

PRODUCT GUIDE

SCHEDULE OF RATES, RULES AND REGULATIONS

GOVERNING TELECOMMUNICATION SERVICES

OFFERED BY

FRONTIER COMMUNICATIONS OF INDIANA LLC

APPLYING TO THE FOLLOWING EXCHANGES:

Fairmount/Fowlerton

TABLE OF CONTENTS

SECTION

| | |
|----|-------------------------------|
| | Index |
| 1 | Definitions |
| 2 | General Rules and Regulations |
| 3 | General Exchange Service |
| 4 | Reserved for Future Use |
| 5 | Local Exchange Rates |
| 6 | Private Line Services |
| 7 | Foreign Exchange Service |
| 8 | Access Service |
| 9 | Residential Bundled Services |
| 10 | Business Bundled Services |

Explanations of Symbols

- (C) - to signify changed regulation or rate. (See note below.)
- (D) - to signify discontinued rate or regulation.
- (I) - to signify increase.
- (N) - to signify new rate or regulation.
- (R) - to signify reduction.
- (S) - to signify reissued or relocated material.
- (T) - to signify a change in text but no change in rate or regulation.

NOTE: When used in reference to a rate, the symbol (C) indicates that a changed rate or method of applying a rate will result in either an increase or decrease for certain customers.

SUBJECT INDEX OF PRODUCT GUIDE

| | <u>SECTION</u> | <u>SHEET NO</u> | |
|---|----------------|-----------------|-----|
| 2-1-1 Service for Information and Referral Services | 3 | 19 | |
| 5-1-1 Service for Travel Information Service | 3 | 29 | |
| 8-1-1 Service for Access to One Call Notification Centers | 3 | 45 | |
| <u>A</u> | | | |
| Abuse or Fraudulent Use of Service | 2 | 12 | |
| Accessories | 2 | 12 | |
| Advance Payments for Service | 2 | 6 | |
| Alternation of Premises | 2 | 6 | |
| Application of Business Rates | 3 | 1 | (D) |
| Application of Residence Rates | 3 | 1 | |
| Applications for Service | 2 | 6 | |
| Availability of Facilities | 2 | 7 | |
| <u>B</u> | | | |
| Business Rates, Application of | 3 | 1 | |
| Business Traffic Study Service | 3 | 49 | |
| Bundled Services - Business | 9 | 1 | |
| Bundled Services – Residential | 10 | 1 | |
| <u>C</u> | | | |
| Care of Equipment by Customer | 2 | 6 | |
| Collection Practices | 2 | 8 | |
| Combination Main Station Service | 3 | 1 | |
| Connecting Company Lines, Use of | 2 | 8 | |
| Connection of Customer-Provided: | | | |
| Communications Systems | 3 | 2 | |
| Equipment | 2 | 12 | |
| Recording, Reproducing and Automatic Answering and | | | |
| Recording Equipment | 3 | 3 | |
| Construction, Special Installation Charges, General | 3 | 5 | |
| Credit, Establishment of | 2 | 7 | |
| Customer Service, Use of | 2 | 11 | (D) |

SUBJECT INDEX OF PRODUCT GUIDE

| | <u>SECTION</u> | <u>SHEET NO</u> | |
|------------------------------------|----------------|-----------------|-----|
| <u>D</u> | | | |
| Defacement of Premises | 2 | 48 | |
| Definitions | 1 | 1 | |
| Deposits, Cash | 2 | 7 | |
| Directories, Furnishing of | 2 | 10 | |
| Directories, Ownership and Use of | 2 | 11 | |
| Directory Assistance Service | 3 | 11 | |
| Directory Errors and Omissions | 2 | 7 | |
| Directory Listings, Additional | 3 | 10 | |
| Directory Listings, Regular | 3 | 8 | |
| Directory Listings, Regulations | 3 | 8 | |
| Discontinuance for Nonpayment | 2 | 8 | |
| Duplicate Directory Listings | 3 | 9 | |
| <u>E</u> | | | |
| Entrance of Premises | 2 | 11 | |
| Equipment, Hazardous Locations | 2 | 11 | |
| Equipment, Ownership and Use of | 2 | 11 | |
| Equipment, Tampering with | 2 | 11 | |
| Establishment of Credit | 2 | 7 | |
| Extension of Facilities | 3 | 5 | |
| Extension Stations, General | 3 | 7 | |
| <u>F</u> | | | |
| Foreign Listings | 3 | 10 | |
| Frontier Emergency Connect Service | 3 | 50 | (N) |
| <u>G</u> | | | |
| Governmental Objections to Service | 2 | 12 | |
| <u>H</u> | | | |
| Hazardous Locations for Equipment | 2 | 9 | |

SUBJECT INDEX OF PRODUCT GUIDE

| | <u>SECTION</u> | <u>SHEET NO</u> |
|--|----------------|-----------------|
| <u>I</u> | | |
| Impersonation of Another | 2 | 12 |
| Information and Referral Service (211 Service) | 3 | 19 |
| Inside Wiring | 3 | 7 |
| Installation Charges, General | 3 | 5 |
| Installation Charges, Unusual | 2 | 6 |
| Installment Billing | 2 | 8 |
| Interruption of Service | 2 | 7 |
| <u>J</u> | | |
| <u>K</u> | | |
| <u>L</u> | | |
| Liability of Company, General | 2 | 7 |
| Liability of Company, Obligations | 2 | 7 |
| Limitation of Service Offering | 2 | 13 |
| Local Exchange Rates | 5 | 1 |
| <u>M</u> | | |
| Main Line Extensions, Rural | 3 | 5 |
| Maintenance and Repair of Service | 2 | 6 |
| <u>N</u> | | |
| National Directory Assistance Service | 3 | 12 |
| Non-Sufficient Funds (NSF) Check Charge | 5 | 6 |
| <u>O</u> | | |
| Obligation and Liability of Company | 2 | 7 |
| Ownership of Equipment | 2 | 11 |
| <u>P</u> | | |
| Payment for Services, General | 2 | 8 |
| Primary Listings, Directory | 3 | 9 |

Effective: July 1, 2009
Officer: Jack D. Phillips
Title: State Regulatory Affairs Director

SUBJECT INDEX OF PRODUCT GUIDE

| | <u>SECTION</u> | <u>SHEET NO.</u> |
|---|----------------|------------------|
| <u>P</u> | | |
| Private Right-of-Way, Rural Lines | 3 | 12 |
| Profane Language, Use of | 2 | 12 |
| Payphone Service | 5 | 9 |
| <u>Q</u> | | |
| <u>R</u> | | |
| Rates and Charges, Schedule of | 5 | 1 |
| Residence Rates, Application of | 3 | 1 |
| Responsibility of Customer | 2 | 6 |
| <u>S</u> | | |
| Service Interruptions | 2 | 7 |
| Special Services and Facilities | 3 | 8 |
| Special Toll Bills | 2 | 8 |
| Special Types of Construction | 3 | 5 |
| Suspension of Service, Temporary | 3 | 10 |
| Switched DS1 Service | 3 | 39 |
| <u>T</u> | | |
| Tampering with Equipment | 2 | 11 |
| Telephone Directories | 2 | 8 |
| Telephone Numbers | 2 | 6 |
| Temporary Suspension of Service - Vacation Rates | 3 | 10 |
| Termination or Re-origination of Calls Received Over a Data Service | 2 | 12 |
| Toll, Message Telephone Service | 4 | 1 |
| Toll Restriction (800 ONLY) | 5 | 1 |
| Traffic Study Service, Business | 3 | 49 |
| Transmitting Messages | 2 | 8 |
| Travel Information Service (511 Service) | 3 | 29 |
| <u>U</u> | | |
| Underground Service Connections | 3 | 6 |
| Unusual Installation Costs | 2 | 6 |
| Use of Connecting Company Lines | 2 | 8 |
| Use of Customer Service | 2 | 11 |
| Use of Profane Language | 2 | 12 |
| Use of Service and Facilities | 2 | 11 |
| Use of Service, Illegal Purposes | 2 | 12 |
| <u>V</u> | | |
| Vacation Rates | 3 | 10 |
| <u>W-X-Y-Z</u> | | |

DEFINITIONS**TABLE OF CONTENTS**

| | <u>Sheet</u> | | <u>Sheet</u> |
|------------------------------|--------------|--------------------------------|--------------|
| Accessories | 2 | Individual Line | 3 |
| Base Rate Area | 2 | Installation Charge | 3 |
| Channel | 2 | Local Messages | 4 |
| Circuit | 2 | Local Service Area | 4 |
| Communications Systems | 2 | Main Station | 4 |
| Connecting Arrangement | 2 | Network Control Signaling | 4 |
| Connecting Company | 2 | Network Control Signaling Unit | 4 |
| Customer | 3 | | |
| Customer-Provided | | Payphone | 4 |
| Terminal Equipment | 3 | Premises | 4 |
| | | Private Branch Exchange System | |
| Direct Electrical Connection | 3 | | |
| Exchange | 3 | Rural Line Service | 5 |
| Exchange Area | 3 | Subscriber | 5 |
| Exchange Station | 3 | Telephone Station | 6 |
| Extra Listing | 3 | Toll Message | 6 |

DEFINITIONS

ACCESSORIES:

Devices which are mechanically attached to, or used with, the facilities furnished by the Telephone Company and which are independent of, and not electrically connected to the conductors in the communications path of the Telephone Company system.

BASE RATE AREA:

That portion of portions of an exchange area, usually the continuously, built-up section surrounding and including the central offices, within which any of the regularly offered classes of main station service, except rural service, are offered at rates that do not vary with the distance from the central office.

1. The Corporate limits of Fowlerton
2. The area surrounding Fairmount bound by Grant County roads 900S as the North boundary, 275E as the East boundary, 1050S as the South boundary and E00W as the West boundary. This includes the area 200 ft. beyond the centerline of these roads.

CHANNEL:

A path for communication between two or more stations or Company offices, furnished in such a manner as the Company may elect, whether by wire, radio or a combination thereof and whether or not by single facility or route.

CIRCUIT:

The term applied to a channel used for the transmission of electrical energy in furnishing telephone service.

COMMUNICATION SYSTEMS:

Channels and other facilities which are capable of two-way communication between customer-provided terminal equipment or between customer-provided terminal equipment and/or terminal equipment provided by Telephone Company in furnishing exchange and message toll telephone services and other services.

CONNECTING ARRANGEMENT:

Equipment provided by the Telephone Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Telephone Company.

CONNECTING COMPANY:

A corporation, association, partnership or individual owning or operating one or more exchanges and with which traffic is interchanged.

DEFINITIONS

CUSTOMER:

In connection with exchange services, the term refers to any patron of the Telephone Company.

In connection with private line services and channels, the term refers to the person, firm or corporation who signs the application for service and is responsible for the payment of charges and the compliance with the rules and regulations of the Telephone Company.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT:

Equipment, apparatus, devices ancillary and/or certain data equipment and its associated wiring provided by a customer for connection to Telephone Company lines, either directly or through a protective connecting arrangement.

DIRECT ELECTRICAL CONNECTION:

The physical connection of the electrical conductors in the communications path.

EXCHANGE:

The term means a basic unit established for the administration of telephone service a specified area which usually embraces a city, town or village and its environs. It usually consists of one or more central offices together with the associated plant used in furnishing communication service within that area.

EXCHANGE AREA:

That territory served by an exchange.

EXCHANGE STATION: (See Telephone Station)

EXTRA LISTING:

An extra listing is any listing of a name or information in connection with a customer's telephone number beyond that to which he is entitled in connection with his regular service.

INDIVIDUAL LINE:

A central office line designated for the connection of only one main station. (Not a PBX trunk line.)

INSTALLATION CHARGE:

A nonrecurring charge made for the placing or furnishing of telephone equipment, in addition to Service Connection Charges and other applicable charges for service or equipment.

DEFINITIONS

LOCAL MESSAGES:

A communication between a calling station and any other station within the local service area of the calling station.

LOCAL SERVICE AREA:

The area throughout which communication service is rendered to a calling station without the application of toll charges.

MAIN STATION: (See Telephone Station.)

NETWORK CONTROL SIGNALING:

The transmission of signals used in the exchange and message toll network which performs functions such as supervision (control, status and charging signals), address signaling (e.g., dialing), calling and called number identification, audible tone signals (call progress signals indicating reorder or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the exchange and message toll network.

NETWORK CONTROL SIGNALING UNIT:

The terminal equipment furnished, installed and maintained by the Telephone Company for the provision of network control signaling.

PAYPHONE:

The term payphone is any telephone made available to the public on a fee-per-call basis, independent of any other commercial transaction, for the purpose of making telephone calls, whether the telephone is coin-operated or is activated either by calling collect or using a calling card.

PREMISES:

The building or continuous or contiguous portions of a building, used and occupied at one time by a customer in the conduct of his business or as a residence. Where floor space in an adjoining building is made continuous in extent at one or more floor levels, all floor space in both buildings is considered as the same premises insofar as the customer who uses and occupies such continuous floor space is concerned, the two buildings otherwise being considered as separate buildings.

DEFINITIONS

PRIVATE BRANCH EXCHANGE SYSTEM:

An arrangement of equipment, contracted for by a customer, consisting of switching apparatus With attendant's telephone, trunks to a central office, and stations connected with the switching apparatus, thereby providing for telephonic inter-communications, between these stations, and also communication with the general exchange system.

RURAL LINE SERVICE:

A type of multi-party line service furnished to customers in certain sections outside the base rate area but within the exchange area.

SUBSCRIBER:

The individual, partnership, association or corporation which contracts for telephone service and is responsible for the payment of charges and compliance with rules and regulations of the Telephone Company. The preferred word is customer.

DEFINITIONS

TELEPHONE STATION:

A telephone instrument, consisting of a transmitter, receiver and associated apparatus, so connected as to permit transmitting and receiving of telephone messages.

- (1) Company Stations - A station owned by the Telephone Company, receiving service from and through central office equipment and lines normally owned, maintained and operated by the Telephone Company, and provided as a part of the Telephone Company's service function. Service stations are not included under this classification.
 - (a) Main Station - A company station directly connected by means of an individual line or party line circuit with a central office.
 - (b) Extension Station - An additional Company station connected on the same circuit as the main station and having the same telephone number as the main station.
 - (c) PBX Station - Any Company station connected with a PBX System within the same local exchange service area.
 - (d) Toll Terminal - A Company station, or a terminal on a PBX switchboard, and the associated exchange circuit connecting the station or terminal directly with a toll switchboard. (Also known as Long Distance Terminal.)

TOLL MESSAGE:

A message from a calling station located in a different local service area for which a message charge is made.

GENERAL RULES AND REGULATIONS

GENERAL TERMS AND CONDITIONS APPLICABLE TO FRONTIER RETAIL TELECOMMUNICATION SERVICES IN INDIANA

Please read this important message carefully. Effective July 1, 2009, your use of Frontier Communications of Indiana LLC and Frontier Communications of Thorntown LLC (“Frontier”) Services (as defined below) will constitute your agreement to be bound by the charges, terms and conditions set forth in the Product Guide (as defined below) including the general terms and conditions set forth below. For customers already subscribing to Frontier Services, you will no longer be governed by tariffs on file with any regulatory commission, but instead will be governed by the Product Guide. If you do not accept the provisions of the Product Guide, your sole option is to cancel your Services. You will be responsible for all usage charges, non-recurring charges, early termination charges under other agreements for Frontier products and the pro rata portion of monthly recurring charges incurred prior to the effective date of the cancellation.

You acknowledge that it is impractical to print in this document the complete Product Guide which contains all of the service description, charges, and other terms and conditions applicable to the Services and that providing the complete Product Guide on Frontier’s Website and making it available on request are reasonable means of notice and incorporation of those terms.

Application

The Product Guide sets forth the terms and conditions under which Customers (“Customer”, “you” or “your”) agree to use the Services (as defined below) and under which Frontier Communications of Indiana LLC and Frontier Communications of Thorntown LLC (“Frontier”, “Company” or “we”) agrees to provide the Services to Customers, unless otherwise noted.

The Product Guide is set forth on the Frontier website (the “Website”) at <http://carrier.frontiercorp.com/crtf/tariffs/> and you may request a printed copy of the terms and conditions applicable to the ordered Service by telephoning Frontier at 1-800-921-8101.

The Product Guide becomes a binding contract following your acceptance of the terms and conditions applicable to the ordered Service. You are deemed to have accepted the terms of the Product Guide applicable to your Service upon your use of the Service following notification to you of the availability of the Product Guide either at the Frontier Website or by telephone, by email, by mail or other communication.

Unless expressly stated otherwise, the Product Guide also applies to Customers who have entered into a separate contract for Services for a specified time period; provided, however, in the event of a conflict between the terms in the separate agreement and the terms in the Product Guide, the terms in the separate contract shall control with respect to Services subject to that contract.

GENERAL RULES AND REGULATIONS

**GENERAL TERMS AND CONDITIONS APPLICABLE TO FRONTIER RETAIL
TELECOMMUNICATION SERVICES IN INDIANA****General Terms and Conditions**

Services. “Service” or “Services” means all retail telecommunications products or services offered by Frontier in Indiana. Services do not include non-telecommunication services, such as High Speed Internet, which were not included in Frontier’s Indiana intrastate tariff prior to July 1, 2009 and which are provided pursuant to federal tariffs or other oral or written agreements.

Prices. You are responsible for all charges associated with the Services and rate plan selected, including all taxes, usage charges, telecommunications surcharges (e.g., Universal Service Fund fees) or other applicable governmental charges due on account of the Services. Such taxes, fees and/or surcharges are subject to change without notice to Customer except as may be required by law. Charges for ancillary services, including but not limited to, charges for installation, change orders, directory assistance and operator services used by Customer will be imposed at Frontier’s current rates and such charges are also subject to change without notice to Customer except as may be required by law. Promotional pricing and terms will expire in accordance with the terms applicable to each promotion, without further notice to you.

Credit Check. Customer authorizes Frontier to conduct a credit search which Frontier will use to determine the credit worthiness of the Customer. Frontier may terminate any or all Services for non-payment or if, in the sole opinion of Frontier, Customer’s financial condition is deemed unacceptable. Frontier’s additional credit measures will be in accordance with Frontier’s existing policies that are subject to change without notice to the Customer.

Service Use. Frontier shall not be liable for any damages, including charges for Services that Customer may incur as a result of the use or misuse of the Services by Customer’s family, guests, employees, third parties, or the public. Customer shall remain responsible for such charges. Frontier reserves the right to discontinue or deny Service because of misuse or fraudulent use of the Services.

Indemnification. Customer agrees to defend, indemnify and hold Frontier, our employees, affiliates and agents, harmless from any and all losses, claims, demands, damages, expenses (including reasonable attorneys’ fees), or any liability whatsoever, arising from any use of the Services by you or any person you permit to use the Services, including without limitation, liability resulting from the content of communication such as defamation, fraud or invasion of privacy, any combination of the Services with other products or services not provided by Frontier, any modification of the Services or any infringement of intellectual property.

GENERAL RULES AND REGULATIONS

**GENERAL TERMS AND CONDITIONS APPLICABLE TO FRONTIER RETAIL
TELECOMMUNICATION SERVICES IN INDIANA****General Terms and Conditions (Continued)**

Warranty Disclaimer. EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN THE PRODUCT GUIDE OR OTHER WRITTEN AGREEMENT WITH FRONTIER, FRONTIER DISCLAIMS ANY AND ALL REPRESENTATIONS AND WARRANTIES, EXPRESS, IMPLIED OR ARISING BY COURSE OF PERFORMANCE, DEALING, CUSTOM OR TRADE USAGE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE (EVEN IF WE KNEW OR SHOULD HAVE KNOWN SUCH PURPOSE) AND NON-INFRINGEMENT. YOU AGREE THAT THE SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. FRONTIER DOES NOT WARRANT THAT THE SERVICES WILL MEET YOUR NEEDS, OR WILL BE UNINTERRUPTED, ERROR-FREE, OR SECURE.

Limitation of Liability

EXCEPT FOR DAMAGES RESULTING FROM THE UNAUTHORIZED OR ILLEGAL USE OF THE SERVICES BY YOU OR YOUR FAMILY, GUESTS OR EMPLOYEES, NEITHER PARTY (NOR ITS SUPPLIERS OR AFFILIATES) SHALL BE LIABLE TO THE OTHER PARTY FOR PUNITIVE, SPECIAL, CONSEQUENTIAL, INCIDENTAL OR INDIRECT DAMAGES INCLUDING WITHOUT LIMITATION, LOSS OF BUSINESS PROFITS, OR OTHER COMMERCIAL OR ECONOMIC LOSS ARISING OUT OF THE USE OR INABILITY TO USE THE SERVICES, EVEN IF THE PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

FRONTIER'S LIABILITY TO YOU FOR ANY OTHER DAMAGES DUE TO FAILURES OR DISRUPTIONS IN THE SERVICES ARISING FROM OUR NEGLIGENCE OR BREACH OF OUR OBLIGATIONS UNDER THE PRODUCT GUIDE SHALL BE LIMITED TO THE CHARGES FOR THE SERVICES AFFECTED BY THE FAILURE FOR THE PERIOD OF SUCH FAILURE. THIS LIABILITY SHALL BE IN ADDITION TO ANY AMOUNTS THAT MAY OTHERWISE BE DUE YOU UNDER THE TERMS OF THE PRODUCT GUIDE AS AN ALLOWANCE FOR INTERRUPTIONS. THIS SHALL BE YOUR EXCLUSIVE REMEDY FOR SUCH FAILURES OR DISRUPTIONS.

