

FRONTIER COMMUNICATIONS OF AMERICA, INC.

REGULATIONS, DESCRIPTIONS AND SCHEDULE OF CHARGES
APPLICABLE TO FURNISHING TELECOMMUNICATIONS SERVICES
WITHIN THE STATE OF KANSAS

CHECK SHEET

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CONCURRING, CONNECTING OR
OTHER PARTICIPATING CARRIERS AND
BILLING AGENTS

1. Concurring Carriers-None
2. Connecting Carriers-None
3. Other Participating Carriers-None
4. Billing Agents-None

EXPLANATION OF SYMBOLS

A. SYMBOLS

The following symbols shall be used in this tariff for the purpose indicated below:

- D** Indicates discontinued rate or regulation
- I** Indicates rate increase
- N** Indicates new rate or regulation
- R** Indicates rate reduction
- M** Indicates move in location of text
- T** Indicates change in text or regulation but no change in rates

SECTION 1 – GENERAL REGULATIONS

1.1 APPLICATION OF TARIFF

This tariff contains the regulations and rates applicable to intrastate interexchange telecommunications reseller services provided by Frontier Communications of America, Inc. (hereinafter "Company") to customers within the State of Kansas.

1.2 DEFINITIONS

ACCESS LINE: An arrangement that connects a customer location to the Company's switching location.

AUTHORIZATION CODE: A numerical code, one or more of which are assigned to a customer to enable Company to identify use of service on his or her account and to bill the customer accordingly for such service. Multiple authorization codes may be assigned to a customer to identify individual users or groups of users on his or her account.

BUSINESS CUSTOMER: A customer whose use of service is primarily or substantially of a professional, business, institutional, occupational or other commercial nature.

(D)
(D)

CARRIER: Whenever used in this tariff, "Carrier" refers to Frontier Communications of America, Inc. unless otherwise specified or clearly indicated by context.

Carrier Recognized Holidays

New Year's Day	Observed on January 1
Fourth of July	Observed on July 4
Labor Day	Observed on first Monday of September
Thanksgiving Day	Observed on last Thursday of November
Christmas Day	Observed on December 25

COLLECT BILLING - 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.

COMPANY: Frontier Communications of America, Inc. *dba* Citizens Communications Company.

CHANNEL: Communications path between two or more points.

COMMISSION: Whenever used in this tariff, "Commission" refers to the Kansas Corporation Commission.

CUSTOMER: The person, firm, corporation, or other entity which orders or uses service and is responsible for the payment of rates and charges and compliance with tariff regulations.

DEDICATED PORT: A port on Company's switching facility which is dedicated, at extra charge, to customer's exclusive use and which is connected to customer's premises by a private line furnished by customer.

SECTION 1 – GENERAL REGULATIONS

1.2 DEFINITIONS (Cont'd)

END USER: Any person, firm, corporation, partnership or other entity which uses the services of the Carrier under the provisions and regulations of this tariff. The End User is responsible for payment unless the charges for the services utilized are accepted and paid by another Customer.

EQUAL ACCESS: The ability for a customer to select their primary long distance company.

FACILITIES: Any cable, equipment or facilities used to provide the service offered under this tariff.

HOME AREA: The local calling area associated with switched access.

INTRASTATE COMMUNICATIONS: Any communication that originates and terminates within the same state and is subject to the oversight of a state regulatory commission as provided by the laws of that state.

INTEREXCHANGE CARRIER: A person or entity whose facilities carry interexchange telephone service on a wholesale or retail basis through line, wire, cable, microwave, radio wave, satellite or other analogous facilities owned or operated by it. An interexchange transporter may also provide interexchange service as a reseller.

LOCAL ACCESS AND TRANSPORT AREA (LATA): The term Local Access Transport Area denotes a geographic area established by the U.S. District Court for the District of Columbia in Civil Action No. 82-0192 within which a local exchange company or companies provide communications services.

POINT OF DEMARCATION: The point of interconnection between the Company communications facilities and Customer provided facilities as defined in Part 68 of the Federal Communications Commission's Rules and Regulations.

POINT OF ORIGINATION: The Company's switch location accessed by the customer for the purpose of making a call using Company's service.

POINT OF TERMINATION: The point of demarcation within a Customer premises at which the Company's responsibility for the provision of service ends.

REMOTE ACCESS CODE: A code to permit customers to access the Company switch in areas other than Customers' home area.

SECTION 1 – GENERAL REGULATIONS

1.2 DEFINITIONS (Cont'd)

RESIDENTIAL CUSTOMER: A Customer whose use of service is primarily personal and domestic nature.

SERVICE OR SERVICES: The services covered by this tariff shall include only the State of Kansas.

SERVICE DATE: The date that billing starts for service or any service component.

SERVICE COMPONENT: Service components include access arranged by the Company, Authorization Codes, ports, traffic management services, and voice or data transmission facilities or capabilities.

SERVING WIRE CENTER: The wire center from which the Customer premises normally obtains dial tone. It is a specified geographic point from which the vertical and horizontal coordinate is used in calculation of airline mileage.

SPECIAL ACCESS CIRCUIT: A physical pathway for the transmission of information between a dedicated originating point and a dedicated terminating point.

SPECIAL ASSEMBLY: A dedicated, specific request for telecom service that is usually separate from the public switched network.

SPECIFIC PROJECT CODE: Specifically assigned code by customer for billing to that activity within customer's business.

SPECIAL REQUEST: Any modification that is performed by the Company at the Customer's request that is above and beyond normal service and or access use.

SUBSCRIBER: The term "Subscriber" denotes the person, firm, company, corporation, or other entity, having a communications requirement of its own, which contracts for service under this tariff and is responsible for the payment of charges as well as compliance with the Carrier's regulations.

TERMINAL EQUIPMENT: Telecommunications devices, apparatus, and their associated wiring, such as teleprinters, telephone and data sets.

