

**NAVAJO COMMUNICATIONS COMPANY**

**GENERAL EXCHANGE TARIFF**

**UTAH**

---

TABLE OF CONTENTS

<u>SECTION TITLE</u>	<u>SECTION NUMBER</u>	
Access Service for Intrastate InterLATA Interexchange Carriers	24	
Advance Payment and Deposits	3	
Bundled Services	8	
Business Traffic Study Service	10	
Company-Owned Line Extension Service	6	
Convenience Fee	10	
Custom Calling Service	19	
Customer Provided Coin-Operated Telephone Service	23	
Customer Provided Inside Wire	22	
Customized Local Area Signaling Service (CLASS)	19	
Definitions of Terms	1	
Digital Channel Service (DCS)	17	
Directory Assistance Service	21	
Directory Listings	14	
Duplicate Bill Charge	10	(N)
Electronic Bill Presentment and Payment (EBPP)	10	
Emergency Telephone Service Surcharge	28	
Employee Telephone Concession Service	27	
Enhanced Lifeline Service for Tribal Lands	4	
Exchange Maps	4	
Exchange Telephone Service	4	

---

TABLE OF CONTENTS

<u>SECTION TITLE</u>	<u>SECTION NUMBER</u>	
General Rules and Regulations	2	
Reserved For Future Use	18	(T)
Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundled Service	29	
Mileage Rates	5	
Miscellaneous Service	10	
Navajo Local Calling Plans	26	
Operator Services	9	
Paystations, Public Telephone Service	7	
Preliminary Statement	0	
Radio Telephone Service, IMTS-Mobile & Exchange Service	11	
Reserved For Future Use	12	
Discontinued Services	13	
Service Charges	15	
Suspension of Service	16	
Table of Contents	0	
Termination or Re-origination of Calls Received Over a Data Service	2	
Touch Tone Calling Telephone Service	20	
Universal Service Fund Surcharge	25	

**PRELIMINARY STATEMENT**

CUSTOMER PREMISES EQUIPMENT

Effective January 1, 1988, in accordance with the FCC's Third Report and Order in cc Docket No. 81-893 Customer Premises Equipment (CPE) will be the sole responsibility of the customer.

INSIDE WIRE

Effective January 1, 1987, in accordance with F.C.C. Docket 79-105, customers will be responsible for the installation and maintenance of inside wiring and jacks. Inside wiring is the station cable including connectors, blocks, and jacks extending from the termination of the exchange access line at the company provided protector to and including all jacks located on the premises.

**PRELIMINARY STATEMENT**

SYMBOLS

Whenever tariff sheets are refiled, changes will be identified by the following symbols:

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

---

**DEFINITION OF TERMS**

**Base Rate Area:** That portion of the exchange area located within 3 miles of the serving central office.

**Building:** The term "same building" or "building" is to be interpreted to mean a structure under one roof or two or more structures which are connected by an enclosed passageway in which the wires or cables of the Telephone Company may be placed without exposure to outside electrical circuits or the weather. In no case can conduit be considered as an enclosed passageway.

**Central Office:** A central office is an operating facility through which telephone communication is established between stations within a specified area.

**Channel:** A Channel is the electrical path provided by the Telephone Company between two or more terminating points for the transmission of information or intelligence.

**Coin Box Telephone:** A telephone station, either public or private, equipped with a device for collecting money in payment of telephone messages.

**Connecting Company:** A corporation, association, firm, or individual, owning and operating one or more central offices and with whom traffic is interchanged.

**Construction Charge:** A separate charge made for construction of pole lines, circuits, facilities, etc., to compensate the Company for unusual costs of providing service and not supported by existing rate schedules.

**Customer:** (See Subscriber)

**Demarcation Point:** The point of interconnection between the Utility's facilities and the wiring at a customer's premises. Customers are responsible for all inside wiring on the customer's side of the demarcation point which is located in the Utility's Standard Network Interface equipment.

**Digital Channel Service (DCS):** The term "Digital Channel Service" denotes a service that transmits and receives digital signals between the serving wire center and digital switching equipment located at the customer's premises. The service enables customers to channelize up to 24 voice grade DS0s on a single transport facility. It is comprised of two components; a digital port in the serving wire center and a digital transport facility between the serving wire center and the customer's premises.

**Directory Listing:** The publication in the Telephone Company's directory of information relative to the subscribers' telephone numbers, by which the telephone users determine the telephone number of a desired station.

**Electronic Bill Presentment and Payment (EBPP):** Electronic Bill Presentment Program (EBPP) is an optional service provided by the Company that allows customers to view and or pay their telephone bill on-line.