IN THE EVENT THE DISCLAIMER OF CERTAIN WARRANTIES, THE LIMITATION OF LIABILITY OR THE EXCLUSION OF CERTAIN DAMAGES OR ANY PORTIONS THEREOF, ARE UNENFORCEABLE FOR ANY REASON, OUR LIABILITY SHALL BE LIMITED TO THE MAXIMUM EXTENT PERMITTED BY LAW.

GENERAL RULES AND REGULATIONS

**GENERAL TERMS AND CONDITIONS APPLICABLE TO FRONTIER RETAIL
TELECOMMUNICATION SERVICES IN INDIANA****General Terms and Conditions (Continued)**

Termination of Services. Frontier may discontinue or limit use of the Services by a Customer without liability and without notice, for the following reasons: a) The Services are being used in violation of any applicable law or regulation; b) The Services are being used in an unauthorized or fraudulent manner; c) The use of the Services adversely affects Frontier's equipment or its service to others; d) Such action is necessary to meet the exigencies of an emergency. Frontier may discontinue the Services without liability and with notice as required by law if a) Customer fails to pay undisputed charges for Services provided; b) Customer fails to perform any other material obligation or violates any material term or condition of this Product Guide, and such failure or violation is not cured within thirty (30) calendar days following notice by Frontier; or c) Frontier has other good cause to terminate service. Termination of the Services, for any cause, shall not release Customer from any liability which at the time of termination had already accrued to Customer or which thereafter accrues for any act or omission occurring prior to the termination or from an obligation which, by its nature, survives termination.

Performance Excused. Frontier's performance shall be excused if said performance is delayed or prevented due to events known as force majeure, acts of any third party, or any cause(s) beyond our reasonable control, including, but not limited to, fire, vandalism, floods, storms, natural disasters, cut cable, terrorism, power failures or labor difficulties.

Customer Responsibilities. You agree to provide us with the access and support required to allow us to implement, maintain and provide the Services. You shall ensure that the facilities or equipment provided by you are properly interconnected with the Services, facilities and equipment provided by Frontier. Frontier shall not be liable for any damages or losses caused by the failure of equipment, inside wire or other facilities provided by you or a third party and you shall be liable if such facilities cause damage to Frontier, our customers, and/or our providers. You are solely responsible for the selection, implementation and maintenance of security features for protection against unauthorized or fraudulent use of Services and Frontier shall have no liability therefore.

GENERAL RULES AND REGULATIONS

**GENERAL TERMS AND CONDITIONS APPLICABLE TO FRONTIER RETAIL
TELECOMMUNICATION SERVICES IN INDIANA****2.1.2 General Terms and Conditions (Continued)**

Miscellaneous

The Product Guide, including these general terms and conditions, constitutes the entire agreement of the parties with respect to the Services and takes the place of all prior agreements, negotiations, and representations, whether written or oral, concerning the Services. Frontier may revise the terms and conditions of this Product Guide. We may decrease prices without prior notice. Increases to the prices or material changes to the Product Guide shall be effective no sooner than thirty (30) days after notice is provided in a bill insert, as a message printed on your bill, in a separate mailing, by Email, or by any other reasonable method at our discretion. If you do not agree to the revision(s), you must terminate your Service(s) immediately, subject to the termination provisions of the Product Guide. By continuing to use the Service(s) after revisions are in effect, you are accepting and agreeing to all revisions.

Either party's failure to enforce any of the provisions of the Product Guide or to exercise any right or option is not a waiver of any such provision, right, or option, and shall not affect the validity of the Product Guide. Any waiver must be written and signed by the Parties. The invalidity or unenforceability of any part of the Product Guide will not affect the other parts thereof, and the remaining terms and conditions of the Product Guide shall continue to apply as necessary to reflect the original intention of the parties.

Customer shall not transfer, assign or resell the Services without the prior written consent of Frontier. Frontier may freely assign or transfer all or part of our rights under the Product Guide without notice.

This Product Guide shall not provide any third party with a remedy, claim or right of reimbursement.

Services are offered in locations where made available by Frontier in its sole discretion.

No waiver of any breach of this Product Guide will be deemed a waiver of any future breach.

GENERAL RULES AND REGULATIONS

A. Establishment and Furnishing of Service

1. Applications for Service

Applications for service shall constitute a contract when accepted verbally or in writing by the Company or upon the establishment of service. The initial minimum period for which charges shall apply will be one month or more or as otherwise may be specified elsewhere in this Product Guide of the Telephone Company. An applicant who has no account with the Telephone Company, or whose financial responsibility is not a matter of common knowledge may be required to make an advance payment at the time application is made in an amount equal to the charges for one month's local service plus the service connection, installation or construction charges that may be applicable. An applicant may also be required to make a deposit in an amount deemed sufficient by the Telephone Company to protect it from unpaid bills.

2. Telephone Numbers

The customer has no property right in the telephone number and the Telephone Company may change any number at any time whenever it deems it advisable in the conduct of its business.

3. Alterations

The customer agrees to notify the Telephone Company promptly whenever alterations or new construction on premises owned or leased by him will necessitate changes in the Company's wiring and equipment; and the customer agrees to pay the Company's current charges, if any, for such changes.

4. Responsibility of Customer for Payment

The customer is required to pay all charges for exchange services and facilities, and for toll messages in accordance with provisions contained elsewhere in this Product Guide. The customer is held responsible for all charges for telephone service rendered at his telephone, both exchange and toll, including charges for toll messages on which the charges have been reversed.

5. Maintenance and Repair

The Telephone Company undertakes to maintain and repair the facilities which it furnishes to customers. The customer agrees to take good care of the instruments and all accessories connected therewith and shall be financially liable and pay for all malicious, willful and negligent damage. The customer may not, or permit others to rearrange, disconnect or remove any equipment or wiring installed by the Telephone Company. If the equipment or wiring is rearranged, disconnected or removed, the Telephone Company shall have the right to make a charge in accordance with the rules and regulations then in effect.

6. Unusual Installation Costs

Where special conditions or special requirements of the customer involve unusual construction or installation costs, the customer may be required to pay all or a reasonable portion of such costs. If a charge is made, the ownership of all materials and equipment used shall remain with the Telephone Company.

7. Change or Relocation of Facilities

When an applicant, customer, association, government entity or political division or other third-party requests a change in the type, location or the relocation underground of communications facilities used to provide telephone service, the requestor shall be required to pay the cost incurred by the Telephone Company for such change or relocation of facilities. Payment for the cost of the change or relocation must be made prior to the change or relocation.

(N)
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(N)

GENERAL RULES AND REGULATIONS

B. ESTABLISHMENT AND MAINTENANCE OF CREDIT

1. Establishment of Credit

170 IAC 7-1.3 Telecommunications Customer Service Rights and Responsibilities adopted and revised from time to time by the Indiana Utility Regulatory Commission will apply in treating an individual's or firm's obligation to make restitution for past service indebtedness.

170 IAC 7-1.3 Telecommunications Customer Service Rights and Responsibilities will also apply when collecting deposit against future service indebtedness when an individual's or firm's credit must be partly substantiated by means of a cash deposit.

2. Deposits

In order to insure the payment of all charges due for its service the Telephone Company may require any applicant or customer to establish and maintain his credit by means of a cash deposit. Any such deposit shall be returned to the customer or credited to his account in accordance with 170 IAC 7-1.3 Telecommunications Customer Service Rights and Responsibilities.

C. OBLIGATION AND LIABILITY OF THE TELEPHONE COMPANY

1. Availability of Facilities

The Telephone Company's obligation to furnish exchange and toll service is dependent upon its ability to secure and retain without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary poles, lines, circuits, equipment, etc.

2. Interruption of Service

If service is interrupted for more than 48 hours other than by the negligence or willful act of the customer, an allowance at the minimum rate for the telephone facilities and class of service affected at the time of the interruption shall be made for the time such interruption continues.

Any adjustment shall apply only to the period the interruption continues beyond 24 hours after due notice of the interruption is received by the Telephone Company. No other liability shall in any case attach to the company on account of interruptions of service.

3. Directory Errors and Omissions

The Telephone Company issues directories to assist in furnishing prompt and efficient service and does not guarantee to its customers correct listings therein. Every precaution is taken to prevent errors in, and omissions of, directory listings but they may occur. If such errors or omissions do occur the Telephone Company's liability therefore shall be limited to a reasonable adjustment not to exceed one half of the charges for local exchange service for the directory period. The Telephone Company will not be a party to controversies arising between customers or others as a result of listings published in the directories.

GENERAL RULES AND REGULATIONS

C. OBLIGATION AND LIABILITY OF THE TELEPHONE COMPANY (Continued)

4. Transmitting Messages

The Telephone Company does not transmit messages but offers the use of its facilities for communications between patrons. If because of transmission difficulties the operator, in order to accommodate the customer, repeats messages, the operator is deemed to be acting as the agent of the persons involved and no liability shall attach to the Telephone Company because of any errors made by the operator or misunderstandings that may arise between customers because of such errors.

5. Use of Connecting Company Lines

When suitable arrangements can be made, lines of other telephone companies may be used in establishing wire connections to points not reached by this Company's lines. In establishing connections with the lines of other companies, the Telephone Company is not responsible or liable for any action of the Connecting Company.

6. Defacement of Premises

The Telephone Company shall exercise due care in connection with all work done on customer's premises. No liability shall be attached to the Telephone Company by reason of any defacement or damage to the customer's premises resulting from the existence of the Telephone Company's instruments, apparatus and associated wiring on such premises, or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Telephone Company.

D. Payment for Services and Facilities

1. Bills are rendered in advance of the service period. Charges for exchange service, long distance service, and auxiliary equipment are due when the bill for such service is rendered (mailed) and becomes delinquent 17 days thereafter. Penalties for delinquent payments are authorized, but cannot exceed \$9.00 or three (3) percent of all monies owed, whichever is greater, on residence customer bills and \$9.00 and three (3) percent of all monies owed on business customer bills. All bills are payable at the Telephone Company's business office or authorized collection agency. Failure to receive a bill does not relieve the customer of the responsibility for paying promptly. (I)

2. When warranted, in the judgment of the Telephone Company, special toll bills may be rendered. In such cases the amounts billed are due and payable on demand. (I)

3. In the event of default on payment of any sums due for either local exchange or toll services the Telephone Company will exercise all options it has at its disposal for collecting past due accounts under 170 IAC 7-1.3 Telecommunications Customer Service Rights and Responsibilities.

4. Installment Billing

Residential customers may elect to have their service activation fees associated with requests for new access line service and new calling features including packages and bundles, billed in monthly installments over a three month period. When installment billing is requested, it will be applied subject to the following:

- a.) Installment billing may only be used by residence customers.

GENERAL RULES AND REGULATIONS

D. Payment for Services and Facilities (con't)

4. Installment Billing (con't)

- b.) At the election of the customer, eligible charges will be billed in three monthly installments. (C)
- c.) Eligible charges consist of nonrecurring charges associated with a request for new access line service or a move of existing access line service within the Telephone Company's service area and nonrecurring charges for activation of calling features including packages and bundles.
- d.) (D)
(D)
- e.) A customer may not pay a portion of the charges and then request installment billing for the remaining charges.
- f.) More than one installment plan may be in effect for the same customer at the same time.
- g.) If a customer disconnects service during the installment payment period, all unbilled charges will be included in the final bill rendered.
- h.) Installment billing charges will continue even though an account is temporarily suspended.
- i.) No interest or carrying charges will be applied.
- j.) Should any installment payment become delinquent, late payment charges may apply.
- k.) If a customer fails to pay any of the installments when due, the Company may, at its option, declare the entire balance accrued thereon immediately due and payable. Upon such default, the Company may exercise any and all remedies available to it including the right to terminate telephone service.
- l.) Installment billing is available only to customers who are not known credit risks to the Telephone Company.
- m.) Installment billing of nonrecurring charges is not permitted in conjunction with a promotional offering that provides a discount or credit for nonrecurring charges.
- n.) Installment billing is not available for nonrecurring charges billed back to the customer as the result of the customer's termination of a service before the end of the service commitment period that was previously agreed to as a condition of acceptance of a promotional offer.

GENERAL RULES AND REGULATIONS

D. Payment for Services and Facilities

5. Online Bill Payment

1. General

Electronic Bill Payment is a voluntary, optional program that allows customers to view and/or pay their telephone bills online. The online version of the bill includes the bill face (front and back), and bill messages. Bill inserts may be provided electronically, or via separate mailing. A customer who orders Electronic Bill Payment will be provided both a paper and an online version of the monthly bill for an initial period of two billing cycles. Thereafter, the paper version will be discontinued. If the customer chooses to continue to receive a paper version after the initial two-month period, a monthly recurring charge will apply. Electronic Bill Payment is available where technically feasible.

2. Rates and Charges

| | <u>Per Month</u> |
|--|------------------|
| Electronic Bill Payment | No charge |
| Electronic Bill Payment with duplicate paper bill, per online bill | \$2.00 |

Service charges do not apply to orders for installing or removing Electronic Bill Payment.

E. Telephone Directories

Distribution

The Telephone Company will furnish to its customers without charge, only such directories as it deems necessary for the efficient use of the service. Other directories will be furnished at the discretion of the Company at a reasonable charge.

Effective: July 1, 2009

Officer: Jack D. Phillips
 Title: State Regulatory Affairs Director

GENERAL RULES AND REGULATIONS

F. Use of Service and Facilities

1. Ownership and Use of Equipment

Equipment, instruments and lines furnished by the Telephone Company on the premises of a customer are the property of the Telephone Company, whose agents and employees shall have the right to enter said premises after securing permission of the occupant, agent or enforcement officer at any reasonable hour for the purpose of installing, inspecting, maintaining or repairing the equipment, instruments and lines, or for the purpose of making collections from coin boxes or upon termination of the service for the purpose of removing such equipment, instruments, lines and poles.

If the installation and maintenance of service are requested at locations which are or may be hazardous or dangerous to the Telephone Company's employees, to the public or to property, the Telephone Company may refuse to install and maintain such service, and if such service is furnished, may require the customer to indemnify and hold the Telephone Company harmless for any claims, loss or damage by reason of the installation and maintenance of such service.

2. Use of Customer Service

Customer telephone service is furnished only for use by the customer, his family, employees or persons residing in the customer's household as a member of the family unit, and may not be resold or otherwise used for performing any part of the work of transmitting, delivering or collecting charges for any message where any toll or other consideration has been or is to be paid to any party other than the Telephone Company, without consent of the Telephone Company.

3. Tampering with Equipment

The Telephone Company may refuse to furnish or may deny telephone service to any person, firm or corporation on whose premises is located any telephone equipment owned by the Telephone Company which shows any evidence of tampering, manipulating or operation, or use of any device whatsoever, for the purpose of obtaining telephone service without payment for the charges applicable to the service rendered.

GENERAL RULES AND REGULATIONS

F. USE OF SERVICE AND FACILITIES: (Continued)

4. Use of Profane Language or Impersonation of Another

The Telephone Company may refuse to furnish or may deny telephone service to any person, firm or corporation who, over the facilities furnished by the Telephone Company, uses or permits to be used foul, abusive or profane language or impersonates or permits others to impersonate any other individual with a fraudulent, malicious or mischievous intent.

5. Governmental Objections to Service

The Telephone Company may without liability refuse to furnish or may discontinue telephone service to any person, firm or corporation upon objection to the furnishing of such service made in writing by or on behalf of any law enforcement agency, acting within its jurisdiction, on the grounds that such service is or will be used for an illegal purpose.

6. Abuse or Fraudulent Use of Service

The Telephone Company reserves the right to discontinue or deny service because of the misuse or the fraudulent use of service. Misuse or fraudulent use of service includes the use of service or facilities of the Telephone Company to transmit a message or to locate a person or otherwise to give or to obtain information without the payment of a message toll charge.

7. Termination or Re-Origination of Calls Received Over a Data Service

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

G. CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

1. General Provisions

The only customer-provided equipment which may be directly connected to the facilities furnished by the Telephone Company for exchange telecommunications service, as specified in this Product Guide, is that equipment which complies with the current Federal Communications Commission's Rules and Regulations, Part 68, Connections of Terminal Equipment to Telephone Network.

2. Responsibility of Customer

As stated elsewhere in this Product Guide: Sub Part B Conditions on the Use of Terminal Equipment Part 68 Federal Communications Commissions Rules and Regulations; or any rule or standard pertaining to the placement of customer-provided equipment adopted by the Indiana Utility Regulatory Commission will apply where customers attach customer-owned or customer-provided equipment to the Telephone Company's lines or network facilities.

3. Accessories

Customer-provided accessories may be used with the facilities furnished by the Telephone Company for exchange telecommunication service provided that such accessories comply with the provision of item 2 above.

GENERAL RULES AND REGULATIONS**G. CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT (Continued)****4. Responsibility of Telephone Company**

Exchange telecommunication service is not represented as adopted to the use of customer-provided equipment and where such equipment is connected to the Telephone Company's facilities the responsibility of the Telephone Company shall be limited to the furnishing of facilities suitable for exchange telecommunication service and to the maintenance and operation of such facilities in a manner proper for such telecommunication service; subject to this responsibility, the Telephone Company shall not be responsible for (a) the through transmission of signals generated by the customer-provided equipment or for the quality of, or defects, in such transmission, or (b) the reception of signals by customer-provided equipment. The Telephone Company shall not be responsible for the installation, operation or maintenance of any customer-provided equipment. The Telephone Company shall not be responsible to the customer if changes in any of the facilities, operations or procedures of the Telephone Company render any customer-provided equipment obsolete or require modification or alternation of such equipment or otherwise effect its use or performance.

The Telephone Company will provide the customers who are known to be using customer-provided equipment with advance notice, whenever possible, of any changes it plans making in its operations which could adversely affect their equipment's operation when it is connected to the Telephone Company's communications facilities.

5. Violation of Regulations

Where any customer-provided equipment is used with exchange telephone communication service in violation of any of the provisions of this Product Guide, or fails to adequately perform network control functions, the Telephone Company will take such immediate action as is reasonably necessary for the protection of the network. The customer, after he has been advised that a violation exists must discontinue use of the equipment from the Telephone Company's facilities. If the violation continues the Telephone Company will notify the customer of the violation in writing. The customer must then confirm in writing within 10 days following the receipt of Telephone Company's written notice that he has either corrected the violation or discontinued use of the equipment. Failure of the customer to respond to the warning or correct the problem within the time limit stated above shall result in the suspension of the customer's service until such time as the customer complies with the provisions of the Federal Communications Commission or the Indiana Utility Regulatory Commission's Rules and Regulations governing the Telephone Company's continued obligation in the provision of customer service.

H. LIMITATION OF SERVICE OFFERING

Whenever the facilities immediately available are insufficient to furnish service immediately to all who may apply, those facilities available will be used in the following order:

- (1) supply service to essential governmental agencies
- (2) private organizations and individuals directly serving the public safety, health and welfare
- (3) charitable and religious establishments and their officiating clergy, and public and private schools
- (4) press associations, newspapers and broadcasting systems
- (5) public utilities
- (6) other new business services
- (7) new residence service for seriously ill or blind persons

GENERAL RULES AND REGULATIONS

H. LIMITATION OF SERVICE OFFERING (Continued)

- (8) new residence service for people engaged in other occupations essential to the public health and welfare
- (9) new residence main services other than those included above

I. IN UNIVERSAL SERVICE SURCHARGE

(1) General

Pursuant to the requirements of the Final Order in Cause No. 42144, all customer billings on and after October, 2007 shall reflect an additional charge to fund the Indiana Universal Service Fund (IUSF). The purpose of the IUSF is to implement a competitively neutral funding mechanism that promotes universal telecommunication service to all Indiana residents by ensuring availability of basic telecommunications services at just, reasonable, and affordable rates that are reasonably comparable between urban and rural area of Indiana.

(2) Conditions

The surcharge will apply to net intrastate retail telecommunications services.
The surcharge is subject to change pursuant to the procedure set forth in the Final Order in Cause No. 42144.

(3) Rates and Charges

Monthly Surcharge

2.26 percent of net intrastate retail telecommunications services.

(1)

GENERAL RULES AND REGULATIONS

J. ROAD WORK RECOVERY SURCHARGE

1. General

This charge is for the recovery of costs for moving or relocating network facilities or infrastructure changes requested by the City, County, State or Federal authorities, or any other government entity of any kind. The charge will apply to end user accounts who obtain local exchange service from the Telephone Company under its general and/or local exchange tariffs/product guides. The surcharge will be billed monthly per account.

2. Conditions

Surcharge will be assessed at the time of billing.

There will be no proration of charges.

There will be no discounts for vacation, seasonal or temporary suspension of service.

3. Rates and Charges

| | <u>Monthly Rate Per Account</u> |
|-----------|-------------------------------------|
| Business | \$3.00 (I) |
| Residence | \$3.00 (I) |

GENERAL EXCHANGE SERVICE

APPLICATION OF BUSINESS AND RESIDENCE RATES:

A. Business rates apply at the following locations:

1. In offices, stores, shops, factories and all other places of a strictly business nature.
2. In boarding houses, except as noted in B.2. below, offices of hotels, halls, and offices of apartment buildings; quarters occupied by clubs; public, private or parochial schools or colleges, hospitals, libraries, churches and other similar institutions.
3. At residence locations when a customer has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered substantially of a business nature, which fact might be indicated by advertising, either by business cards, newspapers, handbills, billboards, circulars, motion picture screens, or other advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over residence telephones during the intervals when in compliance with the law or established custom, business places are ordinarily closed.
4. Where the place of business and the residence of a customer are on the same premises and no telephone is installed in the place of business, the business rate shall be charged for the telephone installed in the residence.
5. At residence locations, when an extension station or extension bell is located in a shop, office or other place of business.
6. In any location where such location and expected usage of the service indicates a business.