SECTION 1 – GENERAL REGULATIONS1.3 TERMS OF SERVICE1.3.1 Basic Service Offering

The Company offers and provides interexchange service to customers. Service is available on a full time basis, 24 hours a day, seven days a week. In furnishing facilities and service, the Company does not undertake to transmit messages, but furnishes the use of its facilities to its customers for communications.

1.3.2 Service Availability and Application

- (A) The Company offers service to all those who desire to purchase service from the Company consistent with all provisions of this tariff. Customers or subscribers interested in the Company's services shall, upon request, file a service application with the Company which fully identifies the customer and identifies the service requested.
- (B) The Company reserves the right to examine the credit record of all service applicants and require a service deposit when determined to be necessary to assure future payment. Security Deposits required shall not exceed the estimated charges for two months service. The Company reserves the right to refuse an application for service made by a present or former customer who is indebted to the Company for services previously rendered pursuant to this tariff until the indebtedness is satisfied.
- (C) Service is offered subject to the Company's ability to technically provide the service requested and subject to the availability of the necessary facilities and/or equipment. 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 tariff, the rules and regulations of the Kansas Public Utility Commission or in violation of the law.

SECTION 1 – GENERAL REGULATIONS

1.3 TERMS OF SERVICE (Cont'd)

1.3.3 Limitations On Liability

(A) Indemnification by Customer

The Customer shall indemnify and hold the Company harmless against claims for libel, slander, or infringement of copyright arising from the material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with, the facilities of others; against claims arising out of any act or omission of the Customer in connection with the facilities provided by the Company or the Customer.

(B) General Liability

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission occurring in the course of furnishing service, and not caused by the negligence of the Customer, shall in no event exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission occurs; provided, however, that the Company shall have no liability for any such period which is less than the minimum duration specified for the particular service in the regulations applicable to such service set forth in this tariff.

(C) Acts of God

The company shall not be liable for, shall be excused from performance during, and the Customer shall not be liable for charges related to the Company's excused performance during any failure of performance due to causes beyond its control, including, but not limited to, Acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, riots or wars; strikes, lockouts, work stoppages or other labor difficulties; unavailability or non-performance of facilities provided by others; and any law, order, regulation or other action of any governing authority or agent thereof.

SECTION 1 – GENERAL REGULATIONS1.3 TERMS OF SERVICE (Cont'd)1.3.3 Limitations On Liability (Cont'd)(D) Customer-Provided Equipment

- (1) The Company's facilities and service may be used with or terminated in terminal equipment or communications systems such as a PBX, key system, single line telephone, or pay telephone. Such terminal equipment shall be furnished and maintained at the expense of the Customer. The Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of Frontier's service. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry.
- (2) The services and facilities furnished by the Company are subject to the following limitations: the Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to persons or property from voltages or currents transmitted over the facilities of the Company caused by customer-provided equipment or premises wire.

(E) Use of Facilities of Other Companies

- (1) When the facilities of other companies are used in establishing a connection, the Company is not liable for any act, error, omission, or interruption caused by the other company or their agents or employees. This includes the provision of a signaling system database by another company.

SECTION 1 – GENERAL REGULATIONS

1.3 TERMS OF SERVICE (Cont'd)

1.3.4 Use of Service

Service is furnished for use by the Customer but may be used by others when so authorized by the Customer. Service may be resold or shared and the Customer may advise its user that a portion of its service is provided by the Company. However, the Customer shall not represent that the Company jointly participates with the Customer in the provision of its service.

1.3.5 Ownership of Equipment

The Company's equipment, apparatus, channels and lines shall be carefully used. Equipment furnished by the Company shall remain its property and shall be returned to the Company whenever requested, within a reasonable period following the request, in good condition (subject to reasonable wear and tear). The Customer is required to reimburse the Company for any loss of, or damage to the facilities or equipment on the Customer's premises, including loss or damage caused by agents, employees, or independent contractors of the Customer through any negligence.

SECTION 1 – GENERAL REGULATIONS1.3 TERMS OF SERVICE (Cont'd)1.3.6 Blocking of Service

The Company's facilities cannot be used to originate calls to other telephone companies' caller-paid information services. This includes, but is not limited to, calls to NPA 900, NXX 976, NXX 970, and other NXXs assigned to these services. Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company.

1.3.7 Deposits

- (A) Each applicant for service will be required to establish credit. Any applicant whose credit has not been established to the sole and exclusive satisfaction of the Company may be required to make a deposit to be held as a guarantee of payment of charges. An existing Customer may be required to make a deposit or increase a deposit presently held. The deposit may be held for as long as the financial condition or credit worthiness of the Customer is considered to be unsatisfactory to the Company.
- (B) The fact that a deposit has been made in no way relieves the Customer from the prompt payment of bills upon presentation.
- (C) Interest on a cash deposit will be paid to a Customer for the period that the cash deposit is held by the Company. The interest rate used will be at the rate established by the appropriate legal authority in the state where the Customer is billed.

1.3.8 Advance Payments

The Company reserves the right to require an advance payment from a Customer instead of, or in addition to, a deposit. The advance payment shall be in amount equal to or less than two months estimated billing.

SECTION 1 – GENERAL REGULATIONS1.3 TERMS OF SERVICE (Cont'd)1.3.9 Payment For Services Provided(A) Payment of Charges

Payment for service is due upon presentation of the bill. Service may be denied for nonpayment of a bill. The Customer is responsible for safeguarding the service from use by unauthorized persons, and to pay all charges for use of the service by any persons whether or not authorized by the Customer, except in those instances where it has been determined that the Customer's present and former employees, agents and authorized users were not responsible for calls billed to the Customer via third party billing and the Company did not verify that the charges for the call would be accepted. The Customer is not responsible for unauthorized use of service to the extent such use is proximately caused by the Company's willful or negligent act.

(B) Collection Charges

In the event the Company incurs fees or expenses, including attorneys fees, collecting, or attempting to collect any charges owed to the Company, the Company may charge the Customer all such fees and expenses reasonably incurred, including a collection fee on the overdue charges accruing at the highest rate allowed by law.