**Enhanced Lifeline Service/Tribal Lands:** Additional federal Lifeline (fourth tier) and Linkup assistance for qualifying low-income individuals living on federally recognized tribal lands (American Indian and Alaska Native) to reduce the cost of basic telephone service and offset the Service Order Charge - Initial and line extension costs associated with the initiation of service for those individuals. (T)

**Exchange Service:** The general telephone service rendered in accordance with individual Local Exchange Tariff and General Exchange Tariff provisions. Exchange service is a general term describing as a whole, the facilities for local intercommunications, together with the right to send and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of the Local or General Exchange Tariffs.

**DEFINITION OF TERMS**

Extended Area Service: Exchange service between different contiguous exchange areas whereby the subscribers of one exchange may call and be called by the subscribers of the other exchange or exchanges without specific message toll charges but at a fixed monthly rate.

(L)

Extension Line: A circuit connecting an extension station with the telephone circuit to which the main station is connected.

(L)

Extension Line Mileage: (See Mileage)

Foreign Exchange Mileage: (See Mileage)

Foreign Exchange Service: Exchange service furnished by means of a circuit connecting a subscriber's facilities with a central office outside of the exchange area in which the service is located.

General Use Pole Line: The poles, wire, cable, etc., used to furnish facilities for telephone service to more than one subscriber.

Household: Immediate family or group of individuals living together and having its own cooking facilities and living quarters.

Individual Line Service: A classification of exchange service which provides for a maximum of one subscriber per line.

Inside Wiring: Inside wiring is materials on the customer's side of the Standard Network Interface Demarcation Point excluding intra-system wiring.

Installation Charge: An initial and nonrecurring charge made under certain conditions concerning the cost or portion of the cost of the work of connecting and furnishing telephone service. (See Construction Charge and Service Connection Charge).

Jacks: A fixed socket provided by the Company designated to permit the establishment of a connection between terminal equipment with cords ending in plugs and the local exchange facilities.

Joint User: The person, firm or corporation who shares a customer's service under a specific contract and in accordance with tariff provisions but who would not otherwise be entitled to such joint use.

Joint-User Service: The service furnished to a joint user.

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

Listing: (See Directory Listing)

Local Private Line: A line located wholly within an exchange, furnished for the customer's own use for communication or signaling between points on that line.

Local Message: (See Message)

(L) Material moved from previous page.

---

**DEFINITION OF TERMS**

Maintenance Service Charge: The charge applicable for each visit to a customer's premises in connection with a service difficulty when it is determined that the difficulty was due to customer-provided or maintained facilities.

Message: A communication between two communicating devices. Messages may be classified as follows:

- A. Local Message: A communication between facilities within the same local service area.
- B. Toll (Long Distance) Message: A communication between facilities in different exchange areas for which a toll charge is applied.

Mileage: The measurement which is the basis of rates charged for the use of circuits furnished by the Telephone Company. The various classes of mileage are as follows:

- A. Extension Line Mileage: The measurement applying to that portion of an extension line in excess of the length provided by the Telephone Company without additional charge.
- B. Foreign Exchange Mileage: The mileage applied in establishing the rate for a customer receiving Foreign Exchange Service.
- C. Tie Line Mileage: The mileage applied in establishing the rate for a tie line.

Move: A change in the location on the same premises of the customer's equipment, which does not involve changes in the class or grade of service or the rate charged for service furnished.

Network Control Signaling: The transmission of signals used in the telephone company's exchange facilities which perform functions such as supervision (control, status, and charging signals), address signaling (dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

Party Line Service: A classification of exchange service which permits the connection of two or more subscribers on the same central office circuit.

Pole Line: The poles, wire, cable, etc., comprising facilities for the furnishing of telephone service.

Premises: All of the building or the adjoining portions of a building occupied and used by the subscriber; or all of the buildings occupied and used by the subscriber as a place of business or residence, which are located on a continuous plot of ground not intersected by a public highway.

Private Line:

- A. For intraexchange private line - See Local Private Line.
- B. An interexchange private line consists of interexchange channels furnished to a customer for private use and may not be connected for exchange or toll usage.

(M) Material moved from previous page

(M)  
|  
(M)



---

**DEFINITION OF TERMS**

Private Property Construction: Pole lines placed on private property to furnish facilities for the providing of telephone service.

Private Radio Broadcasting: The transmission of voice messages from a privately owned and operated radio transmitter site to select individuals or business firms.