B. Residence rates apply at the following locations:

1. In private residences where business listings are not provided.
2. In private apartments or hotels, rooming houses or boarding houses where service is confined to the customer's use, and elsewhere in rooming and boarding houses which are not advertising as a place of business.
3. In the place of residence of a clergyman, or nurse, and in the place of residence of a physician, surgeon or other medical practitioner, dentist or veterinary, provided the customer does not maintain an office in the residence.

COMBINATION MAIN STATION SERVICE:

Where an individual or firm wishes to contract for two or more main stations at separate locations and desires to be able to answer incoming calls for any station at any one of the locations, the arrangement described below is provided subject to the availability of the facilities necessary to furnish satisfactory service. Outgoing calls can be made at any station so arranged.

Combination main stations may be employed where one station is at a business location and the other at a residence, or where all stations are at either business or residence locations. However, such an arrangement is permitted only on the premises of individuals or firms associated with each other.

The lines are bridged together so as to operate as one line. Code ringing as a means of distinguishing between calls for business or residence shall be provided only when it is practical to handle the service on this basis.

The rate for each main station is the established in 1-party line rate; the business or residence rate is applied in accordance with the character of the use at each premise.

Effective: July 1, 2009

Officer: Jack D. Phillips
Title: State Regulatory Affairs Director

GENERAL EXCHANGE SERVICE

CONNECTION OF CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS

- A. Customer-provided communications systems may be directly attached to facilities furnished by the Telephone Company for exchange communications services provided the equipment and/or system complies with the current Federal Communications Commission and/or Indiana Utility Regulatory Commission rules and policies governing line connections.
- B. Customer-provided equipment must either be grandfathered or registered under the Federal Communications Commission registration policy and must continue to be maintained in such a way as to comply with the operational standards and characteristics established by the manufacturer holding the Federal Communications Commission registration number for that particular system or equipment.

GENERAL EXCHANGE SERVICE

RECORDING OF TWO-WAY TELEPHONE CONVERSATIONS

Telecommunications services are not represented as adapted to the recording of two-way telephone conversations. However, customer-provided recording equipment may be connected directly, acoustically or inductively with telecommunications services, subject to the following conditions:

Either a distinctive recorder tone that is repeated at intervals of approximately fifteen seconds is required when recording equipment is in use and is electronically connected with services of the Telephone Company or; a consent to record is required prior to the recording or; by verbal notification which is recorded at the beginning, and as part of the call by the recording party. The consent must be in writing or be part of the recording. These will not be required:

- (a) When used by a broadcast licensee provided at least one of the following requirements is met; (1) the licensee informs each party to the call of its intent to broadcast the conversation (2) to broadcast the call, or (3) such awareness of the licensee's intent to broadcast the call may be reasonably imputed to the party.
- (b) When used by the United States Secret Service of the Department of Treasury for recording of two-way telephone conversations which concern the safety and security of the person of the President of the United States, members of his immediate family, or the White House and its grounds.
- (c) When used for recording at United States Department of Defense Command Centers of emergency communications transmitted over the Department of Defense's private line system when connected to telecommunications services.
- (d) When used for recording patently unlawful purposes such as bomb threats, kidnap, ransom request, obscene telephone calls and outgoing calls made in immediate response to such calls.

GENERAL EXCHANGE SERVICE

RECORDING OF TWO-WAY TELEPHONE CONVERSATIONS (Continued)

- (e) When used for incoming calls to the telephone numbers publicized for emergencies involving health or safety of life and property and outgoing calls made in immediate response.
- (f) When used with calls made by Federal, State or local law enforcement authorities or federal intelligence authorities under color of law.
- (g) When used by the United States Nuclear Regulatory Commission of the Department of Energy with respect to the telephone systems located at its Operations Center for recording of two-way telephone conversations.

If the Telephone Company is required to investigate an alleged non-consensual recording, which discloses a conflict between the parties to the conversation on the matter of consent, the recording party will have to provide taped or written evidence that consent was obtained.

GENERAL EXCHANGE SERVICE

CONSTRUCTION, INSTALLATION AND MAINTENANCE CHARGES

A. General

Special charges in the form of installation charges, construction charges and monthly charges may be applicable in addition to the usual service connection charges and monthly rates when, because of the occasional nature of the service, the lack of permanency, the unusual investment or expense, or any other condition under which the Telephone Company is not properly protected in the proposed investment or the revenue does not reasonably compensate the Telephone Company - as for example:

- (1) Conditions requiring the provision for special equipment or unusual methods of plant construction, installation or maintenance.
- (2) The customer's location requires the use of costly private right-of-way.

B. Extension of Facilities

1. The Telephone Company (Company) will apply the terms and conditions set forth in the following paragraphs for the extension of its facilities.

a. Public Right-of-Ways

Construction charges for extension of facilities may apply to provide exchange service on public right-of-ways. (C)
(C)

b. Private Right-of-Ways

Construction charges for facilities provided on private right-of-ways will not apply to provide standard exchange service for the first 250 feet. The construction of the first 250 feet shall be of the type normally used to provide exchange service. The provision of any facilities beyond the first 250 feet may be charged to the customer applicant and is payable in advance of construction taking place. When a customer requests a different than normal type of installation for these facilities, the customer may be charged the differential of cost between the two types of construction. The customer will be responsible for providing all the necessary private right-of-ways for construction. (C)
|
(C)

GENERAL EXCHANGE SERVICE

B. Extension of Facilities (Continued)

c. Real Estate Developments, Subdivisions and Apartment Complexes

Placement of facilities to serve areas of subdivided land which may have only limited subscription to Company services results in an unreasonable risk to the Company that these costs may not be recovered through subscription to such services.

(N)
|
(N)

1. "Subdivision" means the division of a lot, tract, or parcel of land into two or more lots, plats, sites, or other divisions of land for the purpose, whether immediate or future, of sale of or of building development.
2. The Company may assess construction charges to the land developer, individual or Party, requesting service or placement of facilities to serve any previously unserved portion of a subdivision.
3. Construction charges may include the recovery of all costs associated with placement of facilities, including direct and indirect engineering costs, material costs, costs of securing right-of-way, contractor costs and facility placement costs.
4. Payment of construction charges may be required prior to the commencement of the work with which such construction charges are associated.
5. The party paying for construction costs does not obtain any rights, of ownership or otherwise, in facilities provided by the Company. All facilities provided by the Company shall be under its exclusive control.

(C)
|
(C)
|
(D)
|
(D)

(D)

C. Underground Construction

Where aerial facilities are being used to provide service to a customer's location and the customer requests that facilities be placed underground, the change from aerial to underground will be made at an installation charge equal to the estimated cost of installing the underground facilities and removing the aerial facilities, less the immediate net recovery value of the aerial facilities displaced.

In the case of a new installation where aerial entrance would normally be employed and the customer requests underground entrance the customer shall pay the difference between the estimated costs of aerial and underground entrance.

When the customer requests that facilities be placed underground the customer may be required to dig and backfill any and all trench or trenches necessary at his own expense.

GENERAL EXCHANGE SERVICE

D. Customer-Provided Equipment and Inside Wiring

A maintenance of service charge will apply to all premise visits required because of service difficulty which is caused by customer-provided equipment or inside wiring.

EXTENSION STATIONS:

Extension stations may be provided in connection with all classes of customer main station service except payphones. Off-premise business extensions, except payphones extension will be installed in a residence upon application of appropriate charges provided there is a residence main station maintained at the off-premise location.

Extension stations will not be furnished when in the judgment of the company such stations will interfere with satisfactory operation of the line.

Separate telephone numbers or other distinctive designations are not permitted on extension stations, nor is code ringing permitted.

SPECIAL SERVICES AND FACILITIES

Special services and facilities, not ordinarily used in the furnishing of telephone service and not otherwise mentioned in, provided for, or contemplated by the Product Guides of the Telephone Company, may be furnished or leased pursuant to special contract for such special services or facilities for such periods as may be agreed upon, provided such special services or facilities or the use made thereof is not unlawful and does not interfere with the telephone service furnished by the Telephone Company.

In the even such special services or facilities or the use made thereof interferes with the furnishing of telephone service by the Company, the Telephone Company may terminate such contract and cease to furnish such special services and facilities after thirty days written notice to the customer.

CHARGES APPLICABLE FOR FACILITY EXTENSION

When an applicant requests new service or upgraded service where construction of line facilities is required, the Telephone Company will cover the construction costs up to \$500.00. Any Construction charges over \$500.00 shall be recovered from the applicant. Construction charges for multicircuit customers will be on an ICB basis.

(N)

(N)

GENERAL EXCHANGE SERVICE

DIRECTORY LISTINGS

(C)

A. General

The following applies to light faced listings in the white pages (alphabetical section of the directory).

1. Only information necessary to identify the customer is included in these listings.
2. The Telephone Company may use abbreviations in listings when, in its judgment, the clearness of the listing or the identification of the subscriber is not impaired.
3. The Telephone Company may reject a residence listing which is judged to be business or advertising. The Telephone Company may reject a listing which it judges to be objectionable or fictitious and contrived.
4. Special arrangement of names designed to secure a preferential position in the alphabetical list or listings which otherwise are objectionable are not acceptable.
5. A name made up by adding a term such as Company, Shop Agency, Works etc to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.
6. Listing charges date from the time it is available in directory assistance and continue until the expiration date of the printed directory in which they appear.
7. Incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. In the absence of willful misconduct, no liability for damages arising from publishing the telephone number of a non-published service customer in the directory or disclosing a non-published number to any calling party shall attach to the Company and where such number is published or disclosed by a Company employee, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published listing service.
8. The Company reserves the right to forward the name, address and telephone number of non-published telephone number service customers to government agencies authorized by ordinance to establish E911 service and/or subscribing to or providing E911 service.
9. Non-published directory service telephone numbers associated with the line used by the calling party to place outgoing calls may be forwarded to subscribers of calling number ID.

(C)

Some material previously shown on this sheet now appears on First Revised Sheet 7.

(N)

Effective: April 13, 2014

**Officer: Jack D. Phillips
Title: State Regulatory Affairs Director**

GENERAL EXCHANGE SERVICE

DIRECTORY LISTINGS (Continued)

(C)

B. Composition of Listings

1. Name

(a) Business Service

If questions arise regarding the right of a customer to list the name of a business or to use the trade name of another, the Company may require written authority from the owner of such name or trade name prior to the insertion or continuance of such listing.

- (1) The name of a subscriber
- (2) The name of each business enterprise which the subscriber conducts
- (3) The name of a corporation which is the parent or subsidiary of the subscriber

(b) Residence Service

- (1) The name of the subscriber
- (2) Another authorized residential name
- (3) Dual name listings authorized by the subscriber, i.e. Smith, Mary and John
- (4) Name of a church that includes "parsonage", "rectory", "parish house", "church study" or a descriptor that indicates it is part of a domicile

2. Designation

A designation can be used on a business service to assist the public in calling but not to advertise the business.

3. Address

Each customer may, but does not have to, include the house number and street name of the residence service is provided. A customer may provide an alternate address like a PO Box that is a valid mailing address.

C. Types of Listing

- 1. Primary – One listing, termed the primary listing, is provided without charge for each customer service whether billed by the same monthly statement or by separate statements for service provided by an entity with directory listing agreement.

(C)

GENERAL EXCHANGE SERVICE

DIRECTORY LISTINGS (Continued)

(C)

C. Types of Listing (Continued)

2. Additional – A general term to denote any listing, regardless of the form, in addition to the primary listing. It may be a second listing of the primary number with different name or a listing for a telephone number for the same customer service. It may also be a cross reference listing which is a referral without a telephone number to another listing, i.e. JC Penney's see Penney's. A business class of service may have a residential additional listing in order to populate a record in the residential section of a directory.
3. Foreign – A listing appearing in a directory other than the directory in which local exchange service is furnished or associated with a service provider that does not have an directory listing agreement in place.
4. Extra Line of Information – descriptive text that does not have a telephone number.
5. Non-listed - A listing that is available in directory assistance but not printed in the telephone directory.
6. Non-published – A telephone number that is not listed in either directory assistance or in the telephone directory.

(C)

TEMPORARY SUSPENSION OF SERVICE - VACATION RATES:

Upon request, a customer, having any class of service may temporarily suspend his service for a period of one month or more. No outward or inward service is provided during the period of suspension. Only one period of suspension of not to exceed four months is allowed in any calendar year.

Notice of suspended service may begin on any day of the month provided reasonable notice is given in advance. Notice to restore service must also be given in advance, and no charge will be made for restoration of service.

The reduction in rate for the period of suspension is equal to 50 percent of the total local exchange service charges.

GENERAL EXCHANGE SERVICE

DIRECTORY ASSISTANCE SERVICE

1. GENERAL

- 1.1 The Telephone Company furnishes a service whereby customers may obtain assistance in determining telephone numbers by calling the Directory Assistance number subject to the regulations and charges shown herein.
- 1.2 Charges for Directory Assistance Service apply when customers of the Telephone Company request assistance in determining telephone numbers in the local calling area in which the customer receives Local Exchange Service.

2. REGULATIONS

- 2.1 A maximum of two requested telephone numbers is provided with each Directory Assistance call.

3. EXEMPTIONS

- 3.1 Charges for Directory Assistance Service are not applicable to calls placed from:
 - Hospitals
 - Customers who certify that they are unable to use a directory because of a visual or physical handicap.

4. CHARGES

- 4.1 For each call to the local Directory Assistance Number * (C)
- 4.2 For each call for local Directory Assistance placed through the "0" operator, provided the "0" Operator is not the only route for local Directory Assistance. * (C)

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>.

(N)
(N)

GENERAL EXCHANGE SERVICE**NATIONAL DIRECTORY ASSISTANCE SERVICE**

1. GENERAL

National Directory Assistance (NDA) will provide the customer with directory listings for numbers outside of the customer's Local Access and Transport Area (LATA) from Frontier's directory assistance database. This database will make all the company listings available to any operator workstation along with national listings from other provider database(s). The Company will provide listings for residential, business, government, 1-800, and local emergency numbers. Customer Name and Address (CNA) Service is a reverse search feature which allows the caller to request a customer's name and/or address after giving the directory assistance operator a complete phone number.

2. REGULATIONS

- 2.1 The customer will receive a maximum up to two listings per call, i.e., two NDA numbers, one NDA number and one CNA listing or two CNA listings.
- 2.2 The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and attorney's fees) that may arise from the use of such information.
- 2.3 The customer will have access to any in- or out-of-franchise, number/address listing within the continental United States, Alaska and Hawaii, with the exception of non-published listings. When a non-published number/address is requested, the message "Non-published number/address" or "NP" is displayed and no information will be available.
- 2.4 Charges for National Directory Assistance/Customer Name and Address Service are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.
- 2.5 National Directory Assistance and Customer Name and Address Service will be available where technology permits.
- 2.6 For directory listing information regarding numbers within the customer's LATA, Local Directory Assistance charges apply, as specified elsewhere in this Product Guide.

3. CHARGES

- 3.1 For each call to the National Directory Assistance

Customer Name and Address Service * (C)

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>.

(N)
(N)

GENERAL EXCHANGE SERVICE

LOW INCOME PROGRAMS

CONCURRENCE

Pursuant to the provisions contained in Cause Nos. 40785 and 40152, the Company hereby adopts and concurs in I.U.R.C. Tariff No. T-7, Part I, Section 3 for Low Income Programs.

Title: State Regulatory Affairs Director

GENERAL EXCHANGE SERVICE

ENHANCED SERVICES

CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS)

A. CONDITIONS

1. Custom Calling Area Signaling Services are furnished subject to the availability of facilities.
2. Custom Calling Area Signaling Services are available on business and residence exchange services.
1. The following charges are for the features only and are in addition to applicable nonrecurring charges for service and associated equipment in the Company's Product Guide. Service charges apply as set forth in Section 5 of this Product Guide.

B. DESCRIPTION

1. **Distinctive Ring** is an incoming call management feature which will allow the subscriber to define a list of calling directory numbers (up to 32 numbers) that will provide the subscriber with special incoming call treatment. Any incoming calls on this list will be indicated by a distinctive ringing. Any numbers which are not on the list or which cannot be identified will be given standard treatment.
2. **Last Number Redial** is an outgoing call management feature which will enable the subscriber to have the system redial the last number called from his station. This will apply regardless of whether the original call was answered, unanswered or encountered a busy tone. The system will monitor the calling and called lines and will attempt to connect the call for up to 30 minutes.

GENERAL EXCHANGE SERVICE**ENHANCED SERVICES**

CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (Continued)

3. **AUTOMATIC CALL RETURN** is an incoming call management feature which will enable a subscriber to have the system redial the last incoming number that called his station. This will apply whether the incoming call was answered, unanswered or encountered a busy tone. The system will monitor the lines as will attempt to connect the call for up to 30 minutes.
 4. **CALL TRANSFER** allows the user to transfer a call to another directory number and then drop out of the call, leaving the users connected.
 5. **WARM LINE** is an automatic line feature that calls a predetermined number if when in the "Off Hook" position dial tone is not broken, or a telephone number is not dial within 30 seconds.
 6. **SELECTIVE CALL ACCEPTANCE** will allow customers to define a list of call directory numbers (up to 32 numbers) that will be accepted. Any calling numbers not on that list will be routed to an announcements and rejected.
 7. **SELECTIVE CALL REJECTION** will allow customers to block unwanted calls. Any number (up to 32 numbers) that the customer doesn't want to ring in on his telephone will be activated by dialing a code followed by the number he does not want to receive. Upon activation, the calling party will receive a message stating that his call is not presently being accepted by the called party.
 8. **SELECTIVE CALL FORWARD** allows the subscriber to have certain terminating calls forwarded (up to 32 numbers) to a designated remote station. The activity will occur when ever a call is received from a telephone number which has been indicated on a list of numbers, referred to as the Selective Call Forwarding screening list.
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Effective: July 1, 2009

Officer: Jack D. Phillips
Title: State Regulatory Affairs Director

GENERAL EXCHANGE SERVICE

ENHANCED SERVICES

CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (Continued)

- 9. CUSTOMER ORIGINATED TRACE** allows a called party to initiate an automatic trace of the last call received. After terminating the call which is to be traced and before making or receiving any other calls, the subscriber activates a code and the traced telephone number is automatically sent to the Telephone Company. The customer using Customer Originated Trace is required to contact the Telephone Company for further action.
- 10. CALLER ID - NAME AND NUMBER** functions the same as Caller ID, but also includes the delivery of a calling party's name. Caller ID is a nonregulated service. Caller ID - Name and Number requires Caller ID at applicable nonregulated rates. The name and number are displayed on customer-provided equipment.

The name displayed shall be the name associated with the calling telephone number as shown on the Telephone Company's records. The Telephone Company, at its discretion, may abbreviate or limit that name for display purposes. The Telephone Company does not assure name accuracy, and it shall not be liable to any party for errors, omissions or mistakes. The Telephone Company's sole and only obligation shall be to reasonably correct errors in names when notified in writing of such errors.

Caller ID - Name and Number is offered only from central offices which provide Caller ID and which are also linked to calling party name databases.

The name is displayed only if the calling party's telephone number is delivered and the central office is linked to a database containing the calling party's name.

C. RULES AND REGULATIONS

1. The Following services are provided to all customers, subject to the charges per activation as specified in Section 5:
 - 1.1 Last Number Redial*
 - 1.2 Automatic Call Return*
 - 1.3 Customer Originated Trace

These services will be removed upon the request of the customer, at no charge.

Services listed above with a (*) are alternatively available at the monthly rates specified in Section 5.

GENERAL EXCHANGE SERVICE

ENHANCED SERVICES

CUSTOM CALL FEATURES

A. CONDITIONS

1. Custom Call Features are furnished subject to availability of facilities.
2. Custom Call Features are available on business and residential exchange service. The services are not offered on payphone service.
3. The following charges are for the features only and are in addition to applicable charges for service and associated equipment in the Company's Product Guide. Service Charges apply as set forth in Section 5 of this Product Guide.