(C) Return Check Charge

An Administrative Charge of \$10.00 will be applied for any Customer check returned for insufficient funds or any other reason that is the fault of the Customer.

SECTION 1 – GENERAL REGULATIONS1.3 TERMS OF SERVICE (Cont'd)1.3.9 Payment For Services Provided (Cont'd)(D) Late Payment Charges

(1) Customer bills for telephone service are due on the date specified on the bill. A Customer is in default unless payment is made on or before the due date specified on the bill. The due date shall allow at least fifteen (15) days for non-residential Customers from the date of transmittal of the bill for payment without incurring any late payment penalty. If payment is not received by the Customer's next billing date, a late payment charge at the rate of 1.5% or \$7.50 per month will be applied to previously billed under this tariff including arrears and unpaid late payment charges. (N)

(2) Late payment charges do not apply to those portions of unpaid balances that are associated with disputed amounts. Non-previously-assessed undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.

(3) Late payment charges do not apply to final accounts.

(E) Customer Overpayments

(1) The Company will provide interest on Customer overpayments that are not refunded within 30 days of the date the Company receives the overpayment. An overpayment is considered to have occurred when payment in excess of the correct charges for service is made because of erroneous Company billing. The Customer will be issued reimbursement for the overpayment, plus interest, or, if agreed to by the Customer, credit for the amount will be provided on the next regular Company bill. Interest at the rate of the average of one-year Treasury Bills for September, October, and November of the previous year is payable on overpayments without deductions for taxes thereon unless otherwise required by law.

SECTION 1 – GENERAL REGULATIONS1.3 TERMS OF SERVICE1.3.9 Payment For Services Provided (Cont'd)(E) Customer Overpayments (Cont'd)

- (2) Interest shall be paid from the date when overpayment was made, adjusted for any changes in the late payment rate, and compounded monthly, until the date when the overpayment is refunded. The date when overpayment is considered to have been made will be the date on which the Customer's overpayment was originally recorded to the Customer's account by the Company.

(F) Refunds or Credits for Service Outages or Interruptions

- (1) An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and, if necessary, releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative. Credits for service outages or interruptions are subject to the regulations listed below.
- (2) If the Customer reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, or refuses access to its premises for test and repair by the Company, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.
- (3) Credit allowances for interruption periods which are not due to the Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment and/or communications systems provided by the Customer, are subject to the general liability provisions set forth in this tariff. It shall be the obligation of the Customer to notify 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 Customer.

SECTION 1 – GENERAL REGULATIONS1.3 TERMS OF SERVICE1.3.9 Payment For Services Provided (Cont'd)(F) Refunds or Credits for Service Outages or Interruptions (Cont'd)

- (4) The Customer shall be responsible for the payment of service charges based upon time and materials for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.
- (5) For purposes of credit computation every month shall be considered to have seven hundred and twenty (720) hours. For services with a monthly recurring charge, no credit shall be allowed for an interruption of continuous duration of less than four (4) hours. The Customer shall be credited for an interruption of four (4) or more hours at the rate of 1/720th of the monthly charge for the services affected for each hour that the interruption continues. The formula used for computation of credits is as follows:

$$\text{Credit} = A/720 \times B$$

A = outage time in hours (must be 4 or more)

B = total monthly recurring charge for affected service.

SECTION 1 – GENERAL REGULATIONS

1.3 TERMS OF SERVICE

1.3.9 Payment For Services Provided (Cont'd)

(G) Billing Disputes

In the case of billing disputes between the Customer and Frontier for service furnished to the Customer, which cannot be settled with mutual satisfaction, the Customer can take the following action:

- (1) First, the Customer may request, and the Carrier will comply with the request, an in-depth review of the disputed amount. (The undisputed portion and subsequent bills must be paid on a timely basis or the service may be subject to disconnect).

The address of the Company is:

Frontier Communications of America, INC.
180 South Clinton Avenue
Rochester, New York 14646

- (2) Second, if there is still disagreement about the disputed amount after the investigation and review by a manager of Frontier, the Customer may appeal to the Commission for their investigation and decision.

SECTION 1 – GENERAL REGULATIONS

1.3 TERMS OF SERVICE

1.3.10 Access To Customer Premises

The Customer shall be responsible for making arrangements or obtaining permission for Company employees or agents of the Company to enter the premises of the Customer or any joint user or Customer of the Customer at any reasonable hour for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

1.3.11 Interconnection

- (A) Service furnished by Company may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to the technical limitation established by Company. Service furnished by Company is not part of a joint undertaking with such other carriers. Any special interface equipment or facilities necessary to achieve compatibility between the facilities of Company and other participating carriers shall be provided at the customer's expense.
- (B) Interconnection with the facilities or services of other carriers shall be under the applicable terms and conditions of the other carrier's tariffs. The customer is responsible for taking all necessary legal steps for interconnecting his or her customer- provided terminal equipment or communications systems with the Company. Customers shall secure all licenses, permits, rights-of-way, and other arrangements necessary for such interconnections.

1.3.12 Inspection, Testing and Adjustment

Upon reasonable notice, the facilities or equipment provided by the Company shall be made available to the Company for such tests and adjustments as may be necessary for their maintenance in a condition satisfactory to the Company. No interruption allowance shall be granted for the time during which such tests and adjustments are made, unless such interruption exceeds twenty-four hours in length and credit for the interruption is requested by the Customer.

1.3.13 900, 976 and 700 Numbers

The Company does not provide 900, 976 or 700 number services. Customer calls placed to these numbers are routed to the local or long distance carrier providing the service. Customers may contact their local exchange carrier or the carrier providing the service to request blocking of access to these numbers.