Public Radio Broadcasting: Any type of radio programming prepared for transmission to the general public.

Ringling: The term "ringling" refers to the method of signaling a customer's station and may be considered in three classes.

- A. Code Ringing: A method of signaling on party lines whereby bells at all stations are operated when any one station is signaled, the signals for the respective station being distinguished by a code made up of a combination of short and long rings.
- B. Selective Ringing: A system of signaling on party lines which permits each station to be signaled without operating bells at the other stations on the line.
- C. Semi-selective Ringing: A system of signaling on party lines whereby the bells of only a portion of the stations are operated when one station is signaled.

Rural Line Service: A type of party line service furnished the subscribers in certain sections outside the Base Rate Areas, the facilities being owned and maintained by the Telephone Company, except that in some cases the subscriber may be required to bear a part of the excessive construction cost of providing service.

Rural Radio Service: One Party Service which is provided via radio transmission.

School-to-Home Service: An arrangement of equipment which provides communication facilities between home-bound students and school classrooms.

Selective Ringing: (See Ringing)

Note: Material formerly found on this page was removed to comply with FCC Order Number 96-388, pertaining to the deregulation of pay telephones.

(D)  
(D)

(N)  
(N)

---

**DEFINITION OF TERMS**

(T)

**Service Charge:** A charge made to a subscriber for the purpose of reimbursing the Telephone Company for its expenses in connecting facilities at subscriber's premises.

**Service Line:** A subscriber line owned by the subscriber or group of subscribers and connecting to company-owned facilities at the Base Rate Area boundary.

**Standard Network Interface (SNI):** A registered interface device specified by the F.C.C. Registration Program, Part 68, for the purpose of connecting the Utility's facilities with those of the customer. All inside wiring on the customer's side of the SNI is the customer's responsibility.

**Station Instrument:** A telephone set used to enable a subscriber to establish a communications connection through the Utility's facilities.

**Subscriber:** A person who has contracted for and is receiving telephone service.

**Supplemental Contract:** A contract for service or facilities in addition to that provided for under the original contract.

**Suspension of Service:** A temporary discontinuance of service without terminating the contract or removing the telephone equipment from the subscriber's premises. Suspension of service may be divided into two general classifications as follows:

- A. **At Subscriber's Request:** Temporary suspension of service at subscriber's request.
- B. **Initiated by Company:** Temporary suspension for nonpayment of service charges either local and/or toll.

**Telephone Number:** A designation assigned to a subscriber's access line for convenience in operating. Telephone numbers may include the name of the central office.

**Termination Charge:** A charge made to a subscriber upon termination of a contract for service before the expiration of the contract period.

**Toll Service:** Toll message telephone service is that of furnishing facilities for communication between telephone stations located in different local exchange areas not provided with Extended Area Service.

**Touch Tone:** Touch Tone calling service provides for the origination of telephone calls through the use of telephones equipped with tone generators.

## GENERAL RULES AND REGULATIONS

### I. INTRODUCTION

- A. The tariffs governing the furnishing of exchange service and facilities by the Telephone Company and their use by its customers are designed as General Exchange Tariffs and Local Exchange Tariffs.
- B. The General Exchange Tariff includes the rules, regulation, rates, and charges for intrastate telephone service applicable uniformly in all exchanges in which the Company operates in the State of Utah. The Local Exchange Tariff includes the rates and charges for the service and facilities furnished in a particular exchange.
- C. The rules and regulations hereby established apply uniformly in all exchanges and are, therefore, made a part of the Company's General Exchange Tariff.

### II. RESPONSIBILITY OF THE TELEPHONE COMPANY

The responsibility of the Company is limited to the furnishing and maintaining of the facilities for the transmission of information or intelligence. The Company undertakes to furnish and maintain in proper working order such facilities and it does not relay, interpret, or transmit the information or intelligence.

The Telephone Company's obligation to furnish service or to continue to furnish service is dependent upon its ability to obtain, retain and maintain suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

### III. LIABILITY OF THE TELEPHONE COMPANY

The liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in transmission occurring in the course of furnishing service or facilities and not caused by the negligence of the subscriber shall in no event exceed an amount equal to the proportionate charges to the subscriber for the period of service during which such mistake, omission, interruption, delay, error, or defect in the transmission occurs.