B. DESCRIPTION

1. **CALL FORWARDING** allows a customer to have incoming calls to a station automatically forwarded to a predetermined telephone number. The subscriber is responsible for feature activation, deactivation and maintenance of destination of forwarded telephone number.
 2. **CALL FORWARD – BUSY/NO ANSWER (VARIABLE)** permits the subscriber to have incoming calls transferred to another telephone number when his number is busy and/or not answered after a specified number of rings. The subscriber is responsible for the establishment and change of the forwarded telephone number destination. The subscriber is also responsible for feature activation and deactivation as well as reestablishing the forwarded telephone number upon interruption of the Call Forwarding Service. Where a toll message charge is applicable to the call to be forwarded, such charges will be billed to the Call Forwarding customer. This service is not available in connection with rotary (trunk hunting) service.
 3. **CALL FORWARDING REMOTE ACCESS** allows a customer to activate or deactivate the Call Forward option on their telephone from a local or toll telephone.
 4. **CALL WAITING** is an incoming call which arrives at a busy line with the Call Waiting feature will receive audible ringing instead of busy tone. The called party is alerted via a Call Waiting tone. The Call Waiting tone is audible only to the called party.
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Effective: July 1, 2009

Officer: Jack D. Phillips
Title: State Regulatory Affairs Director

GENERAL EXCHANGE SERVICE

ENHANCED SERVICES

CUSTOM CALL FEATURES (Continued)

B. DESCRIPTION (Continued)

5. **CANCEL CALL WAITING** allows a subscriber to prevent, on a per-call basis, any incoming calls from Call Waiting on his or her line. Incoming calls to the station receive busy treatment. This feature ensures that Call Waiting indication tones will not interrupt important calls or disrupt data transmissions.
6. **THREE-WAY CALLING** allows the subscriber to flash hook during a normal talking connection, receive a special dial tone and dial a third party. The third party can be added to the conversation at any time by flashing the switch hook after the third party dialing is complete and audible ringing is heard.
7. **SHORT SPEED CALLING** allows users to place calls to a list of frequently called numbers by dialing a Speed Calling code instead of dialing the whole number. The short list consists of a maximum of eight stored numbers.
8. **LONG SPEED CALLING** allows users to place calls to a list of frequently called numbers by dialing a Speed Calling code instead of dialing the whole number. The long list consists of a maximum of 30 stored numbers.
9. **TEEN\SMALL BUSINESS RING** enables two telephone numbers to be assigned to a single party line. Each telephone number is assigned a unique ringing pattern so the called party can determine the nature of the call.

Title: State Regulatory Affairs Director

GENERAL EXCHANGE SERVICE

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES

A. GENERAL

1. In Cause No. 42098 the Indiana Utility Regulatory Commission ("I.U.R.C.") recognized and assigned the three digit 2-1-1 abbreviated dialing code to the Approved Information and Referral Service Provider for use in providing community information and referral services to the public by way of voice grade facilities.
2. The 2-1-1 Service allows a Company subscriber to access an Approved Information and Referral Service Provider call center by dialing only the 2-1-1 abbreviated dialing code. Subject to other terms and conditions of this Product Guide, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 2-1-1 Service as part of their local exchange services. The 2-1-1 Service is supplemental to and is not a replacement for either party's local exchange service.
3. All 2-1-1 abbreviated dialing code calls shall be local in nature and shall not result in any intraLATA toll or interLATA long distance charges to Company subscribers. However, 2-1-1 Service calls may result in local measured service charges where Company subscribers' service plans include such charges as part of home and EAS exchange calling.
4. The 2-1-1 Service will be available from Company owned pay telephones located in the Company's local exchange, providing the payphone user deposits the appropriate coin amount for a local call. The 2-1-1 Service will not be available for the following classes of service:
 - a. Hotel/motel/hospital service
 - b. Inmate service
 - c. 1 + and 0+ calling
 - d. 0-operated assisted calling
 - e. 101 XXXXX calling

Effective: July 1, 2009

Officer: Jack D. Phillips
Title: State Regulatory Affairs Director

GENERAL EXCHANGE SERVICE

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (con't)

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER

1. The Approved Information and Referral Service Provider shall make written application for 2-1-1 Service to the Company at the local exchange level.
2. The approved Information and Referral Service Providers written application to establish 2-1-1 Service in the Company's local exchange shall include the following:
 - a. The local, foreign exchange or toll free 8YY telephone number into which the Company is to translate the dialed 2-1-1 abbreviated code. If the Approved Information and Referral Service Provider desires to change the telephone number into which the 2-1-1 abbreviated dialing code is translated in an exchange, then the Approved Information and Referral Service Provider shall make a new application. The Company can only provide 2-1-1 Service to one specified telephone number per exchange as provided to it by the Approved Information and Service Referral Provider.
 - b. A location description of the Approved Information and Referral Service Provider call center where 2-1-1 calls made from the Company local exchange will be routed.
 - c. For network sizing and protection, an estimate of annual call volumes, the expected busy hour and holding time for each call to the 2-1-1 Service.
 - d. An acknowledgment of the possibility that the Commission's assignment of the 2-1-1 abbreviated dialing code may be recalled at any time.
3. Local Calling for Company Subscribers
 - a. The Company, in cooperation with the Approved Information and Referral Service Provider, shall assure that all 2-1-1 Service calls are local in nature and do not generate intraLATA toll or interLATA long distance charges for Company subscribers.
 - b. When the Approved Information and Referral Service Provider makes application for 2-1-1 Service in a Company local exchange, the Approved

GENERAL EXCHANGE SERVICE

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (con't)

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER (Con't)

3. Local Calling for Company Subscribers (con't)

b. (con't)

Information and Referral Service Provider shall supply the Company with a seven (7) or ten (10) digit telephone number that terminates within the Company local exchange or one of the local exchange's EAS exchanges. The Company's exchange facilities will translate the dialed 2-1-1 dialing code into the telephone number the Approved Information and Referral Service Provider provides once 2-1-1 Service is established in the local exchange.

- c. When the Approved Information and Referral Service Provider makes application for 2-1-1 Service in a Company local exchange and an Approved Information and Referral Service Provider call center is not located within the local exchange, then the Approved Information and Referral Service Provider shall establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' 2-1-1 Service calls remain local in nature.

4. The Approved Information and Referral Service Provider shall be liable for and shall indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the Approved Information and Referral Service Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Approved Information and Referral Service Provider or others, arising out of or resulting directly or indirectly from the 2-1-1 Service.
5. The Approved Information and Referral Service Provider shall develop an appropriate method for responding to 2-1-1 calls directed to it out of confusion or in error by Company subscribers.

GENERAL EXCHANGE SERVICE

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (con't)

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER (con't)

6. The Approved Information and Referral Service Provider must be prepared to receive all calls to the 2-1-1 Service during normal business hours. To this end, the Approved Information and Referral Service Provider agrees to subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public.
7. The 2-1-1 Service is provided on the condition that the Approved Information and Referral Service Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 2-1-1 Service without interfering with or impairing any services offered by the Company.
8. The Approved Information and Referral Service Provider shall comply with all present and future rules pertaining to abbreviated dialing codes adopted by the Federal Communications Commission, in rulemaking proceeding CC Docket No. 92-105, CC Docket No. 00-256, and otherwise, including any and all requirements to relinquish the 2-1-1 abbreviated dialing code in the event of a national assignment contrary to that made by the I.U.R.C.
9. The Approved Information and Referral Service Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 2-1-1 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.
10. The Approved Information and Referral Service Provider shall respond promptly to any and all complaints lodged with any regulatory authority against the 2-1-1 Service. If requested by the Company, the Approved Information and Referral Service Provider shall assist the Company in responding to complaints made to the Company concerning the 2-1-1 Service.

GENERAL EXCHANGE SERVICE

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (con't)

B. OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER
(con't)

11. The Approved Information and Referral Service Provider shall not promote the 2-1-1 Service with the use of an autodialer or broadcasting of tones that dial the 2-1-1 abbreviated dialing code.
12. The Company can only make 2-1-1 Service available to end users located in Company local exchanges. To establish 2-1-1 calling to end users in non-Company local exchanges, the Approved Information and Referral Service Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.
13. The Approved Information and Referral Service Provider should work separately with competitive local exchange carriers ("CLEC") operating and serving customers in the Company's local exchange to ascertain whether 2-1-1 abbreviated dialing will be available to their end users.

GENERAL EXCHANGE SERVICE

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (con't)

C. OBLIGATIONS OF THE COMPANY

1. The Company shall provision the 2-1-1 Service within forty-five (45) days of the Company's receipt of the Approved Information and Referral Service Provider's completed application for service.
2. When a 2-1-1 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 2-1-1 Service call, the quality of the call or any features that may otherwise be provided with 2-1-1 Service.
3. The Company does not undertake to answer and forward 2-1-1 Service calls but furnishes the use of its facilities to enable the Approved Information and Referral Service Provider to respond to such calls at the Approved Information and Referral Service Provider established call centers.
4. The rates charged for 2-1-1 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The Approved Information and Referral Service Provider shall make such operational tests as, in the judgment of the Approved Information and Referral Service Provider, are required to determine whether the Company's facilities are functioning properly for its use. The Approved Information and Referral Service Provider shall promptly notify the Company in the event the Company's facilities are not functioning properly.

GENERAL EXCHANGE SERVICE

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (con't)

D. LIABILITY

1. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 2-1-1 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the Approved Information and Referral Service Provider for the 2-1-1 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.
2. The Company has no liability for losses or damages caused by the negligence of the Approved Information and Referral Service Provider.
3. The Company's entire liability to any person for interruption or failure of the 2-1-1 Service shall be limited to the terms set forth in this section and other sections of this Product Guide.
4. The Commission's local assignment and the Approved Information and Referral Service Provider's use of the 2-1-1 abbreviated dialing code is subject to preemption by the Federal Communications Commission. The Company shall not be liable to the Approved Information and Referral Service Provider for any damages the Approved Information and Referral Service Provider may incur that result from a national assignment of the 2-1-1 abbreviated dialing code.

GENERAL EXCHANGE SERVICE

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (con't)

E. OTHER TERMS AND CONDITIONS

1. The 2-1-1 Service will not provide calling number information in real time to the Approved Information and Referral Service Provider. If this type of information is required, the Approved Information and Referral Service Provider must subscribe to compatible Caller ID service from the local telecommunications service provide where the 2-1-1 call center is located.
2. The 2-1-1 Service is provided solely for the benefit of the Approved Information and Referral Service Provider. The provision of the 2-1-1 Service by the Company shall not be interpreted, construed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other then the Approved Information and Referral Service Provider.
3. A written notice will be sent to the Approved Information and Referral Service Provider following oral notification when its 2-1-1 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the Approved Information and Referral Service Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the Approved Information and Referral Service Provider is unwilling to accept the modifications, or if the Approved Information and Referral Service Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
4. In an emergency situation as determined by the Company, the Company reserves the right at any time, without notice, to institute protective measures, up to and including termination of service.

GENERAL EXCHANGE SERVICE

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (con't)

F. RATES AND CHARGES

1. Subject to other terms and conditions of this Product Guide, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 2-1-1 Service as part of both parties' local exchange service. The 2-1-1 Service is supplemental to and is not a replacement for either party's local exchange service.
2. The Approved Information and Referral Service Provider shall pay all applicable nonrecurring service order charges, as specified elsewhere in this Product Guide, when it makes application to change the local, foreign exchange or toll free 8YY telephone number they provide the Company.
3. The Company will only make 2-1-1 Service available to end users located in it's local exchanges as requested by the Approved Information and Referral Service Provider. To establish 2-1-1 calling to end users in non-Frontier local exchanges, the Approved Information and Referral Service Provider must make appropriate arrangements with the companies serving those local exchanges, even where Frontier subscribers may make local calls to the non-Frontier local exchanges.
4. This Product Guide assumes that any Services provided are provided to all end-users located in entire exchange where services were ordered and that the services provided hereunder do not require the Company to route 211 calls to the Approved Information and Referral Service Provider based on the Company's end-user's physical address. If the Company is required to revise existing or develop new databases to differentiate end users physical addresses, the Company may suspend providing 2-1-1 Service under this Product Guide unless Customer agrees to pay all costs associated with the Company revising its existing or develop a new database.

Effective: July 1, 2009Officer: Jack D. Phillips
Title: State Regulatory Affairs Director

GENERAL EXCHANGE SERVICE

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (con't)

F. RATES AND CHARGES (con't)

5. Nonrecurring Charges

- a. Primary Service Order Charge (Section 5, Sheet 7)
- b. Service Establishment Charge \$300.00
Per Point-to-Number
- c. Central Office Switch Activation Charge \$ 30.00
Per Central Office Switch Translated or Changed

Effective: July 1, 2009

Officer: Jack D. Phillips
Title: State Regulatory Affairs Director

GENERAL EXCHANGE SERVICE

5-1-1 SERVICE FOR TRAVEL INFORMATION SERVICE

A. GENERAL

1. Pursuant to Order 00-256 issued by the Federal Communications Commission (FCC) in CC Docket 91-105 the FCC recognized and assigned the three digit 5-1-1 abbreviated dialing code to governmental transportation agencies (herein described as the Travel Information Service Provider) for use in providing travel information service to the public by way of voice grade facilities.
2. The 5-1-1 Service allows a Company subscriber to access an Travel Information Service Provider call center by dialing only the 5-1-1 abbreviated dialing code. Subject to other terms and conditions of this Product Guide, Company subscribers shall be able to make and the Travel Information Service Provider shall be able to receive calls using the 5-1-1 Service as part of their local exchange services. The 5-1-1 Service is supplemental to and is not a replacement for either party's local exchange service.
3. All 5-1-1 abbreviated dialing code calls shall be local in nature and shall not result in any intraLATA toll or interLATA long distance charges to Company subscribers. However, 5-1-1 Service calls may result in local measured service charges where Company subscribers' service plans include such charges as part of home and EAS exchange calling.
4. The 5-1-1 Service will be available from Company owned pay telephones located in the Company's local exchange, providing the payphone user deposits the appropriate coin amount for a local call. The 5-1-1 Service will not be available for the following classes of service:
 - a. Hotel/motel/hospital service
 - b. Inmate service
 - c. 1 + and 0+ calling
 - d. 0-operated assisted calling
 - e. 101 XXXXX calling

GENERAL EXCHANGE SERVICE

5-1-1 SERVICE FOR TRAVEL INFORMATION SERVICE (con't)**B. OBLIGATIONS OF THE TRAVEL INFORMATION SERVICE PROVIDER**

1. The Travel Information Service Provider shall make written application for 5-1-1 Service to the Company at the local exchange level.
2. The Travel Information Service Provider's written application to establish 5-1-1 Service in the Company's local exchange shall include the following:
 - a. The local, foreign exchange or toll free 8YY telephone number into which the Company is to translate the dialed 5-1-1 abbreviated code. If the Travel Information Service Provider desires to change the telephone number into which the 5-1-1 abbreviated dialing code is translated in an exchange, then the Travel Information Service Provider shall make a new application. The Company can only provide 5-1-1 Service to one specified telephone number per exchange as provided to it by the Approved Information and Service Referral Provider.
 - b. A location description of the Travel Information Service Provider call center where 5-1-1 calls made from the Company local exchange will be routed.
 - c. For network sizing and protection, an estimate of annual call volumes, the expected busy hour and holding time for each call to the 5-1-1 Service.
 - d. An acknowledgment of the possibility that the Commission's assignment of the 5-1-1 abbreviated dialing code may be recalled at any time.
3. Local Calling for Company Subscribers
 - a. The Company, in cooperation with the Travel Information Service Provider, shall take reasonable steps to assure that all 5-1-1 Service calls are local in nature and do not generate intraLATA toll or interLATA long distance charges for Company subscribers.
 - b. When the Travel Information Service Provider makes application for 5-1-1 Service in a Company local exchange, the Travel

Effective: July 1, 2009**Officer: Jack D. Phillips
Title: State Regulatory Affairs Director**

GENERAL EXCHANGE SERVICE

5-1-1 SERVICE FOR TRAVEL INFORMATION SERVICE (con't)

B. OBLIGATIONS OF THE TRAVEL INFORMATION SERVICE PROVIDER (con't)

3. Local Calling for Company Subscribers (Con't)

b. (con't)

Information Service Provider shall supply the Company with a seven (7) or ten (10) digit telephone number that terminates within the Company local exchange or one of the local exchange's EAS exchanges. The Company's exchange facilities will translate the dialed 5-1-1 dialing code into the telephone number the Travel Information Service Provider provides once 5-1-1 Service is established in the local exchange.

- c. When the Travel Information Service Provider makes application for 5-1-1 Service in a Company local exchange and an Travel Information Service Provider call center is not located within the local exchange, then the Travel Information Service Provider shall establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' 5-1-1 Service calls remain local in nature.

4. The Travel Information Service Provider shall be liable for and shall indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the Travel Information Service Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Travel Information Service Provider or others, arising out of or resulting directly or indirectly from the 5-1-1 Service.
5. The Travel Information Service Provider shall develop an appropriate method for responding to 5-1-1 calls directed to it out of confusion or in error by Company subscribers.

GENERAL EXCHANGE SERVICE

5-1-1 SERVICE FOR TAVEL INFORMATION SERVICE (con't)

B. OBLIGATIONS OF THE TRAVEL INFORMATION SERVICE PROVIDER (con't)

6. The Travel Information Service Provider must be prepared to receive all calls to the 5-1-1 Service during normal business hours. To this end, the Travel Information Service Provider agrees to subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public.
7. The 5-1-1 Service is provided on the condition that the Travel Information Service Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 5-1-1 Service without interfering with or impairing any services offered by the Company.
8. The Travel Information Service Provider shall comply with all present and future rules pertaining to abbreviated dialing codes adopted by the Federal Communications Commission, in rulemaking proceeding CC Docket No. 92-105, CC Docket No. 00-256, and otherwise, including any and all requirements to relinquish the 5-1-1 abbreviated dialing code in the event of a national assignment contrary to that made by the FCC.
9. The Travel Information Service Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 5-1-1 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.
10. The Travel Information Service Provider shall respond promptly to any and all complaints lodged with any regulatory authority against the 5-1-1 Service. If requested by the Company, the Travel Information Service Provider shall assist the Company in responding to complaints made to the Company concerning the 5-1-1 Service.

GENERAL EXCHANGE SERVICE

5-1-1 SERVICE FOR TRAVEL INFORMATION SERVICE (con't)

B. OBLIGATIONS OF THE TRAVEL INFORMATION SERVICE PROVIDER (con't)

11. The Travel Information Service Provider shall not promote the 5-1-1 Service with the use of an autodialer or broadcasting of tones that dial the 5-1-1 abbreviated dialing code.
12. The Company can only make 5-1-1 Service available to end users located in Company local exchanges. To establish 5-1-1 calling to end users in non-Company local exchanges, the Travel Information Service Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.
13. The Travel Information Service Provider should work separately with competitive local exchange carriers ("CLEC") operating and serving customers in the Company's local exchange to ascertain whether 5-1-1 abbreviated dialing will be available to their end users.

GENERAL EXCHANGE SERVICE

5-1-1 SERVICE FOR TRAVEL INFORMATION SERVICE (con't)

C. OBLIGATIONS OF THE COMPANY

1. The Company shall provision the 5-1-1 Service within forty-five (45) days of the Company's receipt of the Travel Information Service Provider's completed application for service.
2. When a 5-1-1 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 5-1-1 Service call, the quality of the call or any features that may otherwise be provided with 5-1-1 Service.
3. The Company does not undertake to answer and forward 5-1-1 Service calls but furnishes the use of its facilities to enable the Travel Information Service Provider to respond to such calls at the Travel Information Service Provider established call centers.
4. The rates charged for 5-1-1 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The Travel Information Service Provider shall make such operational tests as, in the judgment of the Travel Information Service Provider, are required to determine whether the Company's facilities are functioning properly for its use. The Travel Information Service Provider shall promptly notify the Company in the event the Company's facilities are not functioning properly.

GENERAL EXCHANGE SERVICE

5-1-1 SERVICE FOR TRAVEL INFORMATION SERVICE (con't)

D. LIABILITY

1. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 5-1-1 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the Travel Information Service Provider for the 5-1-1 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.
2. The Company has no liability for losses or damages caused by the negligence of the Travel Information Service Provider.
3. The Company's entire liability to any person for interruption or failure of the 5-1-1 Service shall be limited to the terms set forth in this section and other sections of this Product Guide.
4. The Commission's local assignment and the Travel Information Service Provider's use of the 5-1-1 abbreviated dialing code is subject to preemption by the Federal Communications Commission. The Company shall not be liable to the Travel Information Service Provider for any damages the Travel Information Service Provider may incur that result from a national assignment of the 5-1-1 abbreviated dialing code.

Title: State Regulatory Affairs Director

GENERAL EXCHANGE SERVICE

5-1-1 SERVICE FOR TRAVEL INFORMATION SERVICE (con't)

E. OTHER TERMS AND CONDITIONS

1. The 5-1-1 Service will not provide calling number information in real time to the Travel Information Service Provider. If this type of information is required, the Travel Information Service Provider must subscribe to compatible Caller ID service from the local telecommunications service provide where the 5-1-1 call center is located.
2. The 5-1-1 Service is provided solely for the benefit of the Travel Information Service Provider. The provision of the 5-1-1 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other then the Travel Information Service Provider.
3. A written notice will be sent to the Travel Information Service Provider following oral notification when its 5-1-1 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the Travel Information Service Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the Travel Information Service Provider is unwilling to accept the modifications, or if the Travel Information Service Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
4. In an emergency situation as determined by the Company, the Company reserves the right at any time, without notice, to institute protective measures, up to and including termination of service.