SECTION 1 – GENERAL REGULATIONS

1.3 TERMS OF SERVICE

1.3.14 Suspension or Termination of Service

- (A) The customer may cancel service upon notice to the Company.
- (B) Suspension or Termination for Nonpayment
 - (1) In the event that any bill rendered is not paid, the Company may terminate or suspend service until the bill has been paid. If service is suspended or terminated for nonpayment, the Customer must pay any payment due prior to reconnection.
- (C) Exceptions to Suspension and Termination
 - (1) Suspension or termination of service shall not be made until:
 - (a) At least 10 days after written notice has been served personally on the Customer, or at least 20 days after written notification has been mailed to the billing address of the Customer or;
 - (b) At least 10 days after the Customer has either signed for or refused to sign for a registered letter containing written notification mailed to the billing address of the Customer.

SECTION 1 – GENERAL REGULATIONS

1.3 TERMS OF SERVICE (Cont'd)

1.3.14 Suspension or Termination of Service (Cont'd)

(D) Exceptions to Suspension and Termination (Cont'd)

- (2) Service shall not be suspended or terminated for nonpayment on weekends, public holidays, other federal and state holidays proclaimed by the President or the Governor, or on days or one day before when the main business office of the Company is not open for business.
- (3) Service shall not be suspended or terminated for:
 - (a) Non-payment of bills rendered for charges other than telephone service
 - (b) Non-payment for services for which a bill has not been rendered
 - (c) Non-payment for services which have not been rendered;
 - (d) Non-payment for any billed amount which is in dispute during the period before resolution of the dispute is made by the Company in accordance with the Company's complaint handling procedures. Service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill if the Customer does not pay the undisputed amount after being asked to do so;
 - (e) Non-payment of backbilled amounts as outlined in the preceding.

SECTION 1 – GENERAL REGULATIONS1.3 TERMS OF SERVICE (Cont'd)1.3.14 Suspension or Termination of Service (Cont'd)

- (E) Verification of Non-payment
 - (1) Service shall not be terminated or suspended for non-payment of a bill rendered unless:
 - (a) The Company has verified, in a manner approved by the Kansas Public Utility Commission, that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the period indicated in the notice;
 - (b) The Company has checked the Customer's account on the day that suspension or termination is to occur to determine whether payment has been posted to the Customer's account as of the opening of business on that day.
- (F) Termination for Cause Other Than Non-payment
 - (1) The Company may, immediately and without notice to Customer, and without liability of any nature, temporarily deny, terminate, or suspend Service to any Customer who:
 - (a) Willfully damages the Company equipment, interferes with use of the Company's Service by other Customers of the Company;
 - (b) Unreasonably places capacity demands upon the Company's Facilities or Service;
 - (c) Violates any statute or provision of law, or any rule or regulation of any state or federal regulatory agency relating to communications;
 - (d) Otherwise fails to comply with the provisions of this Tariff or applicable law.

SECTION 1 – GENERAL REGULATIONS

1.3 TERMS OF SERVICE (Cont'd)

1.3.14 Suspension or Termination of Service (Cont'd)

(F) Termination for Cause Other Than Non-payment (Cont'd)

- (2) In the event a Customer becomes insolvent, is the subject of any formal legal proceeding commenced in a court involving a voluntary or involuntary petition or proceeding in bankruptcy, seeks protection or relief from creditors in a formal legal proceeding after a filing for such relief, or executes an assignment for the benefit of creditors, the Company may immediately and without notice to the and without liability of any nature deny, terminate, or suspend service to the Customer.
- (3) In the event that the Company determines that any Service is being used fraudulently or illegally, whether by a Customer or its agent, the Company may immediately and without notice to the Customer and without liability of any nature deny, terminate, or suspend service to the Customer.

SECTION 1 – GENERAL REGULATIONS1.3 TERMS OF SERVICE (Cont'd)1.3.15 Responsibilities of the Customer

All Customers assume general responsibilities in connection with the provisions and use of the Company's service. When facilities, equipment, and/or communication systems provided by others are connected to the Company's facilities, the Customer assumes additional responsibilities. All Customers are responsible for the following:

- (A) The Customer is responsible for placing orders for service, paying all charges for service rendered by the Company and complying with all of the Company's regulations governing the service. The Customer is also responsible for assuring that its users comply with regulations.
- (B) When placing an order for service, the Customer must provide:
 - (1) The names and addresses of the persons responsible for the payment of service charges, and
 - (2) The names, telephone numbers, and addresses of the Customer contact persons.
- (C) The Customer must pay the Company for the replacement or repair of the Company's equipment when the damage results from:
 - (1) The negligence or willful act of the Customer or user;
 - (2) Improper use of service; and
 - (3) Any use of equipment or service provided by others.
- (D) After receipt of payment for the damages, the Company will cooperate with the Customer in prosecuting a claim against any third party causing damage.

SECTION 1 – GENERAL REGULATIONS

1.3 TERMS OF SERVICE (Cont'd)

1.3.16 Cancellation of Service by the Customer

Service may be canceled by the Customer by giving notice to the Company up to the day cancellation is requested.

If the Customer orders service requiring special facilities dedicated to the customer's use and then cancels the order before the service begins, or before completion of some other period mutually agreed upon by the Customer and Company, a charge will be made to the customer for the non-recoverable portions of expenditures or liabilities incurred expressly on behalf of the Customer by Company and not fully reimbursed by installation and monthly charges. If, based on the order, any construction has either begun or been completed, but no service provided, the non-recoverable cost of such construction shall be borne by the Customer. Such charges will be determined on an individual case basis.

1.3.17 Dishonored Checks

If a business Customer who has received a notice of discontinuance pays the bill with a check that is subsequently dishonored, and the account remains unpaid, then the Company is not required to issue any additional notice before disconnecting service.

SECTION 2 – SERVICE DESCRIPTIONS2.1 GENERAL SERVICE DESCRIPTION

Intrastate telecommunications services are available for calls originating from any service location within the state of Kansas and terminating at any point within the state. A customer may originate a call over the Company's switched network by presubscribing to the Company's service to place calls on a direct dialed basis or on an ad hoc basis by dialing the Company's Carrier Identification Code. Intrastate Customers have access to the Company's Interstate and International communications services which are covered under separate tariff as governed by the rules and regulations of the Federal Communications Commission.