---

**GENERAL RULES AND REGULATIONS**

IV. CONTRACT FOR SERVICE

- A. Application for service shall be made on the standard form provided by the Telephone Company for such purposes. Acceptance of such application by authorized agents or employees of the Telephone Company or the establishing of service covered by such application shall constitute a contract between the customer and the Company.
- B. Requests by customers for additional service or facilities in connection with the original contract may be made verbally.
- C. Terms and conditions of such contracts are subject to the rules and regulations in this General Exchange Tariff and the Local Exchange Tariffs for the exchange or exchanges in which service is furnished.
- D. The Telephone Company's obligation to furnish service to an individual subscriber is dependent upon the Company's ability to secure and retain suitable rights for the construction and maintenance of the necessary facilities.
- E. Any general change in rates, rules or regulations shall act as a modification of the contract.
- F. Unless otherwise specified, the minimum term for which service will be furnished is one month.
  - 1. In those situations where it is necessary to construct facilities to an area where, in the best judgment of the Telephone Company, service will be retained for a temporary period, the Telephone Company may require the customer to execute a standard future or initial payment contract requiring that service shall be retained for a period longer than one month. The minimum term for which service will be furnished will be dependent on the amount of construction involved.
- G. Failure of the subscriber to comply with the Rules and Regulations as contained in the Company's General and Local Exchange Tariffs, abandonment of the service or nonpayment of any charges due constitute termination of the contract, and the Company may discontinue service and remove its facilities.

---

**GENERAL RULES AND REGULATIONS**

V. OWNERSHIP AND MAINTENANCE OF COMPANY OWNED FACILITIES

- A. Facilities on the premises of the subscriber, furnished by the Telephone Company, are the property of the Telephone Company. Its agents and employees shall have the right of ingress and egress at any reasonable hour for the purpose of installing, inspecting, repairing, rearranging, or, upon termination of the contract, removing such facilities.
- B. All installation, rearrangement, removal, maintenance and repair of facilities and services furnished by the Telephone Company's Tariffs, are the responsibility of the Telephone Company and shall be performed by its agents or employees. In case of damage, loss or destruction of any of the Company's facilities due to the negligence or willful act of the subscriber and not due to ordinary wear and tear or to fire or other causes beyond control of the subscriber, the subscriber shall be responsible for the cost of replacement or restoration to original condition.

VI. CUSTOMER PROVIDED EQUIPMENT

In accordance with FCC Docket 19528, Customer provided telephone equipment complying with the provisions of Part 68, of the Federal Communications Commission's Rules and Regulations, may be connected to the lines of the company as specified in such Rules and Regulations, the Company is not responsible for the maintenance, repair or performance of customer provided equipment.

VII. DEFACEMENT OF PREMISES

The Telephone Company is not liable for any defacement of or damages to the premises of a subscriber, resulting from the attachment of the Telephone Company's facilities on such premises, or by the installation or removal thereof, when such defacement or damage is not the result of negligence of the Telephone Company.

VIII. USE OF SERVICE BY SUBSCRIBER

- A. The service is furnished only to the subscriber who has contracted for it to members of his household, or to his employees in case of business service. Except as provided in this Company's Tariffs, the service or facilities furnished by the Telephone Company shall not be used for any purpose for which a payment or other compensation shall be received by the subscriber from any other person, firm or corporation for such use or in the collection, transmission or delivery of any communication for others. The contract or any rights acquired thereunder by the subscriber may not be assigned or in any manner transferred.
- B. Service and facilities will not be furnished, or if being furnished will be discontinued, if any law enforcement agency, acting within its jurisdiction, advises that such service is being or will be used in violation of the law.

---

**GENERAL RULES AND REGULATIONS**

VIII. USE OF SERVICE BY SUBSCRIBER (Continued)

C. 1. Business

When the use of the service is primarily or substantially of a business, professional, institutional, educational, or other occupational nature, it is classified as business service and business rates apply. This includes service in:

- (1) Offices, stores, factories and all other places of a strictly business nature.
- (2) Boarding houses and rooming houses with more than five rooms available for rent (except as noted under Paragraph 2 below), colleges, clubs, lodges, schools, libraries, hospitals, and private and public institutions.
- (3) Any location when the listing of "office" is provided in the White Pages section of the Utility's directory, or when any title indicating a trade, occupation or profession is listed (except generally accepted professional designations used in a residence listing; such as Rev., MD, DD, RN) and at any location classified under Paragraph 2 below, regardless of the form of listing, when extension service is provided to a place not a part of a domestic establishment. (C)  
(C)
- (4) A residence location when the subscriber has no regular business telephone service and the use of the service by himself, members of his household, or his guests, is primarily or substantially of a business rather than a residential nature. (C)  
(D)

2. Residence

When the business use, if any is incidental and the major use is of social or domestic nature, the service is classified as residence and residence rates apply. This includes service in:

- (1) Private residence or residential apartments of hotels and apartment houses when business listings are not provided and when all stations are in locations which are a part of a domestic establishment.