GENERAL EXCHANGE SERVICE

5-1-1 SERVICE FOR TRAVEL INFORMATION SERVICE (con't)

F. RATES AND CHARGES

1. Subject to other terms and conditions of this Product Guide, Company subscribers shall be able to make and the Travel Information Service Provider shall be able to receive calls using the 5-1-1 Service as part of both parties' local exchange service. The 5-1-1 Service is supplemental to and is not a replacement for either party's local exchange service.
2. The Travel Information Service Provider shall pay all applicable nonrecurring service order charges, as specified elsewhere in this Product Guide, when it makes application to change the local, foreign exchange or toll free 8YY telephone number they provide the Company.
3. The Company will only make 5-1-1 Service available to end users located in its local exchanges as requested by the Travel Information Service Provider. To establish 5-1-1 calling to end users in non-Frontier local exchanges, the Travel Information Service Provider must make appropriate arrangements with the companies serving those local exchanges, even where Frontier subscribers may make local calls to the non-Frontier local exchanges.
4. This Product Guide assumes that any Services provided are provided to all end-users located in entire exchange where services were ordered and that the services provided hereunder do not require the Company to route 5-1-1 calls to the Travel Information Service Provider based on the Company's end-user's physical address. If the Company is required to revise existing or develop new databases to differentiate end users physical addresses, the Company may suspend providing 5-1-1 Service under this Product Guide unless Customer agrees to pay all costs associated with the Company revising its existing or develop a new database.

GENERAL EXCHANGE SERVICE

5-1-1 SERVICE FOR TRAVEL INFORMATION SERVICE (con't)

F. RATES AND CHARGES

5. Nonrecurring Charges

- a. Primary Service Order Charge (Section 5, Sheet 7)
- b. Service Establishment Charge \$300.00
Per Point- to Number
- c. Central Office Switch Activation Charge \$ 30.00
Per Central Office Switch Translated or Changed

GENERAL EXCHANGE SERVICE

SWITCHED DS1 SERVICE

A. General

Switched DS1 Service (SWDS1) provides digital exchange service at a DS1 level. SWDS1 includes a SWDS1 facility, common equipment, local exchange switching and trunks for access to the local exchange and toll networks. Each SWDS1 facility utilizes 24 channels and may be configured as either basic or advanced trunks, as defined below, or a combination of both types of trunks.

B. Definitions and Application of Services

1. SWDS1 Facility and Common Equipment

This element includes the digital facility between the customer's premises and the central office, transmitting at a rate of 1.544 megabits per second, and the common equipment necessary to interface each of the 24 channels into the central office switch. The SWDS1 signal provided to the customer's premises will be at the DS1 level.

2. Basic Trunks

a. In-Only Trunk

One-way trunk which only allows traffic from the central office switch to be transmitted to the customer.

b. Out-Only Trunk

One-way trunk which only allows traffic originating from the customer to be transmitted to the central office switch.

c. Two-Way Trunk

Trunk which allows for traffic to be transmitted from either the central office or the customer.

GENERAL EXCHANGE SERVICE

SWITCHED DS1 SERVICE

B. Definitions and Application of Services (Continued)

3. Advanced Trunks

a. In-Only Trunk with DID

In-only trunk with Direct Inward Dialing (DID) feature. Requires DID service.

b. Out-Only Trunk

Out-only trunk with Outward Dialing feature.

c. Two-Way Trunk with DID.

Two-way trunk with DID. Requires DID service.

GENERAL EXCHANGE SERVICE

SWITCHED DS1 SERVICE**C. Terms and Conditions**

1. SWDS1 is provided subject to the availability of central office facilities.
2. The type of SWDS1 facility installed will be determined by the Company.
3. Each SWDS1 facility enables the customer to install up to a maximum of 24 trunks per SWDS1 facility. The customer is billed for the actual number and types of trunks in service on each SWDS1 facility.
4. The minimum service period for the SWDS1 facility and common equipment is one month.
5. When Outward WATS, Two-Way WATS or 800 Service terminates on a SWDS1 facility, the Outward WATS, Two-Way WATS or 800 Service access lines are classified as basic trunks for the application of SWDS1 facility and common equipment rates and charges. Outward WATS, Two-Way WATS or 800 Service rates and charges also apply.
6. The following services will not be provided within the SWDS1 facility:
 - a. Local flat rate trunks and other access line services.
 - b. Feature Groups A, B, C or D.
 - c. Other private line/access services and facilities unless specified herein.
 - d. Switched 56 Service.
7. Suspension of service is only available for trunks and only if all trunks within the facility are suspended. It is not available for the SWDS1 facility and common equipment.
8. Customers are required to provide muxing/demuxing, at the customer premises, for analog trunks riding the SWDS1 facility.
9. SWDS1 offerings are not available for use by FCC Part 90 and Part 22 carriers in the provision of services to their customers. Other digital services are offered by the Company for interconnection specifically for these carriers.

GENERAL EXCHANGE SERVICE

SWITCHED DS1 SERVICE

D. Rates and Charges

1. SWDS1 will be provided at the following rates and charges:

| | <u>Initial Nonrecurring Charge</u> | <u>Subsequent Change Charge</u> | <u>Monthly Rate</u> |
|---|--|---|-------------------------|
| a. Stand alone SWDS1 facility and common equipment, per 24 channel facility. | | | |
| - All basic trunks, advanced trunks or a combination of basic and advanced trunks. (for long-term rates see D.3.) | \$1,155.00 | | \$550.00 |
| b. Each trunk (Note 1) | \$ 10.00 | \$102.00 | \$ 5.00 |
| Available Types of Trunks: | | | |
| - In-only trunk | | | |
| - Out-only trunk | | | |
| - Two-way trunk | | | |
| - In-only trunk with DID | | | |
| - Out-only Trunk with Outward Dialing | | | |
| - Two-way trunk with DID | | | |

2. Direct Inward Dialing (DID)

| | | | |
|---|-----------|----------|---------|
| a. Translations per DS1 | \$ 200.00 | \$ 50.00 | |
| b. DID Switch Routing, per group of 100 numbers | | | \$25.00 |

Note1: All state and federally authorized or mandated rates including, but not limited to, subscriber line charges, PICC, number portability, 911 surcharges and USF surcharges apply per trunk.

GENERAL EXCHANGE SERVICE

SWITCHED DS1 SERVICE

D. Rates and Charges (Continued)

3. Rate Stability Plan

- a. The Rate Stability Plan is an optional arrangement whereby subscribers who agree to continue to subscribe to SWDS1 for a designated period of time are guaranteed against Company-initiated changes in monthly rates for service during the designated period.
- b. Regular nonrecurring charges, specified in D.1 preceding, apply.
- c. Rates and charges, specified in D.1 preceding, apply to all SWDS1 trunks and are not part of the Rate Stability Plan.
- d. Any addition of SWDS1 facilities and common equipment to existing equipment with a Rate Stability Plan is permitted with charges as specified in D.1 preceding or a separate Rate Stability Plan.
- e. Any reduction of SWDS1 facilities and common equipment furnished under the Rate Stability Plan, will not reduce the Rate Stability Plan payments for the duration of the term unless otherwise specified.
- f. Termination charges may apply if a Rate Stability Plan contract is terminated in whole or in part by the subscriber or is terminated for cause by the Company prior to expiration of the agreed-upon payment period.

GENERAL EXCHANGE SERVICE

SWITCHED DS1 SERVICED. Rates and Charges (Continued)

3. Rate Stability Plan (Continued)

g. Stabilized Monthly Rates

SWDS1 facility and common equipment, per 24 channel facility.

| | <u>Monthly Rate</u> | <u>Initial Nonrecurring Charge</u> |
|-------------------|---------------------|--|
| - Three-Year Plan | \$500.00 | 993.00 |
| - Five-Year Plan | \$450.00 | 855.00 |

GENERAL EXCHANGE SERVICE

8-1-1 SERVICE FOR ACCESS TO ONE CALL NOTIFICATION CENTERS

A. GENERAL

1. 8-1-1 Service (“8-1-1”) is a three-digit local dialing arrangement available in specified areas for access to a one call notification provider. Pursuant to Order 05-59, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 8-1-1 code is assigned for access to one call notification centers.
2. Calls placed to the 8-1-1 code will be routed to the point-to number based upon the central office switch where technically feasible.

B. OTHER TERMS AND CONDITIONS

1. This service is provided subject to the availability of the 8-1-1 code.
2. 8-1-1 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
3. Limitations and use of service apply as stated in Section 2 of this Product Guide.
4. Directory listings for 8-1-1 are offered under the terms, conditions, and rates specified elsewhere in this Product Guide.
5. Access to 8-1-1 is not available to the following classes of service:
 - 1+
 - 0+, 0- (credit card, third-party billing, collect calls)
 - 101XXXX

Operator-assisted calls to the 8-1-1 subscriber will not be completed.

6. The 8-1-1 subscriber is restricted from selling or transferring the 8-1-1 code to an unaffiliated entity, either directly or indirectly.
7. 8-1-1 will not provide calling number information in real time to the 8-1-1 subscriber. If the 8-1-1 subscriber needs this type of information, the subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.

GENERAL EXCHANGE SERVICE

8-1-1 SERVICE FOR ACCESS TO ONE CALL NOTIFICATION CENTERS (Continued)

B. OTHER TERMS AND CONDITIONS (Continued)

8. Calls to the 8-1-1 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 8-1-1 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 8-1-1 from areas where 8-1-1 service is not being provided will be advised that the service is not available from their number.
9. Disputes regarding geographic coverage by two or more 8-1-1 subscribers will be referred to the Indiana Utility Regulatory Commission.
10. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 8-1-1 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If during this period, the 8-1-1 subscriber has failed to establish service or decides to discontinue service establishment, the 8-1-1 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

11. Only a single ten-digit toll-free or local number may be used as the point-to number.
12. 8-1-1 Service is provided where facilities permit.
13. The 8-1-1 subscriber shall work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach One Call Center for services provided by dialing 8-1-1.
14. 8-1-1 will be provided under the following conditions:
 - a. The 8-1-1 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to 8-1-1 without impairing the Company's general telephone service or telephone plant.
 - b. The 8-1-1 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

GENERAL EXCHANGE SERVICE

8-1-1 SERVICE FOR ACCESS TO ONE CALL NOTIFICATION CENTERS (Continued)

B. OTHER TERMS AND CONDITIONS (Continued)

14. 8-1-1 will be provided under the following conditions: (Continued)
 - c. The 8-1-1 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
 - d. Suspension of 8-1-1 Service is not allowed.
 - e. The 8-1-1 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 8-1-1. If requested by the Company, the 8-1-1 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's 8-1-1 service.
 - f. The Company will provide both oral and written notification when a 8-1-1 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 8-1-1. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the 8-1-1 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.
15. The following conditions apply if the 8-1-1 subscriber provides a pre-recorded announcement:
 - a. The 8-1-1 subscriber will provide announcements. The Company will provide only delivery of the call.
 - b. The provision of access to the 8-1-1 network by the Company for the transmission of announcements or recorded program services is subject availability of such facilities and the requirements of the local exchange network.
 - c. The 8-1-1 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.

GENERAL EXCHANGE SERVICE

8-1-1 SERVICE FOR ACCESS TO ONE CALL NOTIFICATION CENTERS (Continued)

B. OTHER TERMS AND CONDITIONS (Continued)

- 15. The following conditions apply if the 8-1-1 subscriber provides a pre-recorded announcement: (Continued)
 - d. The 8-1-1 subscriber assumes all financial responsibility, according to other specific rates and charges under the Product Guide, for all facilities required to connect the recorder-announcement equipment located on the subscriber’s premises.
- 16. The Company may take all legal and practical steps to disassociate itself from 8-1-1 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company’s discretion generates unacceptable levels of complaints by end users.
- 17. The Company will not be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the by the Company, or its employees, or agents, in connection with this Product Guide. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.

C. RATES AND CHARGES

- 1. 8-1-1 subscribers will pay the normal Product Guide charges for the local exchange access arrangements used for transporting and terminating messages at the 8-1-1 subscriber’s designated premises.

- 2. Charges applicable to the 8-1-1 Service are as follows:

| | Nonrecurring Charge |
|---|------------------------|
| a. Service Charge Per Point-to Number | \$300.00 |
| b. Central Office Switch Activation Charge Per Central Office Switch Translated or Changed | 30.00 |
| c. Primary Service Order Charge | (Section 5, sheet 7) |

GENERAL EXCHANGE SERVICE

BUSINESS TRAFFIC STUDY SERVICE

A. GENERAL

Business Traffic Study Service provides performance reports of call capacity for originating and terminating traffic on access lines, trunk groups or hunt groups. The traffic study report enables business customers to determine how many calls terminate successfully compared with the number of calls that reach a station-busy condition.

B. REGULATIONS

At the customer’s request traffic studies will be performed on access lines, trunk groups or hunt groups that are provided by the Company.

A separate traffic study report is required for each access line, hunt line, or trunk group.

Business Traffic Study Service is available to business customers and only where technically feasible.

Traffic study detail requested by the customer will be limited to calls that originate or terminate on the Company’s network.

Studies will not be performed on toll-free or pay-per-call type telephone numbers.

Studies are done in 7-day intervals.

Types of studies include (but are not limited to):

- Line or Trunk Study
- Remote Call Forwarding Study
- Multi-Line Hunt Group Study

C. RATES AND CHARGES

| | |
|---|---------|
| Set up Charge and first week per access line or trunk group | \$60.00 |
| Each additional week per access line or trunk group | \$25.00 |

GENERAL EXCHANGE SERVICE

FRONTIER EMERGENCY CONNECT SERVICE

A. GENERAL

Frontier Emergency Connect Service is a LIMITED SERVICE that allows calls to be placed to 911 ONLY. The service does NOT allow for any inbound calling.

B. REGULATIONS

This service is available where technically feasible and subject to availability of existing facilities.

All attempted inbound calls will receive a recording saying the number is not in service.

Customers will not be given a telephone number of the service and no directory listing services will be available.

The customer only has the following dialing options:

- 911 and
- Where technically feasible, the ability to dial 611 and/or a Frontier Call Center.
- All other calling patterns will receive re-order tone.

The call origination telephone number (ALI information) going to the 911 center will indicate NO CALL BACK allowed.

Applicable Non-Recurring charges may apply.

NO LIABILITY SHALL ATTACH TO THE COMPANY REGARDING USE OF SERVICES OR THE FAILURE OF OR INABILITY TO USE THE SERVICES. FURTHER, COMPANY SHALL NOT BE LIABLE FOR DAMAGES (INCIDENTIAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY OR ATTORNEY’S FEES) ARISING FROM ERRORS, MISTAKES, OMISSIONS, INTERRUPTIONS, OR DELAYS OF THE COMPANY, ITS AGENTS, SERVANTS OR EMPLOYEES, IN THE COURSE OF ESTABLISHING, FURNISHING, REARRANGING, MOVING, TERMINATING, OR CHANGING THE SERVICE OF FACILITIES (INCLUDING THE OBTAINING OR FURNISHING OF INFORMATION IN RESPECT THEREOF OR WITH RESPECT TO THE CUSTOMERS OR USERS OF THE SERVICE OR FACILITIES).

C. RATES AND CHARGES

| | |
|--------------|--------|
| Monthly Rate | \$4.99 |
|--------------|--------|

RESERVED FOR FUTURE USE

LOCAL EXCHANGE RATESLocal Access Line Rates

| | <u>Monthly Rate</u> |
|-------------------------------------|---------------------|
| One-Party Business | \$29.00 |
| One-Party Business (rotary hunting) | 29.00 |
| One-Party Residence | 19.35 (I) |

In addition to the above rates, the following intrastate End User Common Line* (EUCL) Charges shall apply per individual line, trunk or trunk equivalent:

| | |
|----------------------|------|
| Residence | 4.34 |
| Single Line Business | 4.34 |
| Multiline Business | 8.00 |

Additional Services

| | |
|---------------------------|----------|
| Touch Tone - Business | 2.00 |
| Touch Tone - Residence | 1.50 |
| Additional Listing | |
| Business | 6.00 |
| Residence | 6.00 |
| Foreign Listing | |
| Business | 6.50 |
| Residence | 6.00 |
| Extra Line of Information | |
| Business | 6.00 |
| Residence | 5.50 |
| Non-published | 7.00 (I) |
| Non-listed | 6.50 (I) |

LOCAL EXCHANGE RATESAdditional Services (Continued)Monthly Rate

Leased Cable Pairs:

| | |
|---|--------|
| Local (intraexchange) Line Loop within two airline miles of the central office. | |
| Office Premises Loop | \$6.60 |
| Local (intraexchange) line loop beyond two airline miles of the central office in units of 1/4 airline miles. | |
| Off Premises Loop | \$.80 |
| 800 ONLY (Toll Restriction), per line | \$3.00 |

800 ONLY is an optional toll restriction service available to both residential and business customers. With 800 ONLY placed on the line, the customer's long distance dialing will be restricted to 800 series numbers only. The customer will still have the capability to place local calls, EAS, 911, 711 calls and pay per use calls such as Call Return, Auto Redial and Call Trace. Access to operator assistance and directory assistance are available only if allowed by the calling card being used by the customer. This service is offered on lines only where it is technically feasible. A monthly recurring charge per line as specified above will apply. The Subsequent Service Order charge as stated in Section 5, Sheet 7 of this Product Guide will apply per line for customers that request this service on an existing line.

Material appearing on this sheet previously appeared on Second Revised Sheet 1.

(N)

Effective: April 13, 2014

Officer: Jack D. Phillips
Title: State Regulatory Affairs Director

LOCAL EXCHANGE RATES

| <u>ENHANCED SERVICES RATES</u> | <u>MONTHLY RATES</u> | | <u>MONTHLY</u> |
|---|----------------------|-----|-----------------|
| | <u>RESIDENTIAL</u> | | <u>BUSINESS</u> |
| CALL FORWARDING | \$8.50 | (I) | 4.99 |
| CALL FORWARDING – BUSY/NO ANSWER (VARIABLE) | 8.50 | (I) | 4.99 |
| CALL FORWARDING REMOTE ACCESS | 7.00 | (I) | 4.99 |
| SELECTIVE CALL FORWARDING | 5.99 | | 2.00 |
| CALL WAITING | 10.25 | (I) | 4.99 |
| CANCEL CALL WAITING | 1.20 | | 1.20 |
| SPEED CALLING (EIGHT NUMBERS) | 5.99 | | 3.99 |
| SPEED CALLING (THIRTY NUMBERS) | 5.99 | | 4.99 |
| THREE-WAY CALLING | 10.00 | (I) | 4.99 |
| TEEN\SMALL BUSINESS RING | 5.99 | | 3.99 |
| DISTINCTIVE RING | 5.99 | | 3.99 |
| LAST NUMBER REDIAL | 5.99 | | 5.99 |
| AUTOMATIC CALL RETURN | 5.99 | | 5.99 |
| CALL TRANSFER | 5.99 | | 3.99 |
| WARM LINE | 2.00 | | 2.00 |
| SELECTIVE CALL ACCEPTANCE | 5.99 | | 2.00 |
| SELECTIVE CALL REJECTION | 5.99 | | 2.00 |
| CALLER ID - NAME AND NUMBER | 13.75 | (I) | 9.99 |

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

CUSTOM VALUE ADDED PACKAGES**BUSINESS CUSTOMERS**

- A. ANY TWO (2) ENHANCED SERVICES REDUCED BY 20%
- B. ANY THREE (3) ENHANCED SERVICES REDUCED BY 30%
- C. ANY FOUR (4) OR MORE ENHANCED SERVICES REDUCED BY 40%

LOCAL EXCHANGE RATES**CUSTOM VALUE ADDED PACKAGES** (Continued)**D. Frontier Choices** **\$17.95 per month/per line.**

Frontier Choices is a feature package available to residence and business customers. A customer may select an unlimited number of compatible services or features from the list below. A customer may add or delete features within the feature package at no additional charge.

- Call Forwarding
- Call Forward – Busy/No Answer (Variable)
- Call Forwarding Remote Access
- Call Waiting
- Cancel Call Waiting
- Distinctive Ring
- Speed Calling (Eight Numbers)
- Speed Calling (Thirty Numbers)
- Three-Way Calling
- Last Number Redial
- Automatic Call Return
- Caller ID Name and Number
- Priority Call
- Selective Call Acceptance
- Selective Call Forwarding
- Selective Call Rejection
- Voice Mail (nonregulated)

A residential customer who first subscribes to Frontier Choices when requesting a new basic local service access line or when requesting a move of their basic local service access line within the Company's service area will receive a one time credit of \$10.00.

CHARGES PER ACTIVATION

The following services are provided to all customers, subject to the specified charges per activation:

| | <u>Charge per Activation</u> | <u>Maximum Monthly Charge per Line</u> |
|--|----------------------------------|--|
| LAST NUMBER REDIAL * | \$.99 | \$10.00 |
| AUTOMATIC CALL RETURN * | .99 | 10.00 |
| CUSTOMER ORIGINATED TRACE (per trace charge) | 2.99 | 10.00 |

Services listed above with a (*) are alternatively available, without charge per activation at the monthly rates specified in Section 5 "Enhanced Services".

Director

Title: State Regulatory Affairs

LOCAL EXCHANGE RATES

PROMOTIONS

- A.) The Telephone Company may establish temporary promotional programs wherein it may waive and/or reduce nonrecurring and/or recurring charges for features and Custom Value Added Packages to introduce a present or potential customer to a service not previously subscribed to by the customer (the monthly recurring charge for Local Access Lines may not be waived). Customer orders for promotional services which are taken during the promotional period will qualify for the waiver of charges specific to each promotional offering. (D)
|
(D)
- B.) The promotional offerings may be limited as to duration, date, time and location. The Telephone Company retains the right to limit the size and scope of a promotional offering.
- C.) Appropriate notification of the promotion offering will be made to all eligible customers and to the Commission. An appropriate notification may include, direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
- D.) The benefits realized by the customer and the conditional obligations of the customer may extend beyond 90 days.
- E.) Promotional offers are valid only where it is technically feasible to provide the specified additional service and where facilities are available during the promotional period.