2.1.1 Application of Rates

The application of rates will be consistent based upon, but not limited to, the following rate modification criteria. These criteria may be applied individually or in combination(s) against, and in addition to, the rates, charges and discounts specified in this tariff.

- Usage discounts
- Volume discounts
- Length of service period
- Distance
- Aggregated usage
- Customer-guaranteed usage
- City pairs
- Termination liability
- Multiple service usage
- Number of circuits
- Account longevity

2.1.2 Service in Kansas

Frontier offers switched outbound service for communications originating and terminating within the State of Kansas. The Company's services are available twenty-four (24) hours per day, seven (7) days a week. Intrastate service is offered in conjunction with interstate service. (D)

SECTION 2 – SERVICE DESCRIPTIONS

2.1 GENERAL SERVICE DESCRIPTION (Cont'd)

2.1.3 Calculation of Distance

Usage charges are based on the airline distance between the serving wire centers associated with the originating and terminating points of the call. The serving wire centers of a call are determined by area code and exchange numbers.

All calls are billed from the End User's serving wire center to the terminating point serving wire center. If a call must be transferred to another carrier for completion such that the mileage would be calculated otherwise, the End User will be informed that the rates for the call may not reflect the rates from the actual originating location and the End User must consent to the transfer.

The distance between the originating point and that of the destination point is calculated by using the "V" and "H" coordinates as defined by NECA Tariff FCC No. 4, in the following manner:

Step 1 - Obtain the "V" and "H" coordinates for the originating point and the destination point.

Step 2 - Obtain the difference between the "V" coordinates of each of the Rate 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 originating and terminating serving wire centers.

Formula:

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

SECTION 2 – SERVICE DESCRIPTIONS

2.1 GENERAL SERVICE DESCRIPTION (Cont'd)

2.1.4 Plan-Specific Incremental Billing Seconds

Intrastate communications charges are based on a flat minute of use rate multiplied by the appropriate incremental billing seconds. The duration of each call will be rounded off to the nearest higher increment for billing purposes. Additionally, fractional cents will be rounded off to the nearest higher cent.

<u>SERVICE OFFERING</u>		<u>6&6</u>	<u>12&6</u>	<u>18&6</u>	<u>30&6</u>	<u>60&60</u>
Business Direct Billed	<i>1+ Switched Access</i>	X				
	<i>800</i>	X				
Business Rate Plus	<i>1+ Switched Access</i>			X		
	<i>800</i>			X		
Residential	<i>1+ Switched Access</i>					X
	<i>800</i>					X
Residential Rate Plans	<i>IntraLATA</i>					X
	<i>Intrastate</i>					X
	<i>Interstate</i>					X
Business 250 Plus	<i>1+ Switched Access</i>	X				
	<i>800</i>	X				
Citizens Select Calling Plan	<i>1+ Switched Access</i>			X		
	<i>800</i>			X		
	<i>Dedicated Access</i>		X			

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Unless specified otherwise in this Tariff, the duration of each call for bill purposes will be rounded off to the nearest higher increment.

SECTION 2 – SERVICE DESCRIPTIONS

2.1 GENERAL SERVICE DESCRIPTION (Cont'd)

2.1.5 Service Hours

(A) Citizens Residential Time Periods

Peak Period: 8:00 am to 4:59 pm Monday through Friday

Off-Peak Period: All other times.

(B) Rate Periods

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

	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 AM TO 5:00 PM*	DAYTIME RATE PERIOD						
5:00 PM TO 11:00 PM*	EVENING RATE PERIOD						EVE
11:00 PM TO 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.

2.1.6 Holidays

Company recognizes the following holidays for the purposes of discounting usage rates in certain cases: Christmas Day (December 25), New Year's Day (January 1), Fourth of July (July 4), Thanksgiving Day (last Thursday in November), Labor Day (first Monday in September). Evening Rate Period rates will apply to all calls made between 8:00 AM and 5:00 PM during Company-recognized holidays.

SECTION 2 – SERVICE DESCRIPTIONS

2.1 GENERAL SERVICE DESCRIPTION (Cont'd)

2.1.7 Timing of Calls

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

- (A) Long distance usage charges are based on the actual usage of Frontier's network.
- (B) Timing begins when the called station is answered, as determined by standard industry methods generally in use for ascertaining answer, including hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection.
- (C) Chargeable time ends when the called or calling party hangs up, whichever occurs first.
- (D) The minimum call duration and call increments for billing purposes are specified on a per-product basis.
- (E) The Company shall not bill for unanswered calls.

SECTION 2 – SERVICE DESCRIPTIONS2.2 SERVICE PLAN OPTIONS2.2.1 Business 1+ Switched Access

1+ Switched Access gives customers the capability to originate and terminate IntraMSA and InterMSA calls. A customer using switched facilities may presubscribe to the Company's service to originate calls on a direct dialed basis. Features include:

- (A) Domestic intrastate direct dial calling.
- (B) Single point of customer contact for all service offerings.

2.2.2 Business 800

Business 800 Service is an inbound toll free service that is ordered and billed to the Customer receiving the call. It is provided on a switched access basis and is billed directly to the Customer by the Company. A Customer may be assigned one or multiple 800 numbers that allow the Customer's end users to place a call to the Customer free of charge. Features include:

- (A) Intrastate and Interstate 800 calls over the same local access line
- (B) International origination.
- (C) Detailed call record lists originating phone numbers for all 800 calls.
- (D) Vanity 800 numbers available at no extra charge.

SECTION 2 – SERVICE DESCRIPTIONS

2.2 SERVICE PLAN OPTIONS (Cont'd)

2.2.3 Reserved For Future Use

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2.2.4 Business 250 Plus

Business 250 Plus Service gives customers, billing more than \$250.00 per month, an alternate rate structure for Business 1+ Switched Access, and Business 800 Services.

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Business 1+ Switched Access and Business 800 Services are flat rated, and are billed in six (6) second increments.

