| 800 Service          | \$.109/minute | (D) |

(D)

**SECTION 5 - CONTRACTS AND PROMOTIONAL OFFERINGS**, *cont'd.*

5.5 Contract Number 3

5.5.1 Term and Renewal Option

Terms of service will be month-to-month after completion of an initial twelve (12) month period which begins on the contract effective date. At the end of the twelve (12) month period, service will continue pursuant to the rates and terms of the contract, on a month-to-month basis until either the Customer or Company terminates the contract with at least thirty (30) days written notice. When service terminates, the Customer shall be subject to all terms and conditions, including rates, set forth in applicable tariffs for any service furnished after the date of termination.

5.5.2 Description of Service

Direct Dial Outbound, 800 Service will be furnished in accordance with the terms and conditions as outlined in this tariff.

(C)

5.5.3 Rates

|                      |        |
|----------------------|--------|
| Direct Dial Outbound | \$.100 |
| 800 Service          | \$.104 |

(D)

**SECTION 5 - CONTRACTS AND PROMOTIONAL OFFERINGS**, *cont'd.*

5.6 Reserved For Future Use

(T) (D)

(D)

**SECTION 5 - CONTRACTS AND PROMOTIONAL OFFERINGS**, *cont'd.*

5.6 Reserved For Future Use

5.7 Reserved For Future Use

(T)

(D)

|

(D)

5.8 Reserved For Future Use

(T)

(D)

|

(D)

5.9 Residential Introductory Offer

Residential subscribers in Citizens local serving area, who elect to presubscribe to Citizens' long distance service, may receive a ten dollar (\$10.00) credit toward their long distance bill. The subscriber will receive the credit on their first or second billing invoice. If the credit exceeds the usage level in the first month the remainder will be applied to subsequent billing invoices until the credit has been exhausted. The credit will not be redeemable for cash. PIC change charges will be waived for Customers who select this promotion. This offer will remain in effect indefinitely, unless sooner changed or canceled by a subsequent tariff filing.



**SECTION 5 - CONTRACTS AND PROMOTIONAL OFFERINGS**, *cont'd.*

5.10 Business Winback Offer

Business subscribers in Citizens local serving area, who elect to presubscribe to Citizens' long distance service, may receive a twenty five dollar (\$25.00) credit toward their long distance bill. The subscriber will receive the credit on their third billing invoice. If the credit exceeds the usage level in the third month the remainder will be applied to subsequent billing invoices until the credit has been exhausted. The credit will not be redeemable for cash. PIC change charges will be waived for Customers who select this promotion. This offer will remain in effect indefinitely, unless sooner changed or canceled by a subsequent tariff filing.

5.11 Business Introductory Offer

Business customers who presubscribe to Citizens' long distance network may receive their sixth month of consecutive service free. Business Customers may earn a credit of up to seventy five dollars (\$75.00) based on usage to be applied to their sixth month of service. If the credit exceeds the usage level in the sixth month the Customer will receive a credit equal to the usage level in the sixth month. If the usage level in the sixth month exceeds seventy five dollars (\$75.00) the Customer will be required to pay the difference. The credit will not be redeemable for cash. PIC change charges will be waived for Customers who select this promotion. This offer will remain in effect indefinitely, unless sooner changed or canceled by a subsequent tariff filing.

5.12 From time to time the company will provide promotional offerings. Such offerings may be limited to certain dates, times, locations, and the like.

5.13 Frontier Business Metro Offer

New and existing Business customers who subscribe to this plan and commit to a one, two or three year term commitment will be given a \$10.00 credit per month for the length of the contract. If the customer terminates the plan before the end of the contract period, a termination fee of up to \$200 may be applied. This offer begins February 27, 2009 and continues through December 31, 2009.

(N)  
|  
(N)