DUPLICATE BILL CHARGE

A printed copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit. A Duplicate Bill Charge will apply for providing a printed copy of current and/or previous months' billing.

| | <u>Residence</u> | <u>Business</u> |
|---|------------------|-----------------|
| Duplicate Bill Charge, per copy of bill requested | \$5.00 | \$5.00 |

LOCAL EXCHANGE RATES

| | <u>Monthly Rate</u> |
|---|---------------------|
| <u>Outside Extension Drop (Wiring between buildings on same premises)</u> | \$.85 |

LOCAL EXCHANGE RATES

| | <u>Residence</u> | <u>Business</u> |
|------------------------------|------------------|-----------------|
| <u>Initial Service Order</u> | \$24.00 | \$25.00 (I) |

One Initial Service Order Charge is applicable for work required in connection with establishing a telephone account. An account is for each service for which a separate monthly bill is rendered. This charge is in addition to any other nonrecurring or installation charges which may be applicable for equipment or service furnished.

| | | |
|---------------------------------|---------|-------------|
| <u>Subsequent Service Order</u> | \$20.00 | \$21.00 (I) |
|---------------------------------|---------|-------------|

Subsequent Service Order Charge is applicable when an existing account or customer request additional services, change or move of telephone equipment or wiring, including work orders for rearrangements or equipment or wiring. This charge is in addition to any other nonrecurring or installation charges which may be applicable for equipment or service furnished. This charge is not applicable when an upgrade of service requires on C.O. Equipment programming or when the Telephone Company initiates an upgrade of service.

When any Touch Tone Service, Custom Call features or Custom Local Area Signaling Service features are ordered within 30 days of the installation of initial telephone service, the Subsequent Service Order Charge will be waived.

| | | |
|---|-------------|-------------|
| <u>Central Office Connection Charge</u> | \$21.00 (I) | \$23.00 (I) |
|---|-------------|-------------|

Central Office Connection Charge is applicable when wiring or wiring changes are required in the central office to provide service. No charge is applicable for changes initiated by the Telephone Company. This charge applies for each access line wired.

| | | |
|--------------------------------|---------|---------|
| <u>Access Line Work Charge</u> | \$20.00 | \$24.00 |
|--------------------------------|---------|---------|

Access Line Work Charge is the charge applied to work associated with making and changing connections on the circuit between the serving central office up to and including the protector on the customer's premises, and/or other premises where the service is to be terminated, including necessary cross connections and line and station transfers.

| | | |
|--|---------|---------|
| <u>Non-Sufficient Funds (NSF) Check Charge</u> | \$20.00 | \$20.00 |
|--|---------|---------|

The NSF Check Charge is applicable for each check (paper and/or electronic) returned to the Telephone Company by the Bank as unpaid.

LOCAL EXCHANGE RATES

RESTORATION OF SERVICE (RECONNECT) IF WITHIN 45 DAYS OF DENIAL \$45.00 (I)

Reconnect Charge is applicable for labor and cost to deny and restore service. Forty-five days after denial of service the Central Office Equipment will have been disconnected, thus applicable nonrecurring charges required to restore service will apply.

CHANGE OF TELEPHONE NUMBER AT CUSTOMER'S REQUEST \$9.35

Change of Telephone Number at Customer's Request charge is applicable for cost of labor required to change the number. No charge is applicable for number changes initiated by the Telephone Company.

DIRECTORY LISTING CHANGES \$7.45

Directory Listing Change charge is applicable when a customer requests a change in their name listing. The charge is not applicable upon a change of telephone number, change from nonpublished telephone number to published, change in billing address, a customer establishing service where equipment is left in place or by a change initiated by the Telephone Company.

SERVICE CALL WHEN TROUBLE FOUND TO BE IN CUSTOMER-PROVIDED EQUIPMENT OR WIRING \$26.45

Service Call charges are applicable for trouble found to be in customer-provided equipment or wiring, if a premise visit is required by repairman to determine the location of the fault, and the fault is found to be in customer-provided equipment or wiring. The trouble report may originate from the customer, routine testing from central office, or by other reporting methods. This charge does not include repair work on customer-provided equipment.

LOCAL EXCHANGE RATES

TEMPORARY INTERCEPT SERVICE (60 DAY TIME PERIOD) \$18.35

Temporary Intercept Service charge is applicable when a customer requests that an old number be intercepted and the new number given to calling party.

NONRECURRING SERVICE CHARGES WILL NOT APPLY TO THE FOLLOWING

Installation, move or changes of payphones.

In the case of damage to or destruction of the customer's premise due to fire, flood or other catastrophe, the same service will be reestablished without charge, either at the same or a different location. However, service charges will apply to any temporary service installed pending re-establishment of the customer's regular service.

To remove services from premises.

To change to or from vacation rate.

LOCAL EXCHANGE RATES

PAYPHONE SERVICE

A. General

1. Payphone Service is basic exchange service, including Coin Supervision Functionality when needed, provided to customers for the connection of payphones. A payphone is defined as any telephone made available to the public on a fee-per-call basis, independent of any other commercial transaction, for the purpose of making telephone calls, whether the telephone is coin-operated or is activated either by calling collect or using a calling card. Coin supervision functionality is a central office function that provides the payphone with coin rating capability, coin deposit recognition, and coin collection and return capability. The customer orders the coin supervision functionality from the Company when their payphone instrument is not equipped with these functions.

LOCAL EXCHANGE RATES

PAYPHONE SERVICE (Continued)**B. Rates**

1. Payphone Service, per line (Business one-party rate as specified in Section 5, Sheet 2).
2. Touch Call Service must be provided on each line subscribing to Payphone Service. Charges for Business Touch Call Service as specified in Section 5 of this Product Guide will apply in addition to all other charges.
3. Selective Call Screening Service, as specified in Section 5, Sheet 14 of this Product Guide, must be provided on each line subscribing to Payphone Service. Charges for Selective Call Screening Service will apply in addition to all other charges.
4. Payphone Service is subject to Nonrecurring Charges, including Maintenance of Service Charge.
5. Payphone Service is subject to intrastate and interstate End User Common Line Charges as specified in Section 5 of the Telephone Company Product Guide and Section 4.7 of Frontier Telephone of Rochester, Inc., respectively
6. In addition to the rates set forth in 1. through 5., above, a "Coin Supervision Additive," will apply when the Coin Supervision Functionality must be provided by the Telephone Company.

The Coin Supervision Additive is \$1.95 per line, per month.

C. Conditions

1. All stations must be register with the FCC in compliance with FCC Docket 84-270.
2. All stations must provide dial tone first and be able to reach an operator, local directory assistance and 911 Service where available without the use of a coin.
3. All stations must be compatible with hearing aids as specified in FCC Docket 83-427.
4. All stations must provide accessibility to all Interexchange Carriers where equal access is provided.
5. All stations must be able to provide calling card, collect and third-party billed long distance calls without the use of a coin.

LOCAL EXCHANGE RATES

PAYPHONE SERVICE (Continued)

C. Conditions (Continued)

6. All stations must be equipped with suitable audible signals and arranged to receive incoming calls.
7. All stations must be equipped with tone-type address signaling.
8. Timing of local calls shall not be permitted.
9. The station installation must be in accordance with any rules and/or standards promulgated by the American National Standards Institutes, Inc. and the Indiana Construction Rules (Building Code) which are concerned with handicapped persons.
10. An informational display shall be provided within three feet of the payphone to inform the user of the telephone number of the station, the general operation, the owner's name, the method of reporting service problems and the method for receiving a credit for a noncompleted call for which the payphone did not return deposited coins. This display shall also inform the user of dialing instructions required in order to access the long distance carriers available on an equal access basis.
11. The person or company in whose name the access line is billed shall be responsible for payment to the Telephone Company for any charges for Directory Assistance.
12. Selective Class of Call Screening is required for Payphone Service. Consequently, neither operator handled sent-paid calls nor direct dialed long distance sent-paid calls will be permitted.

LOCAL EXCHANGE RATES

PAYPHONE SERVICE (Continued)

C. Conditions (Continued)

- 13. A payphone subscriber is entitled to one listing in the alphabetical and classified sections of the Directory. When requested by the customer, additional listings may be provided in accordance with Section 5 of this Product Guide.
- 14. The provider of the payphone shall be required to provide to the Telephone Company such information as is required by the Telephone Company, i.e., FCC registration information and any other normal information the Telephone Company may require for customer account identification.
- 15. The customer may not attach more than one coin station to any line that is subscribed to this Service. The customer may not attach a payphone to any line that is served by a key, PBX or any other switching system. The customer may not attach a payphone to any line subscribed to a service other than Payphone Service.
- 16. Payphone Service is not offered in conjunction with FX Exchange Service.
- 17. The Telephone Company will apply the rules and regulations of its Product Guide to the extent necessary to resolve any violation.

D. Selective Call Screening Service

Selective Call Screening Service is an arrangement under which the Telephone Company will accept only those toll calls which are made collect or billed to a third number or calling card. This is a required feature for use with lines serving payphones. This service is offered only where facilities permit.

| | <u>Monthly Rate</u> |
|--|---------------------|
| Selective Call Screening Service, per line | \$5.00 |

LOCAL EXCHANGE RATES

InTrac Surcharge

Pursuant to the provisions contained Cause No. 39880-INTRAC4, the Company hereby adopts and concurs in I.U.R.C. Tariff No. T-7, Part 1, Section 4 for the monthly rate and application of the InTrac surcharge.

Effective: July 1, 2009

**Officer: Jack D. Phillips
Title: State Regulatory Affairs Director**

PRIVATE LINE SERVICES

Requests for Private Line Services will be furnished insofar as the ability and facilities of this Telephone Company permit, in accordance with the following.

Monthly rates and service charges for the local loop termination(s) will be billed based on the special access Channel Termination rate and as specified in the Telephone Company's intrastate access tariff (the Access Service Tariff I.U.R.C. No. 5, for Communications Corporation of Indiana).

Requests for additional mixing, features and functions will be billed in accordance with the special access section of the Telephone Company's intrastate access tariff (the Access Service Tariff I.U.R.C. No. 5, for Communications Corporation of Indiana).

FOREIGN EXCHANGE

A. Conditions

1. Foreign Exchange Service is a local service furnished to a customer from an exchange other than the one from which service would normally be provided and is limited to one-party, key and PBX trunk line service. Foreign Exchange Service is not provided in connection with payphone service.
 - a. The “home exchange” is that in which the customer is located.
 - b. The “foreign exchange” is that from which the customer desires service (dial tone).
2. This is a special service and will be furnished in accordance with such methods as are best suited to meet plant and operating requirements subject to the availability of facilities.
3. The rates, rules and regulations of the foreign exchange apply for the class of service and equipment provided from the foreign exchange.
4. Mileage measurement for interexchange channel charges is the airline distance between the principal central offices of the home and foreign exchange. When service is provided jointly with one or more telephone companies, each telephone company’s rates apply to that portion of the airline mileage within its operating area.
5. Service may terminate at the home exchange in Private Branch Exchange, a telephone instrument or any other authorized equipment.

Foreign Exchange Service will be furnished in connection with Hotel-Motel Service only for the use of the management in the conduct of the business.

6. Extension telephone and other miscellaneous equipment may be provided at either the home or foreign exchange. The rates, rules and regulations of the telephone company providing the services and equipment are applicable.

FOREIGN EXCHANGE (Continued)

B. Rates

1. When the Telephone Company is the foreign exchange it will bill the customer the appropriate business or residence monthly local access line rates (and other requested enhanced services) as specified in the Product Guide. The application of service charges is based on the work activity performed by the Telephone Company and are specified in the Product Guide.
2. When the Telephone Company is the home exchange, it will bill the customer the monthly rates and service charges for the local loop termination based upon the special access Channel Termination rate as specified in the Telephone Company's Product Guide.
3. Monthly rates and service charges for the interexchange channel will be applied based upon the special access Channel Mileage Facility and Channel Mileage Termination rates as specified in the Telephone Company's Product Guide.
4. When the Telephone Company is the foreign exchange it will bill the customer for all toll usage originated from the foreign exchange line.

ACCESS SERVICE

1. STATEMENT

Request for Access Service will be furnished insofar as the ability and facilities of this telephone company permit, in accordance with the following concurrences.

2. CONCURRENCE

FRONTIER COMMUNICATIONS OF INDIANA LLC

hereby assents to, adopts and concurs in the rates, rules and regulations governing Access Service as they are set forth in the Frontier Telephone Companies Tariff FCC No. 10, on file with the Indiana Utility Regulatory Commission, and makes itself a party thereto and obligates itself to observe the provisions therein with the following exceptions: (C)

Presubscription Cost Recovery Charges and application of the presubscription change charges, as stated on this sheet in item 3 (Presubscription) below.

Single Line Business and Residence End User Access Service Rates and Charges. Regulations, rates and charges for End User Access Service are provided for in Section 8 of the Product Guide.

Rates and charges, and additional regulations, if applicable, for service or arrangements developed on an individual case basis are provided for in Section 8 of the Product Guide.

Indiana Universal Service Surcharge, as provided for in Section 2 of the Product Guide.

The Telephone Company concurs in Frontier Telephone Companies Tariff FCC No. 10 for language and rates. Exceptions are set forth in Paragraph 5. following. (C)

3. PRESUBSCRIPTION

A. Presubscription Change Charge

The presubscription charge specified in the I.U.R.C. No. 5 tariff, Section 17.4.4(I) includes the following presubscription changes:

1. InterLATA only;
2. IntraLATA only;
3. Both InterLATA and IntraLATA when simultaneous changes are made.

ACCESS SERVICE

4. End User Access Service

The Telephone Company will provide End User Access Service (End User Access) to end users who obtain local exchange service from the Telephone Company under its Product Guide.

4.1 General Description

End User Access Provides for the use of an End User Common Line (EUCL).

4.2 Limitations

- (A) A telephone number is not provided with End User Access.
- (B) Detail billing is not provided with End User Access.
- (C) Directory listings are not included with End User Access.
- (D) Intercept arrangements are not included with End User Access.

4.3 Undertaking of the Telephone Company

The Telephone Company will provided use of an End User Access at rates and charges as set forth in 4.4 following, as follows:

- (A) Use of an EUCL by an end user, in connection with intrastate Access Services, is provided under this Product Guide. Such use will be provided when the end user obtains local exchange service.
- (B) The Telephone Company will be responsible for contacts and arrangements with customers for the billing of End User Access Charges.

ACCESS SERVICE

4. End User Access Service (Cont'd)

4.4 Rate Charges (Cont'd)

The rates for End User Common Line Access are now found in the Telephone Company's Product Guide, Section 5.

5. Switched Access

| | <u>Originating</u> | <u>Terminating</u> | |
|---|--------------------|--------------------|-----|
| Local Switching Service Category: | | | |
| LS1 Premium Local Switching per Minute – Non 800 | \$0.04490200 | * | (C) |
| LS2 Premium Local Switching per Minute – Non 800 | \$0.04490200 | * | |
| Non Premium Local Switching per Minute – Non 800 | \$0.02020600 | * | (C) |
| Network Blocking - per Blocked Call (FGB, FGC, FGD & SAC) | | * | |
| Information Services Category: | | | |
| Information Surcharge--Premium – Non 800 | \$0.04940000 | * | (C) |
| Information Surcharge--Non Premium – Non 800 | \$0.02220000 | * | (C) |
| | | | (D) |
| | | | |
| | | | (D) |
| Tandem Switched Transport Service Category: | | | |
| Tandem Switched Termination per MOU – Non 800 | \$0.00209000 | * | (C) |
| Tandem Switched Facility - per MOU per mile – Non 800 | \$0.00040200 | * | |
| Tandem Switching per MOU – Non 800 | \$0.00527200 | * | (C) |

* See Frontier Telephone Companies Tariff FCC No. 10 for rate.

BUNDLED SERVICES

I. Residential Bundled Services

A. Frontier Choicessm Tier Bundles*

(T)

1. General

“Frontier Choicessm Tier Bundles” consists of several package offerings that give residential customers a combination of services and features. Frontier Choicessm Tier I bundle includes one flat rate residential basic local service access lines with touch tone calling, a customer selected combination of local enhanced features plus an allowance for ten free Frontier local Directory Assistance Service calls. Residential customers can take any combination of features for the same flat rate bundle package price. Additional non-regulated and federally tariffed services are offered in other Frontier Choicessm Tier Bundles packages and not reflected in this Product Guide.

2. Regulations

Frontier Choicessm Tier Bundles packages are available only where technically feasible.

The Frontier Choicessm Tier Bundles package rate, including unregulated service and or equipment components selected by the customer, will appear as a single line item on the customer’s bill.

Components of the Frontier Choicessm Tier Bundles packages are based on the current Product Guide rates for services and features. Future rate increases for regulated components may necessitate a corresponding change in the bundled rates.

The services and features are provided subject to their individual service regulations as specified in the applicable sections of the Company’s Product Guides.

Except as otherwise described, non-recurring installation charges applicable to installation of individual service components contained in the bundled offerings apply.

Customers may add or delete any features offered in a bundled package without incurring a Service Order Charge.

Customers may switch between Tier packages without incurring a Service Order Charge.

This offering includes an allowance for ten free Frontier local directory assistance calls per package offering per monthly billing cycle. Unused free directory assistance calls may not be carried-over to subsequent months. Customer dialed “0” local directory assistance calls are not included as part of the Frontier Choicessm Tier Bundles package offering. Directory assistance calls provided by other carriers are not subject to the 10 free call allowance.

* This service offering is limited to existing subscribers at their existing locations.

(T)

BUNDLED SERVICES

I. Residential Bundled Services

A. Frontier Choicessm Tier Bundles* (con't)

(T)

2. Regulations (con't)

All federal End User Common Line (“EUCL”) charges will be billed separately and in addition to the Frontier Choicessm Tier I bundle package. Except as otherwise specified, all other applicable surcharges and taxes will be billed separately, and in addition to, the package rate. EAS additives that are separately billed in addition to basic local service rates will also be billed as EAS additives in addition to the package rate.

3. Frontier Choicessm Tier Bundles Features and RatesA. Frontier Choicessm Tier I

\$32.00/month

(I)

- One Residential One-Party Local Exchange Access Line with Touch Tone (Residence) service
- Allowance for 10 Free Local Directory Assistance Calls (non “0” dialed)
- Call Forwarding
- Call Forwarding – Busy/No Answer (Variable)
- Call Forwarding Remote Access
- Call Waiting
- Cancel Call Waiting
- Distinctive Ring
- Speed Calling (Eight Numbers) or Speed Calling (Thirty Numbers)
- Three-Way Calling
- Last Number Redial
- Automatic Call Return
- Caller ID Name and Number
- Priority Call
- Special Call Acceptance
- Special Call Forwarding
- Select Call Rejection
- Voice Mail (non-regulated)
- Internet Call Waiting (nonregulated)

B. Frontier Choicessm Tier Bundles Nonrecurring Credit

A residential customer who subscribes to a Frontier Choicessm Tier Bundles service concurrent with initially ordering basic local service or when moving to a new location within the Company's service area will receive a one time credit of \$10.00.

* This service offering is limited to existing subscribers at their existing locations.

(T)

BUNDLED SERVICES

I. Residential Bundled Services

A. Frontier Choicessm Tier Bundles* (con't)

3. Frontier Choicessm Tier Bundles Features and Rates (cont'd)

C. One Year Term Rate Plan

- a. Customers may subscribe to a Tier I Bundle under a one-year term contract, with a \$5.00 discount from the normal monthly charge.
- b. Early termination liability charges shall apply if the customer cancels the Tier I Bundle before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled. The early termination liability charges shall be calculated as follows: For each cancelled Tier I Bundle, a rate differential shall be determined, equal to the difference between the Tier I Bundle rate under the contract and the Tier I Bundle rate under month-to-month subscription. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) for which the customer subscribed to the Tier I Bundle under contract before cancellation. The result shall be the early termination liability charge for the cancelled Tier I Bundle.
- c. The monthly rate with a one-year commitment will continue to apply to the Tier I bundle after the end of the one-year period and until the customer or the company notifies the other that the one-year term will not be renewed in which case the normal monthly rate will apply on a month-to-month basis.

* This service offering is limited to existing subscribers at their existing locations.

Effective: June 7, 2010

Officer: Jack D. Phillips
Title: State Regulatory Affairs Director

BUNDLED SERVICES

I. Residential Bundled Services

(T)

B. Frontier Digital Phone Service

1. General

- a. The Frontier Digital Phone Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below, including certain non-regulated and federally price listed services. Listing of the non-regulated and federally price listed services is provided only for purpose of clarity and does not imply that these services are subject to state authority.

Features and Services

Call Forwarding – Busy/No Answer (Variable)

Call Waiting

Cancel Call Waiting

Caller ID Name and Number

Voice Mail (non-regulated)

Frontier Communications of America's, Frontier Digital Phone Service Calling Plan (Federally Price listed)

- b. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

Last Number Redial

Automatic Call Return

Three-Way Calling

Speed Call 8 or 30

Call Forwarding

BUNDLED SERVICES

I. Residential Bundled Services

B. Frontier Digital Phone Service

2. Regulations

The Frontier Digital Phone Service is available where technically feasible.

The features and services, except those listed as non-regulated or federally price listed, are provided subject to their descriptions and regulations as specified elsewhere in the Product Guide.

Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Product Guide rules.

Customers may add or delete any features offered in the bundle without a service order charge.