2.2.5 Reserved For Future Use

SECTION 2 – SERVICE DESCRIPTIONS

2.2 SERVICE PLAN OPTIONS (Cont'd)

2.2.5 Reserved For Future Use

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SECTION 2 – SERVICE DESCRIPTIONS2.2 SERVICE PLAN OPTIONS (Cont'd)2.2.6 Private Line Service(A) 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 1+ Service and 800 Service.

Business Dedicated Access Service may be obtained on a fixed term basis with a minimum of a one (1) year commitment, with a minimum requirement of greater than thirty thousand (30,000) minutes of usage per month. If usage is less than the minimum requirement, the Customer will be charged a penalty equal to the shortage of minutes of usage multiplied by the rate per minute. If the Customer terminates service prior to the expiration of the term, the Customer will be liable for any installation charges that were initially waived. The Customer must give written notice to the Company to disconnect the service forty-five (45) days prior to the end of the one term.

Features include:

- (1) Access Integration enables any or all channels to be used for both outgoing calls and incoming toll-free calls.
- (2) Dialed Number Identification Service (DNIS) allows one location to receive identified multiple 800 calls.
- (3) Account Codes and Verified Account Codes help the Customer prevent abuse by tracking the cost and origination of calls.

SECTION 2 – SERVICE DESCRIPTIONS2.2 SERVICE PLAN OPTIONS (Cont'd)2.2.6 Private Line Service (Cont'd)(B) Point To Point

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.

SECTION 2 – SERVICE DESCRIPTIONS2.2 SERVICE PLAN OPTIONS (Cont'd)2.2.6 Private Line Service (Cont'd)(C) 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.

(D) 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:

- a) Interruptions due to negligence or willful misconduct by the Customer;
- b) Interruptions due to failure of power, equipment, systems or connections not provided by the Company;
- c) Interruptions due to failure of access outside the Company's serving area; or
- d) Interruptions beyond the control of the Company.

SECTION 2 – SERVICE DESCRIPTIONS

2.2 SERVICE PLAN OPTIONS (Cont'd)

2.2.7 Residential 1+ Switched Access

1+ Switched Access gives customers the capability to originate and terminate Intrastate calls. A customer using switched facilities 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.

Rate plans for residential 1+ Switched Access service can be found in Section 6 of this tariff. Customers may order these plans only in conjunction with the corresponding plan for interstate calling found in the Domestic Price List of Citizens Telecommunications Company.

The service is flat rated (i.e., not distance sensitive) and billed in one (1) minute increments. Features include:

- (A) Domestic intrastate direct dial calling.
- (B) Single point of customer contact for all service offerings.
- (C) One minute increment billing.

2.2.8 Residential 800

Residential 800 Service is an inbound toll free service that is ordered and billed to the Customer receiving the call. It is provided on a switched access basis. A Customer may be assigned one or multiple 800 series numbers that allow callers to place a call to the Customer free of charge. Service availability is dependent upon availability of 800 series numbers.

The service is flat rated (i.e., not distance sensitive) and billed in one (1) minute increments. Features include:

- (A) Intrastate and Interstate 800 calls over the same local access line.
- (B) International origination.
- (C) Detailed call record lists originating phone numbers for all 800 calls.
- (D) Vanity 800 series numbers available at no extra charge.

SECTION 2 – SERVICE DESCRIPTIONS

2.2 SERVICE PLAN OPTIONS (Cont'd)

2.2.9 Reserved For Future Use

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2.2.10 Reserved For Future Use

(D)

SECTION 2 – SERVICE DESCRIPTIONS2.2 SERVICE PLAN OPTIONS (Cont'd)2.2.11 Citizens 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.

SECTION 2 – SERVICE DESCRIPTIONS

2.2 SERVICE PLAN OPTIONS (Cont'd)

2.2.12 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.

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Frontier One service is a 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 in Section 3 following. Frontier One calls are billed on one minute increments, with a one minute minimum for each call. Any fraction of an increment is rounded up to the next whole increment.

(D)

SECTION 2 – SERVICE DESCRIPTIONS

2.2 SERVICE PLAN OPTIONS (Cont'd)

2.2.13 Reserved For Future Use

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SECTION 2 – SERVICE DESCRIPTIONS2.2 SERVICE PLAN OPTIONS (Cont'd)2.2.14 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.

Rate Structure

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

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.

SECTION 2 – SERVICE DESCRIPTIONS2.2 SERVICE PLAN OPTIONS (Cont'd)2.2.14 Frontier VIP (Cont'd)Rate Structure (Cont'd)

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.

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.

SECTION 2 – SERVICE DESCRIPTIONS

2.2 SERVICE PLAN OPTIONS (Cont'd)

2.2.14 Frontier VIP (Cont'd)

Rate Structure (Cont'd)

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).

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.

Ancillary Services

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

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SECTION 2 – SERVICE DESCRIPTIONS2.3 OTHER SERVICE OPTIONS2.3.1 Special Promotions

The Company may from time to time engage in special promotional trial service offerings of limited duration, designed to attract new customers or to increase existing customer awareness of a particular tariff offering.

2.3.2 Service Options and Contract Services

In lieu of the rates specified in the following, the Company may provide to all qualified Customers similarly situated, certain promotional offerings, special contract rates and term discounts, subject to the extent of network availability, technical capacity and economic factors.

2.3.3 Contract Pricing Plan

Rates for Contract Pricing Plans will be developed on a case-by-case basis in response to a bona fide request from a customer or prospective customer for services which vary from tariffed arrangements. Rates quoted in response to such requests may be different for tariffed services than those specified herein. Contract Pricing Plan rates will be offered to customers in writing and will be made available to similarly situated customers. A summary of each Contract Pricing Plan arrangement offered pursuant to this paragraph will be filed with the Public Utility Commission for inclusion in Section 4 of this tariff within 30 days after the contract is signed by both the Company and the Customer.