Federal Subscriber Line Charge and the State End User Common Line Charge will be billed separately

New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

3. Rates and Charges

| | | |
|-------------------------------------|---------|-----|
| Monthly Rate | \$61.99 | (I) |
| Digital Phone Enhanced Feature Pack | \$6.49 | |

BUNDLED SERVICES

I. Residential Bundled Services

C. Frontier Digital Phone Bronze*+

1. General

- a. Frontier Digital Phone Bronze is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

One-Party Residence Local Access Line
Touch Tone
Call Waiting
Cancel Call Waiting
Caller ID Name and Number

- b. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

Last Number Redial
Automatic Call Return
Three-Way Calling
Speed Call 8 or 30
Call Forwarding

* This service offering is limited to existing subscribers at their existing locations.

+ This bundle was previously called Frontier Digital Phone Essentials.

BUNDLED SERVICES

I. Residential Bundled Services

C. Frontier Digital Phone Bronze*+

2. Regulations

The Frontier Digital Phone Bronze is available where technically feasible.

The features are provided subject to their individual service regulations as specified in this Product Guide.

When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individual rates.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with the existing Product Guide.

Customers may add or delete any features offered in the package without a service order charge.

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

The bundles are offered on a month-to-month basis.

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

New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

3. Rates and Charges

All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

Frontier Digital Phone Bronze is provided at the following rate:

| | | |
|-------------------------------------|---------|-----|
| Monthly Rate | \$21.99 | (I) |
| Digital Phone Enhanced Feature Pack | \$6.49 | |

* This service offering is limited to existing subscribers at their existing locations.

+ This bundle was previously called Frontier Digital Phone Essentials.

BUNDLED SERVICES

I. Residential Bundled Services

D. Frontier Digital Basic Bundle*

1. General

- a. Frontier Digital Basic Bundle is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Touch Tone- Residential
Call Forwarding – Busy/No Answer (Variable)
Call Waiting
Cancel Call Waiting
Caller ID Name and Number

- b. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

Last Number Redial
Automatic Call Return
Three-Way Calling
Speed Call 8 or 30
Call Forwarding

* This service offering is limited to existing subscribers at their existing locations.

BUNDLED SERVICES

I. Residential Bundled Services

D. Frontier Digital Basic Bundle*

2. Regulations

The Frontier Digital Basic Bundle is available where technically feasible.

The features are provided subject to their individual service regulations as specified in this Product Guide.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with the Product Guide.

Customers may add or delete any features offered in the package without a service order charge.

Federal Subscriber Line Charge and the State End User Common Line Charge will be billed separately.

New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

3. Rates and Charges

Frontier Digital Basic Bundle is provided at the following rate:

| | | |
|-------------------------------------|---------|-----|
| Monthly Rate | \$31.99 | (I) |
| Digital Phone Enhanced Feature Pack | \$6.49 | |

* This service offering is limited to existing subscribers at their existing locations.

BUNDLED SERVICES

I. Residential Bundled Services

D. Frontier Digital Phone Plus Service

1. General

- a. The Frontier Digital Phone Plus Service is a package offering available to residential customers and includes two residential access lines, a combination of local features and non-regulated services. Customers may select any or all of the following features for a monthly charge.

Features and Services

Two Residential Access Lines

Touch Tone

Call Waiting

Cancel Call Waiting

Caller ID Name and Number

Call Forwarding – Busy/No Answer

- b. Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

Last Number Redial

Automatic Call Return

Three-Way Calling

Speed Call 8 or 30

Call Forwarding

BUNDLED SERVICES

I. Residential Bundled Services

D. Frontier Digital Phone Plus Service

2. Regulations

The Frontier Digital Phone Plus Service is available where technically feasible.

The features are provided subject to their individual service regulations as specified in this Product Guide.

Federal Subscriber Line Charge will be billed separately from the Bundle offering. Other surcharges, and taxes will apply.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing Product Guide rules.

Customers may add or delete any features offered in the package without a service order charge.

The bundle is offered on a one, two, or three, year term basis.

- a. If the rate changes during the term of the contract, the contract rate will remain in effect in the customer’s contract.
- b. If the customer cancels the bundle before the end of the term contract, an early termination charge of \$200.00 shall apply

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

The custom calling features included in the Frontier Digital Phone Plus bundle will be activated on only one of the access lines designated by the customer.

New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

3. Rates and Charges

All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in additional to the bundle rate.

Frontier Digital Phone Plus Service is provided at the following rate:

| | <u>Per Month</u> | |
|---------------------------------|------------------|-----|
| Digital Phone Plus Service Rate | \$61.99 | (I) |
| Enhanced Feature Pack | \$6.49 | |

BUNDLED SERVICES

I. Residential Bundled Services

E. Stay Connected Seasonal Service

1. General

Stay Connected Seasonal Offering allows a customer to suspend their Digital Phone Service Bundle, Digital Phone 100 Bundle, Frontier Digital Basic Bundle, Frontier Digital Phone Bronze, Frontier Unlimited State, Frontier Digital Phone Plus Service, Frontier Digital Phone X, Frontier Unlimited State X, Frontier Digital Phone Essentials 1, Frontier Digital State Unlimited with Essentials 1, Frontier Digital Phone Nationwide Unlimited with Essentials 1 Service, or Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 Service while they are away, for a minimum of one month or up to nine months for a reduced rate.

(N)
|
(N)

2. Regulations

1. The customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then reconnection charges do not apply
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer’s line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the “Stay Connected” Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the Stay Connected discount after the nine month period if no date is given.
6. This service does not change any other terms and conditions of the bundle being suspended.
7. The monthly rate includes the Federal End User Common Line Charge.

3. Rates and Charges

| | |
|----------------------------------|---------------------|
| | <u>Monthly Rate</u> |
| Stay Connected Seasonal Offering | \$9.99 |

BUNDLED SERVICES

I. Residential Bundled Services

F. Frontier Digital Phone 100*

(T)

1. General

- a. Frontier Digital Phone 100 is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below

(T)

Features and Services

Touch Tone- Residential
Basic Local Exchange Service Access line
Extended Area Service
Speed Calling 8 Number

2. Regulations

The Frontier Digital Phone 100 bundle is available where technically feasible.

The features are provided subject to their individual service regulations as specified in this Product Guide.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with the Product Guide.

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

The bundle is offered on a month-to-month basis.

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

* This bundle was previously called Frontier Digital Phone Essentials.

BUNDLED SERVICES

I. Residential Bundled Services

F. Frontier Digital Phone 100* (Continued)

2. Regulations (Continued)

New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

The following features are available at rates specified below:

- Call Forwarding
- Call Forwarding Busy/No Answer Variable
- Call Waiting/Cancel Call Waiting
- Caller ID Name and Number
- Automatic Call Return
- Last Number Redial
- Three-Way Calling
- Speed Calling (Thirty Numbers)
- Call Tracing Service

3. Rates and Charges

| | <u>Monthly Rate</u> | |
|----------------------------|---------------------|-----|
| Frontier Digital Phone 100 | \$20.99 | (I) |
| One Feature | \$6.49 | |
| Two Features | \$7.99 | |
| Three Features | \$9.99 | |
| All listed features | \$12.99 | |

* This bundle was previously called Frontier Digital Phone Essentials.

BUNDLED SERVICES

I. Residential Bundled Services

G. Frontier Unlimited State

1. General

- a. Frontier Unlimited State is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below

Features and Services

Touch Tone- Residential
Basic Local Exchange Service Access line
Extended Area Service
Call Waiting/Cancel Call Waiting

3. Regulations

The Frontier Unlimited State bundle is available where technically feasible.

The features are provided subject to their individual service regulations as specified in this Product Guide.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with the Product Guide.

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

The bundle is offered on a month-to-month basis.

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

BUNDLED SERVICES

I. Residential Bundled Services

G. Frontier Unlimited State (Continued)

2. Regulations (Continued)

New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

The following features are available at rates specified below:

- Call Forwarding
- Call Forwarding Busy/No Answer Variable
- Call Waiting/Cancel Call Waiting
- Caller ID Name and Number
- Automatic Call Return
- Last Number Redial
- Three-Way Calling
- Speed Calling (Thirty Numbers)
- Call Tracing Service

3. Rates and Charges

| | <u>Monthly Rate</u> | |
|--------------------------|---------------------|-----|
| Frontier Unlimited State | \$30.99 | (I) |
| One Feature | \$6.49 | |
| Two Features | \$7.99 | |
| Three Features | \$9.99 | |
| All listed features | \$12.99 | |

BUNDLED SERVICES

I. Residential Bundled Services

H. Frontier Digital Phone X

1. General

- a. The Frontier Digital Phone X is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Forwarding – Busy/No Answer (Variable)
Call Waiting
Cancel Call Waiting
Caller ID Name and Number
Speed Calling 8

- b. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

Last Number Redial
Automatic Call Return
Three-Way Calling
Speed Call 30
Call Forwarding

BUNDLED SERVICES

I. Residential Bundled Services

H. Frontier Digital Phone X

2. Regulations

The Frontier Digital Phone X is available where technically feasible.

The features and services are provided subject to their descriptions and regulations as specified elsewhere in the Product Guide.

Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Product Guide rules.

Customers may add or delete any features offered in the bundle without a service order charge.

Federal Subscriber Line Charge and the State End User Common Line Charge will be billed separately

New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

3. Rates and Charges

| | | |
|-------------------------------------|---------|-----|
| Monthly Rate | \$31.99 | (1) |
| Digital Phone Enhanced Feature Pack | \$6.49 | |

BUNDLED SERVICES

I. Residential Bundled Services

I. Frontier Unlimited State X

1. General

- a. Frontier Unlimited State X is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below

Features and Services

Touch Tone- Residential
Basic Local Exchange Service Access line
Extended Area Service
Call Waiting/Cancel Call Waiting
Speed Calling 8

2. Regulations

The Frontier Unlimited State X bundle is available where technically feasible.

The features are provided subject to their individual service regulations as specified in this Product Guide.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with the Product Guide.

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

The bundle is offered on a month-to-month basis.

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

BUNDLED SERVICES

I. Residential Bundled Services

I. Frontier Unlimited State X (Continued)

2. Regulations (Continued)

New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

The following features are available at rates specified below:

- Call Forwarding
- Call Forwarding Busy/No Answer Variable
- Call Waiting/Cancel Call Waiting
- Caller ID Name and Number
- Automatic Call Return
- Last Number Redial
- Three-Way Calling
- Speed Calling (Thirty Numbers)
- Call Tracing Service

3. Rates and Charges

| | <u>Monthly Rate</u> | |
|----------------------------|---------------------|-----|
| Frontier Unlimited State X | \$30.99 | (I) |
| One Feature | \$6.49 | |
| Two Features | \$7.99 | |
| Three Features | \$9.99 | |
| All listed features | \$12.99 | |

BUNDLED SERVICES

I. Residential Bundled Services

I. Frontier Digital Phone Essentials 1

1. General

- a. Frontier Digital Phone Essentials 1 is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below

Features and Services

Touch Tone- Residential
Extended Area Service
Call Waiting/Cancel Call Waiting
Three-Way Calling
Call Forwarding Variable
Caller ID Name and Number

- b. Unlimited Feature Pack

Call Forwarding Busy
Automatic Call Return
Last Number Redial
Speed Calling (Thirty Numbers)
Customer Originated Trace

2. Regulations

The Frontier Digital Phone Essentials 1 bundle is available where technically feasible.

The features are provided subject to their individual service regulations as specified in this Product Guide.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with the Product Guide.

BUNDLED SERVICES

I. Residential Bundled Services

I. Frontier Digital Phone Essentials 1 (Continued)

2. Regulations (Continued)

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

The bundle is offered on a month-to-month basis.

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

3. Rates and Charges

| | <u>Monthly Rate</u> | |
|-------------------------------------|---------------------|-----|
| Frontier Digital Phone Essentials 1 | \$30.99 | (I) |
| Unlimited Feature Pack | \$6.49 | |

BUNDLED SERVICES

I. Residential Bundled Services

J. Frontier Digital State Unlimited with Essentials 1

1. General

- a. Frontier Digital State Unlimited with Essentials 1 is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below

Features and Services

Touch Tone- Residential
Extended Area Service
Call Waiting/Cancel Call Waiting
Three-Way Calling
Call Forwarding
Caller ID Name and Number
Speed Calling (Eight Numbers)
Last Number Redial
Automatic Call Return

- b. Additional Features – The following features can be purchased in addition to the bundle.

Selective Call Rejection
Selective Call Acceptance
Speed Calling (Thirty Numbers)
Customer Originated Trace

2. Regulations

The Digital State Unlimited with Essentials 1 bundle is available where technically feasible.

The features are provided subject to their individual service regulations as specified in this Product Guide.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with the Product Guide.

BUNDLED SERVICES

I. Residential Bundled Services

J. Frontier Digital State Unlimited with Essentials 1 (Continued)

2. Regulations (Continued)

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

The bundle is offered on a month-to-month basis.

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

3. Rates and Charges

| | <u>Monthly Rate</u> | |
|--|---------------------|-----|
| Frontier Digital State Unlimited with Essentials 1 | \$35.99 | (I) |
| One Feature | \$6.49 | |
| Two Features | \$7.99 | |
| Three Features | \$9.99 | |
| All Listed Features | \$12.99 | |

BUNDLED SERVICES

I. Residential Bundled Services

K. Frontier Digital Phone Nationwide Unlimited with Essentials 1

1. General

- a. Frontier Digital Phone Nationwide Unlimited with Essentials 1 is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below

Features and Services

Touch Tone- Residential
Extended Area Service
Call Waiting/Cancel Call Waiting
Three-Way Calling
Call Forwarding –Busy/No Answer (Variable)
Caller ID Name and Number
Speed Calling (Eight Numbers)
Last Number Redial
Automatic Call Return
10 Free DA Calls

- b. Unlimited Feature Pack

Selective Call Rejection
Selective Call Acceptance
Speed Calling (Thirty Numbers)
Call Forwarding Busy/No Answer (Fixed)
Call Forwarding Busy Line (Fixed)

2. Regulations

The Frontier Digital Phone Nationwide Unlimited with Essentials 1 bundle is available where technically feasible.

The features are provided subject to their individual service regulations as specified in this Product Guide.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with the Product Guide.

BUNDLED SERVICES

I. Residential Bundled Services

K. Frontier Digital Phone Nationwide Unlimited with Essentials 1 (Continued)

2. Regulations (Continued)

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

The bundle is offered on a month-to-month basis.

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

3. Rates and Charges

| | <u>Monthly Rate</u> | |
|--|---------------------|-----|
| Frontier Digital State Unlimited with Essentials 1 | \$41.99 | (I) |
| Unlimited Feature Pack | \$6.49 | |

BUNDLED SERVICES

I. Residential Bundled Services

L. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1

1. General

- a. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 is a package offering available to residential customers and includes two flat-rate residential one-party service access line and the customer's choice of the features and services listed below. Features can only be added to the first line.

Features and Services

Touch Tone- Residential
Extended Area Service
Call Waiting/Cancel Call Waiting
Three-Way Calling
Call Forwarding –Busy/No Answer (Variable)
Caller ID Name and Number
Speed Calling (Eight Numbers)
Last Number Redial
Automatic Call Return
10 Free DA Calls

- b. Unlimited Feature Pack

Selective Call Rejection
Selective Call Acceptance
Speed Calling (Thirty Numbers)
Call Forwarding Busy/No Answer (Fixed)
Call Forwarding Busy Line (Fixed)

2. Regulations

The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 bundle is available where technically feasible.

The features are provided subject to their individual service regulations as specified in this Product Guide.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with the Product Guide.

BUNDLED SERVICES

I. Residential Bundled Services

L. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 (Continued)

2. Regulations (Continued)

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

The bundle is offered on a month-to-month basis.

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

3. Rates and Charges

| | <u>Monthly Rate</u> |
|---|---------------------|
| Frontier Digital State Unlimited Plus with Essentials 1 | \$41.99 (I) |
| Unlimited Feature Pack | \$6.49 |

BUNDLED SERVICES

I. Residential Bundled Services

M. Frontier Residential Unlimited Voice Service

(N)

1. GENERAL

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

Basic Bundle

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

2. CONDITIONS

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

(N)

BUNDLED SERVICES

I. Residential Bundled Services

M. Frontier Residential Unlimited Voice Service (Continued)

(N)

2. CONDITIONS (continued)

- i. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
- j. Call detail for Extended Area Service will not be displayed on the customer’s monthly telephone bill.
- k. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.

3. RATES AND CHARGES

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

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

(N)

BUNDLED SERVICES

I. Residential Bundled Services

N. Frontier Unlimited Voice and Feature Bundle

(N)

1. GENERAL

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

Basic Bundle

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

2. CONDITIONS

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

(N)

BUNDLED SERVICES

I. Residential Bundled Services

N. Frontier Unlimited Voice and Feature Bundle (Continued)

(N)

2. CONDITIONS (continued)

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

3. RATES AND CHARGES

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

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

(N)

BUNDLED SERVICES

I. Residential Bundled Services

O. Frontier Digital Phone Essentials

(N)

A. General

The Frontier Digital Phone Essentials is a package offering available to residential customers that includes one flat rate residential access line, unlimited local calling and a combination of local features. Customers can take any combination of features for the same flat rate charge. The feature pack is optional and is available for an additional charge.

Basic Bundle

Flat Rate Access Line
Extended Area Service
Touch Calling
Waiting

Call Waiting ID
Caller ID with Name
Call Waiting/Cancel Call

Feature Pack

Three Way Calling
*66 Busy Number Redial
*69 Call Return
Anonymous Call Block/Rejection
Basic Call Forward
Selective Call Forwarding
Selective Call Acceptance

Call Forward
Speed Call 30
Distinctive Ring
Call Waiting
Call Forward Busy
Selective Call Rejection
Priority Ring

B. Conditions

- a. The Frontier Digital Phone Essentials is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individual rates.

(N)

BUNDLED SERVICES

I. Residential Bundled Services

O. Frontier Digital Phone Essentials (Continued) (N)

B. Conditions (Continued)

- d. Non-payment or partial payment of the bill may result in the removal of services that are included in the package in accordance with existing rules.
- e. Customers may add or delete any features offered in the bundle without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features of have some features turned off.
- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- h. The bundles are offered on a month to month basis.
- i. The bundle will appear as a single line item on the bill.
- j. Frontier Digital Phone Essentials is available to residential customers only.
- k. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

C. Rates and Charges

| | <u>Monthly Rate</u> |
|--|---------------------|
| Frontier Digital Phone Essentials | \$23.99 |
| Digital Phone Enhanced Feature Package | \$6.49 |

(N)

BUNDLED SERVICES

I. Residential Bundled Services

P. Frontier Digital Phone Unlimited

(N)

1. General

The Frontier Digital Phone Unlimited Service (Challenger) is a package offering available to residential customers and includes one residential access line, unlimited local calling and the customer’s choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Basic Bundle

Call Waiting ID
Caller ID - Name and Number
Call Waiting/Cancel Call Waiting

Feature Package

| | |
|--------------------------------|--------------------------|
| Call Forward | |
| Busy Number Redial (*66) | Speed Call 8 or 30 |
| Call Return (*69) | Distinctive Ring |
| Anonymous Call Rejection | 3-Way Calling |
| Call Forward Variable or Fixed | Call Forward Busy |
| Selective Call Forwarding | Selective Call Rejection |
| Selective Call Acceptance | Priority Ring |

2. Regulations

1. The Frontier Digital Phone Unlimited (Challenger) is for residential customers and is available where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.

(N)

BUNDLED SERVICES

I. Residential Bundled Services

P. Frontier Digital Phone Unlimited (Continued)

(N)

2. Regulations (Continued)

- 4. Customers may add or delete any features offered in the bundle without a service order charge.
- 5. The bundle will appear as a single line item on the bill.
- 6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- 7. The bundles are offered on a month-to-month basis.
- 8. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- 9. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited (Challenger) do not apply.

3. Rates and Charges

| | <u>Monthly Rate</u> |
|---|---------------------|
| Frontier Digital Phone Unlimited (Challenger) | \$21.99 |
| Feature Pack | \$6.49 |

(N)

BUNDLED SERVICES

I. Residential Bundled Services

Q. Frontier Digital Phone Unlimited Plus

(N)

1. General

The Frontier Digital Phone Unlimited Plus (Challenger) Service is a package offering available to residential customers and includes two residential access lines, unlimited local calling and the customer’s choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Basic Bundle

- Call Waiting ID
- Caller ID - Name and Number
- Call Waiting/Cancel Call Waiting

Feature Package

- | | |
|--------------------------------|--------------------------|
| Call Forward | |
| Busy Number Redial (*66) | Speed Call 8 or 30 |
| Call Return (*69) | Distinctive Ring |
| Anonymous Call Rejection | 3-Way Calling |
| Call Forward Variable or Fixed | Call Forward Busy |
| Selective Call Forwarding | Selective Call Rejection |
| Selective Call Acceptance | Priority Ring |

2. Regulations

1. The Frontier Digital Phone Unlimited Plus (Challenger) is for residential customers and is available where technically feasible.
2. The features are provided subject to the descriptions and regulations as specified in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.

(N)

BUNDLED SERVICES

I. Residential Bundled Services

Q. Frontier Digital Phone Unlimited Plus (Continued)

(N)

2. Regulations

- 4. Customers may add or delete any features offered in the bundle without a service order charge.
- 5. The bundle will appear as a single line item on the bill.
- 6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- 7. The bundles are offered on a month-to-month basis.
- 8. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- 9. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited Plus (Challenger) do not apply.

3. Rates and Charges

| | <u>Monthly Rate</u> |
|---------------------------------------|---------------------|
| Frontier Digital Phone Unlimited Plus | \$21.99 |
| Feature Pack | \$6.49 |

(N)

BUNDLED SERVICES

I. Business Bundled Services

A. FrontierWorkssm Small Business Solutions

1. General

FrontierWorkssm Small Business Solutions are package offerings available to business customers and include, as described below, either one or two business access lines, Call Forwarding - Busy/No Answer (Variable), and certain designated non-regulated and federally tariffed or price-listed services. Listing of the non-regulated services and federally tariffed or price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority. The business access line does not include Key lines or PBX lines or other business lines that are separately broken out from the Business One-Party Local Exchange Access Line.

A. Bundle 1

1. One Business One-Party Local Exchange Access Line, including Call Forwarding - Busy/No Answer (Variable).
2. Voice Mail (Non-regulated)
3. Frontier® dial-up Internet Service (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

B. Bundle 2

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

BUNDLED SERVICES

I. Business Bundled Services

A. FrontierWorkssm Small Business Solutions (con't)

1. General (con't)

C. Bundle 3

1. Two Business One-Party Local Exchange Access Lines, including Call Forwarding - Busy/No Answer (Variable).
2. Voice Mail (Non-regulated)
3. Frontier dial-up Internet Service (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

D. Bundle 4

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

E. Bundle 5

Not offered at this time.

BUNDLED SERVICES

I. Business Bundled Services

A. FrontierWorkssm Small Business Solutions (con't)

1. General (con't)

F. Bundle 6

Not offered at this time

G. Bundle 7

1. One Business One-Party Local Exchange Access Line, including Call Forwarding - Busy/No Answer (Variable).

BUNDLED SERVICES

I. Business Bundled Services

A. FrontierWorkssm Small Business Solutions (con't)

1. General (con't)

H. Optional Services

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

1. FrontierWorkssm Select5

Choice of five of the following:

Caller ID—Name and Number

Call Forwarding

Call Waiting

Speed Calling (Eight Numbers) or Speed Calling (Thirty Numbers)

Three-Way Calling

Last Number Redial

Automatic Call Return

Rotary Hunting (Call Forward Busy cannot be used with Hunting)

2. FrontierWorkssm Select5 with Voice Mail (Non-regulated)

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

Caller ID—Name and Number

Call Forwarding

Call Waiting

Speed Calling (Eight Numbers) or Speed Calling (Thirty Numbers)

Three-Way Calling

Last Number Redial

Automatic Call Return

Rotary Hunting (Call Forward Busy cannot be used with Hunting)

3. Citizens Conference on Demand (Non-regulated)

4. Citizens Webexchange (Non-regulated)

5. FrontierPagessm free one-inch Yellow Pages advertisement (Non-regulated)

BUNDLED SERVICES

I. Business Bundled Services

B. FrontierWorkssm Small Business Solutions (con't)

2. Regulations

A. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer. FrontierWorkssm Small Business Solutions are grandfathered service offerings, limited to existing customers at existing locations.

B. The bundles are offered only under one-year, two-year, and three-year term contracts.

1. If the rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
2. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
3. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.
4. Early termination liability charges shall apply if the customer cancels one of more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.
 - a. The early termination liability charges shall be calculated as follows: For each cancelled bundle, with adjustments pursuant to paragraph b. below, a rate differential shall be determined, equal to the difference between the Rate Group 1 term rate for the contract term and the Rate Group 1 term rate for the longest available contract term for which the customer's subscription, upon cancellation, would have otherwise qualified. For example, if the customer cancels in the second year of a three-year contract, the rate differential would be the difference between the Rate Group 1 rate for a three-year term and the Rate Group 1 rate for a two-year term. If the cancellation occurs before the end of the minimum contract period, the rate differential shall be the difference between the Rate Group 1 term rate for the contract term and the month-to-month rates applicable to customers in Rate Group 1 for the component services of the bundle. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) for which the customer subscribed to the bundle before cancellation. The result shall be the early termination liability charge for the cancelled bundle.

BUNDLED SERVICES

I. Business Bundled Services

A. FrontierWorkssm Small Business Solutions (con't)

2. Regulations (con't)

- B. 4.
- b. The calculations described in paragraph a. above shall exclude Asymmetrical Digital Subscriber Line (ADSL) service component rates of bundles when federally tariffed termination charges apply to the ADSL service.
 - c. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.
 - d. In addition to the early termination liability charges described above, termination charges may apply to the ADSL service components of bundles in accordance with federally tariffed termination charges for ADSL service.

C. The FrontierWorkssm Select5 optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.

D. The FrontierWorkssm Select5 package is available only in association with a FrontierWorkssm Small Business Solutions bundle.

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

F. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and in addition to the bundle rate.

G. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

H. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorkssm LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected at least as their InterLATA Primary Interexchange Carrier.

BUNDLED SERVICES

I. Business Bundled Services

B. FrontierWorkssm Small Business Solutions (con't)

3. Rates and Charges

- A. Unless otherwise stated elsewhere in this section, Service Charges as specified in the Product Guide Section 5 apply to the installation of individual components of the bundles.
- B. Service Charges apply if the customer switches from a bundle to an unbundled service.
- C. Service Charges do not apply if the customer switches to another FrontierWorkssm Small Business Solutions bundle of greater value.
- D. The customer may add or delete the services or features of the FrontierWorks Select5 package without incurring a Service Charge.
- E. Monthly Rates

1. Rate Group 1 – applies to Fairmount/Fowlerton exchange:

| | | -----Term----- | | |
|----|----------|-------------------------|------------------|--------------------|
| | | <u>One Year</u> | <u>Two Years</u> | <u>Three Years</u> |
| a. | Bundle 1 | \$50.00 | \$48.00 | \$44.00 |
| b. | Bundle 2 | \$76.00 | \$72.00 | \$68.00 |
| c. | Bundle 3 | \$76.00 | \$72.00 | \$68.00 |
| d. | Bundle 4 | \$102.00 | \$96.00 | \$90.00 |
| e. | Bundle 5 | ----- not offered ----- | | |
| f. | Bundle 6 | ----- not offered ----- | | |
| g. | Bundle 7 | \$20.40 | \$19.20 | \$18.00 |

Effective: July 1, 2009

Officer: Jack D. Phillips
Title: State Regulatory Affairs Director

BUNDLED SERVICES

I. Business Bundled Services

A. FrontierWorkssm Small Business Solutions (con't)

3. Rates and Charges (con't)

E. Monthly Rates (con't)

| | <u>Monthly Rate</u> |
|--|-------------------------|
| 2. FrontierWorks sm Select5 | \$ 9.95 |
| 3. FrontierWorks sm Select5 With Voice Mail | \$ 12.95 |

BUNDLED SERVICES

I. Business Bundled Services

B. FrontierWorkssm Business Connections

1. General

FrontierWorkssm Business Connections are package offerings available to business customers and include, as described below, one or two business access lines, Call Forwarding, Caller ID - Name and Number, and certain designated non-regulated and federally tariffed or price-listed services. Listing of the non-regulated services and federally tariffed or price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority

A. Bundle 1

1. One Business Access Line, including Call Forwarding, and Caller ID - Name and Number.
2. Voice Mail (Non-regulated)
3. Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services and 8 email boxes (Non- regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
5. White Page Bold Ad (Non-regulated)

B. Bundle 2

1. One Business Access Line, including Call Forwarding, and Caller ID - Name and Number.
2. Voice Mail (Non-regulated)
3. Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 email boxes. (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

BUNDLED SERVICES

I. Business Bundled Services

B. FrontierWorkssm Business Connections (con't)

1. General (con't)

B. Bundle 2 (con't)

5. White Page Bold Ad (Non-regulated)

C. Bundle 3

1. Two Business Access Lines, including Call Forwarding, and Caller ID - Name and Number
2. Voice Mail (Non-regulated)
3. Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services and 8 email boxes (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
5. White Page Bold Ad (Non-regulated)
6. Two-Line Business Set (Non-regulated)
7. Phone Care: An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

D. Bundle 4

1. Two Business Access Lines, including Call Forwarding, and Caller ID - Name and Number
2. Voice Mail (Non-regulated)
3. Frontier High Speed Internet Service, and 10 email boxes (Non-regulated)

BUNDLED SERVICES

I. Business Bundled Services

B. FrontierWorkssm Business Connections (con't)

1. General (con't)

D. Bundle 4 (con't)

4. Business Digital Subscriber Line (BDSL) , a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 email boxes. (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
6. White Page Bold Ad (Non-regulated)
7. Two-Line Business Set (Non-regulated)
8. Phone Care: An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

E. Bundle 5

1. Two Business Access Line, including Call Forwarding, and Caller ID/Name and Number
2. Voice Mail (Non-regulated)
3. Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 Email Boxes plus a Wireless Router. (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
5. White Page Bold Ad (Non-regulated)

BUNDLED SERVICES

I. Business Bundled Services

B. FrontierWorkssm Business Connections (con't)

1. General (con't)

E. Bundle 5 (con't)

6. Two-Line Business Set (Non-regulated)

7. Phone Care: An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

F. Optional Services

1. The following services may be added to Bundles above:

a. FrontierWorkssm Optional Business Feature Package .

Choice of five of the following:

Call Waiting w/ Cancel Call Waiting
Speed Calling (8 or 30)
Three-Way Calling
Automatic Call Return
Last Number Redial
Selective Call Forward

BUNDLED SERVICES

I. Business Bundled Services

B. FrontierWorkssm Business Connections (con't)

2. Regulations

- A A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer. FrontierWorkssm Business Connections are grandfathered service offerings, limited to existing customers at existing locations.
- B. The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract.
1. If the rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
 2. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
 3. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.
 4. Early termination liability charges shall apply if the customer cancels one of more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.
 - a. The early termination liability charges shall be calculated as follows: A Maximum Termination Liability will be no greater than \$250 for a one-year term, \$500 for a two-year term, and \$750 for a three-year term and will be specified in the contract. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:

The ratio of the number of months remaining in the contract period to the total number of months in the contract period, multiplied by the Maximum Termination Liability.
 - b. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.

BUNDLED SERVICES

I. Business Bundled Services

B. FrontierWorkssm Business Connections (con't)

2. Regulations (con't)

- C. Customer contract will automatically renew at the contract rate for one year if no cancellation notification is received.
- D. The FrontierWorkssm Optional Business Feature Package associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
- E. The FrontierWorkssm Optional Business Feature Package is available only in association with a FrontierWorkssm Business Connections bundle.
- F. The bundle rate will appear as a single line item on the customer's bill.
- G. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and in addition to the bundle rate.
- H. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- I. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorkssm LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier.
- J. The business access line does not include Key lines or PBX trunks or other business lines that are separately billed with different rates from the regular Business One-Party access line.
- K. FrontierWorkssm Business Connections cannot be used in association with a key system or a PBX service.
- L. In the FrontierWorkssm Optional Business Feature Package, Call Forward-Busy/No Answer (Variable) forwards all calls to a user-changeable forward to number. It overrides Call Forwarding.
- M. FrontierWorks is a service mark of Citizens Communications Company.

BUNDLED SERVICES

I. Business Bundled Services

B. FrontierWorkssm Business Connections (con't)

3. Rates and Charges

- A. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.
- B. Service Charges apply if the customer switches from a bundle to an unbundled service.
- C. Service Charges do not apply if the customer switches to another FrontierWorks bundle of greater value.
- D. The customer may add or delete the services or features of the Frontier Works Optional Business Feature Package without incurring a Service Charge

E. Monthly Rates

a. Bundles:

| | | -----Term----- | | |
|----|----------|-----------------|------------------|--------------------|
| | | <u>One Year</u> | <u>Two Years</u> | <u>Three Years</u> |
| a. | Bundle 1 | \$89.99 | \$84.99 | \$79.99 |
| b. | Bundle 2 | \$134.99 | \$126.99 | \$118.99 |
| c. | Bundle 3 | \$129.99 | \$119.99 | \$114.99 |
| d. | Bundle 4 | \$174.99 | \$163.99 | \$153.99 |
| e. | Bundle 5 | \$189.99 | \$179.99 | \$169.99 |

b. Optional Services

1. Bundles 1-5

- a. FrontierWorks Optional Business Feature Package
\$9.99 per line

BUNDLED SERVICES

I. Business Bundled Services

C. Frontier Small Business Advantage

1. General

A. Frontier Small Business Advantage is a package offering available to Business customers on Business lines. This package includes two Business lines, Call Forwarding –Busy/No Answer (Variable), Call Transfer, Caller ID-Name and Number, Three-Way Calling, and certain designated non-regulated and price listed services.

B. Bundle 1

Two Business Lines
Call Forwarding – Busy/No Answer (Variable)
Call Transfer
Caller ID-Name and Number
Three-Way Calling
Voice Mail
Three hundred (300) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle.

C. Bundle 2

Two Business Lines
Call Forwarding – Busy/No Answer (Variable)
Call Transfer
Caller ID-Name and Number
Three-Way Calling
Voice Mail
Six hundred (600) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle.

D. Bundle 3

Two Business Lines
Call Forwarding – Busy/No Answer (Variable)
Call Transfer
Caller ID-Name and Number
Three-Way Calling
Voice Mail
Nine hundred (900) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle.

BUNDLED SERVICES

I. Business Bundled Services

C. Frontier Small Business Advantage

1. General

- E. Additional Features. The following features may be added to the bundle and will be billed on a per feature basis.

Last Number Redial
Automatic Call Return
Speed Calling (Thirty)
Distinctive Ring

2. Regulations

- A. A bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- B. The bundles are offered only on a two-year term contract.
1. If the rates change during the term of the contract, the contract rates will remain in effect until the termination of the customer's contract.
 2. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
 3. To cancel the contract before the end of the contract term, the customer or Company must provide at least 60 days advance written notice to the other party. The date on which the contract will be cancelled shall be 60 days after the date on which the notice is received, unless the notice specifies a later date of cancellation.

BUNDLED SERVICES

I. Business Bundled Services

C. Frontier Small Business Advantage

2. Regulations (con't)

B. The bundles are offered only on a two-year term contract. (con't)

4. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.

The early termination liability charges shall be calculated as follows: A maximum termination liability will be no greater than \$500 for a two year term and will be specified in the customer's contract or at the time of sale. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:

The ratio of the number of months remaining in the liability period multiplied by the Maximum Termination Liability.

The early termination liability charges described in the paragraph above does not apply within 30 days of activation.

Customer contract will automatically renew at the current rate for the two years if no cancellation notification is received.

- C. The bundle rate will appear as a single line item on the customer's bill.
- D. The bundle rate includes Touch Tone Dialing (TTD) and Extended Area Service (EAS) in exchanges where TTD and EAS is included in the local service access line rate. In exchanges where TTD and EAS is billed separately from the local service access line rate, TTD and EAS rates will be billed separately and in addition to the bundle rate.
- E. All End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

BUNDLED SERVICES

I. Business Bundled Services

C. Frontier Small Business Advantage

2. Regulations (con't)

- F. The bundle shall not be used in association with a Residential Line, PBX Service or ISDN service.
- G. Frontier Small Business Advantage is a service mark of Citizens Communications Company.
- H. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorkssm LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier.

3. Rates and Charges

- A. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.
- B. Service Charges apply if the customer switches from a bundle to an unbundled service.
- C. The customer may add or delete the Frontier Small Business Advantage optional features without incurring a Service Charge.

D. Monthly Rates

| | <u>Two-Year Term</u> |
|---------------------|----------------------|
| Bundle 1 | \$64.99 |
| Bundle 2 | \$74.99 |
| Bundle 3 | \$84.99 |
| Additional Features | \$1.99 per feature |

BUNDLED SERVICES

I. Business Bundled Services

D. Frontier Business Unlimited Service

1. General

- B. Frontier Business Unlimited Service is a bundled offering available to Business customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Basic Local Exchange Service Access Line, Extended Area Service, and Custom Calling Features. Customers may select any or all of the following services and features for a monthly rate charge.

Features and Services

Basic Local Exchange Service Access line
Extended Area Service
Touch Dialing - Business
Call Forwarding (Fixed or Variable)
Call Waiting
Cancel Call Waiting
Caller ID – Name and Number
Speed Calling 30

2. Regulations

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in this Product Guide.
- C. Frontier Business Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle will result in disconnection of the basic local service.
- D. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- E. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.

Effective: July 1, 2009

Officer: Jack D. Phillips
Title: State Regulatory Affairs Director

BUNDLED SERVICES

I. Business Bundled Services

D. Frontier Business Unlimited Service

2. Regulations (Continued)

F. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, Remote Call Forwarding Service and Foreign Exchange Services.

3. Rates and Charges

A. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

B. Unless otherwise stated elsewhere in this section, Service Connection Charges as defined elsewhere in the Product Guide apply to the installation of individual components of the bundle.

C. Frontier Business Unlimited Service is provided at the following rate:

| | Monthly Rate |
|---------------|--------------|
| All Exchanges | \$32.00 |

BUNDLED SERVICES

I. Business Bundled Services

E. Frontier Business Essentials

1. General

- A. Frontier Business Essentials is a package offering available to business customers. The package includes a flat rate Basic Business Line and a combination of enhanced calling features.

Features and Services

Flat Rate Business Line
Touch Tone -Business
Extended Area Service
Caller ID Name and Number
Call Waiting

B. Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

Last Number Redial.
Automatic Call Return
Three-Way Calling
Speed Call 8 or 30
Call Forwarding

2. Regulations

- A. The Frontier Business Essentials is available where technically feasible.
- B. The bundles are offered on a month to month basis.
- C. The bundle rate includes Extended Area Service (EAS), where provided. The call detail for EAS calls will not be displayed on the bill.
- D. Federal Subscriber Line Charge and Intrastate End User Common Line Charge will be billed separately from the Bundle offering. Other surcharges, and taxes will apply.
- E. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex, or ISDN service.

Effective: July 1, 2009

Officer: Jack D. Phillips
Title: State Regulatory Affairs Director

BUNDLED SERVICES

I. Business Bundled Services

E. Frontier Business Essentials (Continued)

3. Rates and Charges

Per month

| | |
|--------------------------------------|---------|
| Frontier Business Essentials Package | \$39.99 |
| Enhanced Feature Pack | \$3.99 |

Effective: July 1, 2009

Officer: Jack D. Phillips
Title: State Regulatory Affairs Director

BUNDLED SERVICES

I. Business Bundled Services

F. Frontier Business Metro

1. General

- A. Frontier Business Metro Service is a bundled offering available to business customers that subscribe to a maximum of ten Single Party Business Lines per customer location. In each bundle, customers may select any or all of the following services and features:

Features and Services

One Single Party Business Line
Touch Tone -Business
Extended Area Service
Caller ID Name and Number
Call Waiting
Call Forwarding (fixed)

B. Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

Last Number Redial.
Automatic Call Return
Three-Way Calling
Speed Call 8 or 30
Call Forwarding

2. Regulations

- A. The Frontier Business Metro is available where technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
- C. The bundle is offered on a month-to-month basis.
- D. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with the Product Guide.

BUNDLED SERVICES

I. Business Bundled Services

F. Frontier Business Metro (Continued)

2. Regulations (Continued)

- E. Customers may add or delete any features offered in the package without a Service Ordering Charge. A Service Ordering Charge applies if the customer switches from a bundle to an unbundled service.
- F. Federal Subscriber Line Charge and Intrastate End User Common Line Charge will be billed separately from the Bundle offering. Other surcharges and taxes will also apply.
- G. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, ISDN Service, Toll Free Service, Remote Call Forwarding Service and Foreign Exchange Services.

3. Rates and Charges

| | <u>Per month</u> |
|-------------------------|------------------|
| Frontier Business Metro | \$39.99 |
| Enhanced Feature Pack | \$3.99 |

BUNDLED SERVICES

I. Business Bundled Services

G. Frontier OneVoice

(N)

1. General

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

Basic Bundle

Single Party Flat Rate Access Line
Call Forwarding Busy/No Answer
Unlimited Extended Area Service
Call Waiting/Cancel Call Waiting
Caller ID
Anonymous Call Rejection
Call Forward
Multi-line Hunting
3-Way Calling

Premium Feature Package

Call Return (*69)
Call Transfer
Distinctive Ring
Busy Number Redial (*66)
Priority Call
Selective Call Forward
Selective Call Acceptance
Selective Call Rejection
Speed Call 30

2. Conditions

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

(N)

BUNDLED SERVICES

I. Business Bundled Services

G. Frontier OneVoice (Continued)

(N)

2. Conditions (Continued)

The features are provided subject to their individual service regulations as specified in the applicable schedules of the product guide.

Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

Partial payment of the basic local service charge within the bundle may result in disconnection of the customer's basic local service.

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

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

The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex or Foreign Exchange Services.

The bundle is offered on a month-to-month, or one year term basis.

Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.

Term plans will auto renew unless notification is received from the customer sixty days in advance.

(N)

BUNDLED SERVICES

I. Business Bundled Services

G. Frontier OneVoice (Continued)

3. Rates

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

Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of the bundle.

| | <u>Monthly Rate</u> |
|-------------------------------------|---------------------|
| Basic Bundle Month-to-Month | \$57.99 |
| Basic Bundle 1 Year Term Commitment | 42.99 |
| Premium Feature Package | 9.99 |

(N)

(N)