SECTION 3 – RATES AND CHARGES

3.1 CITIZENS SERVICE PLAN RATES

3.1.1 Business Direct Billed

	<u>PER MINUTE</u>	<u>PER CALL</u>	
1+ Switched Access	\$.1490		
800 Service	\$.1490		(D)

3.1.2 Business Rate Plus

	<u>PER MINUTE</u>	<u>PER CALL</u>	
1+ Switched Access	\$.1200		
800 Service	\$.1200		(D)

3.1.3 Business 250 Plus

(A) Option 1

	<u>PER MINUTE</u>	<u>PER CALL</u>	
1+ Switched Access	\$.1490		
800 Service	\$.1490		(D)

(B) Option 2

	<u>PER MINUTE</u>	<u>PER CALL</u>	
1+ Switched Access	\$.1490		
800 Service	\$.1490		(D)

SECTION 3 – RATES AND CHARGES

3.1 CITIZENS SERVICE PLAN RATES (Cont'd)

3.1.4 Reserved For Future Use

(T) (D)

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SECTION 3 – RATES AND CHARGES

3.1 CITIZENS SERVICE PLAN RATES (Cont'd)

3.1.4 Reserved For Future Use

(T) (D)

(D)

SECTION 3 – RATES AND CHARGES

3.1 CITIZENS SERVICE PLAN RATES (Cont'd)

3.1.4 Reserved For Future Use

(T) (D)

(D)

SECTION 3 – RATES AND CHARGES

3.1 CITIZENS SERVICE PLAN RATES (Cont'd)

3.1.5 Reserved For Future Use

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(D)

SECTION 3 – RATES AND CHARGES

3.1 CITIZENS SERVICE PLAN RATES (Cont'd)

3.1.6 Point To Point Service

(A) Monthly Recurring Charges

(1) Inter-Office Channel (IOC)

<u>Mileage</u>	<u>Fixed</u>	<u>Per Mile</u>
<u>DSI - 1.544 Mbps:</u>		
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
 <u>56 Kbps:</u>		
1 - 350	\$250.00	\$3.00
351 - 750	\$250.00	\$2.00
751 - 1500	\$250.00	\$1.00
1501+	\$250.00	\$0.70
 <u>Voice Grade:</u>		
1 - 750	\$250.00	\$0.36
751 - 1500	\$200.00	\$0.40
1501+	\$200.00	\$0.45

(2) Term Discounts on IOC Charges

<u>Term</u>	<u>DS1</u>	<u>56K</u>	<u>Voice</u>
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%

SECTION 3 – RATES AND CHARGES

3.1 CITIZENS SERVICE PLAN RATES (Cont'd)3.1.6 Point To Point Service (Cont'd)(A) Monthly Recurring Charges

(3) Access Coordination Function (ACF)

Per Local Loop

DS1 \$85.00

56K \$29.77

VOICE \$29.75

(4) Central Office Connection (COC)

Per Local Loop

DS1 \$275.00

56K \$21.30

VOICE \$22.10

(5) Local Loop

DS1 *actual telco cost*56K *actual telco cost*VOICE *actual telco cost*

SECTION 3 – RATES AND CHARGES

3.1 CITIZENS SERVICE PLAN RATES (Cont'd)3.1.6 Point To Point Service (Cont'd)(B) Initial Non-Recurring Charges

(1)	Access Coordination Function (ACF)	
		<u>Per Local Loop</u>
	DS1	\$215.00
	56K	\$287.00
	VOICE	\$174.00
(2)	Central Office Connection	
		<u>Per Local Loop</u>
	DS1	\$340.00
	56K	\$252.00
	VOICE	\$215.00
(3)	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 – RATES AND CHARGES

3.1 CITIZENS SERVICE PLAN RATES (Cont'd)

3.1.7 Residential Service Rates

	<u>Per Minute</u>		<u>Per Call</u>
	<u>Peak</u>	<u>Off-Peak</u>	
1+ Switched Access	\$.2100	\$.1300	
800 Service	\$.2500	\$.2500	

(D)

3.1.8 Residential Freedom Plans

	<u>Per Minute</u>		
	<u>RED</u>	<u>WHITE</u>	<u>BLUE</u>
Outbound (1+) - IntraLATA	\$0.12	\$0.13	\$0.15
Outbound (1+) - Intrastate	\$0.12	\$0.13	\$0.15

3.1.9 Residential Value Rate Service Offerings

	<u>Per Minute</u>			<u>Per Call</u>
	<u>Value Rate</u>		<u>Simple Rate</u>	<u>Simple Rate Plus</u>
	<u>Peak</u>	<u>Off-Peak</u>		
1+Switched Access	\$.2500	\$.1000	\$.1800	\$.0900
800 Service	\$.2500	\$.1000	\$.2500	\$.2500

(D)

3.1.10 Reserved For Future Use

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(D)

SECTION 3 – RATES AND CHARGES

3.2 FRONTIER SERVICE PLAN RATES

3.2.1 Frontier One

The following per minute rate is applicable to all Frontier One calls:

DAY/EVENING/NIGHT/WEEKEND
Including Carrier recognized holidays

\$0.1500

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SECTION 3 – RATES AND CHARGES

3.2 FRONTIER SERVICE PLAN RATES

3.2.3 Reserve for Future Use

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SECTION 3 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.4 Frontier VIP(A) VIP Standard - Dedicated Term Plan Discounts

(1) InterLATA - 1+ Outbound

* Base Rate (Month-to-Month and Term): \$0.1266

<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	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 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.4 Frontier VIP (Cont'd)(A) VIP Standard - Dedicated Term Plan Discounts (Cont'd)

(2) InterLATA - Toll Free Inbound

* Base Rate (Month-to-Month and Term): \$0.1266

	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 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.4 Frontier VIP (Cont'd)(A) VIP Standard - Dedicated Term Plan Discounts (Cont'd)

(3) IntraLATA - 1+ Outbound

* Base Rate (Month-to-Month and Term): \$0.1266

	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 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.4 Frontier VIP (Cont'd)(A) VIP Standard - Dedicated Term Plan Discounts (Cont'd)

(4) IntraLATA - Toll Free Inbound

* Base Rate (Month-to-Month and Term): \$0.1266

	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 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.4 Frontier VIP (Cont'd)(B) VIP Plus - Dedicated Term Plan Discounts

(1) InterLATA - 1+ Outbound

* Base Rate (Month-to-Month and Term): \$0.1266

<u>Total Billing</u>	<u>MTM Discount</u>	<u>1 Year Discount</u>	<u>2 Year Discount</u>	<u>3 Year Discount</u>
\$0.00 to \$99.99	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 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.4 Frontier VIP (Cont'd)(B) VIP Plus - Dedicated Term Plan Discounts (Cont'd)

(2) InterLATA - Toll Free Inbound

* Base Rate (Month-to-Month and Term): \$0.1266

	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 – RATES AND CHARGES

3.2 FRONTIER SERVICE PLAN RATES

3.2.4 Frontier VIP (Cont'd)

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

(3) IntraLATA - 1+ Outbound

* Base Rate (Month-to-Month and Term): \$0.1266

<u>Total Billing</u>	<u>MTM Discount</u>	<u>1 Year Discount</u>	<u>2 Year Discount</u>	<u>3 Year Discount</u>
\$0.00 to \$99.99	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 – RATES AND CHARGES
3.2 FRONTIER SERVICE PLAN RATES3.2.4 Frontier VIP (Cont'd)(B) VIP Plus - Dedicated Term Plan Discounts (Cont'd)

(4) IntraLATA - Toll Free Inbound

* Base Rate (Month-to-Month and Term): \$0.1266

	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 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.4 Frontier VIP (Cont'd)(C) VIP Standard - Switched Term Plan Discounts

(1) InterLATA - 1+ Outbound

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

<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	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 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.4 Frontier VIP (Cont'd)(C) VIP Standard - Switched Term Plan Discounts (Cont'd)

(2) 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 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.4 Frontier VIP (Cont'd)(C) VIP Standard - Switched Term Plan Discounts (Cont'd)

(3) 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%

SECTION 3 – RATES AND CHARGES
3.2 FRONTIER SERVICE PLAN RATES3.2.4 Frontier VIP (Cont'd)(C) VIP Standard - Switched Term Plan Discounts (Cont'd)

(4) 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	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 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.4 Frontier VIP (Cont'd)(D) VIP Plus - Switched Term Plan Discounts

(1) InterLATA - 1+ Outbound

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

<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 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.4 Frontier VIP (Cont'd)(D) VIP Plus - Switched Term Plan Discounts (Cont'd)

(2) 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	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 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.4 Frontier VIP (Cont'd)(D) VIP Plus - Switched Term Plan Discounts (Cont'd)

(3) IntraLATA - 1+ Outbound

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

<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 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.4 Frontier VIP (Cont'd)(D) VIP Plus - Switched Term Plan Discounts (Cont'd)

(4) 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 4 – MISCELLANEOUS SERVICES4.1 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.

Usage charges and an appropriate service charge will be assessed on a per call basis, as stated in this tariff. For calls made using a telephone company card, acceptance of the card will be dependent upon the Company's ability to verify the card as valid. Only those cards accepted by the Company may be used for Operator Services. The Company reserves the right to verify acceptance of charge prior to billing charges to a third party number.

- 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. (D)
- 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 SERVICES4.1 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 Authorization Codes. 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, and shall, upon request by the Customer affected, assign a new Authorization Code to replace the one that has been deactivated. The Company reserves the right to validate the credit worthiness of Customers through a 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. (D)
- 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, or Third Party, calls. The local exchange company service subscriber is responsible for payment of the Company's charges for all calls billed to a telephone line number, respectively. (D)

SECTION 4 – MISCELLANEOUS SERVICES

4.1 Operator Services (cont'd)

4.1.8 Per Minute Usage Charges

Per Minute Rate	\$0.89
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4.1.9 Per Call Service Charges

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

	<u>Per Call</u>	
Customer Dialed & Operator Assisted	\$5.50	(D)
Customer Dialed - Operator Must Assist	\$4.99	(D)
Operator Station		<u>Operator</u>
Billed Collect	<u>\$4.99</u>	<u>Assisted</u>
Billed to Third Party	\$4.99	\$9.99
Person-to-Person		
All Billing Methods	\$9.99	\$9.99

SECTION 4 – MISCELLANEOUS SERVICES

4.2 Directory Assistance

4.2.1 A Customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service.

4.2.2 Rates

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 Request	\$1.99
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SECTION 4 – MISCELLANEOUS SERVICES4.3 Busy Line Verification and Interrupt

Busy Line Verification and Interrupt services are offered in areas where the service may be obtained from the local exchange carrier.

With Busy Line Verification (BLV), the Company operator will contact the LEC operator to determine if the called number or line is in use. Only one BLV will be made per telephone call and an associated charge will apply whether or not conversation was detected on the line. The operator will not complete the call for the Customer initiating the verification request.

Busy Line Interrupt (BLI) allows the Company operator to contact a LEC operator to interrupt a telephone conversation in progress, upon the caller's request and after a Busy Line Verification occurs. Upon the caller's request, the Company operator will contact the LEC operator, who will interrupt the busy line and inform the called party that there is a call waiting from the caller. The LEC operator will not complete the call, but will only inform the called party of the request. If the call is released the Company operator will offer to complete the call for the Customer initiating the interrupt request. An applicable service charge and applicable per minute charges will apply to the completed call. Only one BLI attempt will be made per telephone call and a charge will apply whether or not the called party releases the line.

4.3.1 Busy Line Interrupt Charges

- | | | |
|----|-------------------------------------|--------|
| a. | Busy Line Verification, per request | \$3.00 |
| b. | Busy Line Interrupt, per request | \$4.00 |

4.4 CONTRACT PRICING PLANS (Reserved for future use.)