3. Change from Residence to Business Service

If it is found that a subscriber is primarily or substantially using residence service for business purposes, the Company shall thereafter require the subscriber to take business service, except in cases where the subscriber thereafter uses the service for residence and domestic purposes only. (C)

D. The use of foul or profane language or the interference with the telephone service of other subscribers constitutes cause for the termination of the contract by the Company and discontinuance of service.

E. Separate households in the same buildings or in different buildings on the same premises, except for hotels or apartment houses with PBX service, are required to have main station service. A household is defined as the immediate family or group of individuals living together having its own cooking facilities and living quarters.

---

GENERAL RULES AND REGULATIONS

VIII. USE OF SERVICE BY SUBSCRIBER (Continued)

- F. Party line service is provided with the understanding that each subscriber will so use the service as not to interfere with an equitable proportionate use of the service by the other subscribers on the same line. When the duration or number of local messages sent or received by a party line subscriber is so great as to prevent an equitable proportionate use of the line by other subscribers on the line, the Telephone Company shall have the right to require the subscriber to contract for a higher grade of service or to discontinue the service of the subscriber. The Telephone Company reserves the right to limit the continuous use of a party line for a local message to five minutes.
- G. When the general telephone service to the public is impaired by a subscriber's use of the exchange telephone service, the Telephone Company shall have the right to require the subscriber to contract for additional services and facilities as are required to adequately serve the subscriber's requirements or the Telephone Company may, with proper notice, either suspend service or terminate service without suspension.
- H. Unless specifically identified as such, two-wire circuits provided in this tariff are not intended to support data speeds higher than 28.8 K/bps.
- I. 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.

(N)  
|  
(N)

IX. TELEPHONE DIRECTORIES

- A. Ordinarily one directory per subscriber, per issue, will be furnished.
- B. Directories of other localities, if available, will be furnished at cost upon request of the subscriber.
- C. No liability whatsoever shall be attached to or be assumed by the Company for any errors or omissions in the compiling, printing or distributing of its directories.

X. TELEPHONE NUMBERS

The ownership of all telephone numbers is vested in the Telephone Company and the Company reserves the right to change the telephone number or numbers of the subscribers' telephones, or in the central office name associated with such number or numbers, or both as the operation of the business may require.

XI. RESPONSIBILITY FOR CHARGES

The subscriber of any service furnished by the Telephone Company is responsible for the use made of such service and for any and all charges arising out of the use of such services and billed to the subscriber by the Company.

XII. RESTRICTED SERVICE

Restricted service or service that is restricted to local messages only is not provided.

---

GENERAL RULES AND REGULATIONS

XIII. SERVICE INTERRUPTIONS

When a subscriber's service is nonoperative for a period of 48 consecutive hours or more after the Company discovers the outage or has received a report of it, the subscriber to the service will be refunded the pro rata amount of that month's charges for the number of days during which the service was not operating, upon subscriber's request. The refund will appear as a credit on a subsequent bill. (C)

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

XIV. SPECIAL SERVICE

Customer requests for services not covered in the General Exchange Tariffs will be filled if practicable. Any installation, construction, or monthly charges, therefore, will be based on costs and considered as special charges. Any such installation or construction charge is in addition to standard service connection, move or mileage charges, which may be applicable. All facilities furnished under this paragraph are owned and maintained by the Telephone Company.

XV. ABUSE OR FRAUDULENT USE OF SERVICE

The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

- (1) The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, message toll telephone service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid payment, in whole or in part, of the regular charge for such service.
- (2) The use of service or facilities of the Telephone Company for call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment or harass another.
- (3) The use of profane or obscene language.
- (4) The use of the service in such manner as to interfere unreasonably with the use of the service by one or more other customers.
- (5) Violation of Part 68 of the FCC Rules and Regulations on connection of FCC registered terminal equipment.

XVI. CONCURRENCE WITH MOUNTAIN BELL TELEPHONE COMPANY ON TOLL TARIFFS

Navajo Communication Company will concur with any Mountain Bell Tariff filing concerning Message Toll, Interexchange, Private Line, and WATS.



---

**GENERAL RULES AND REGULATIONS**

XVII. PAYMENT OF BILLS

The customer is responsible for payment of all exchange, toll, and other charges for service furnished and/or billable in accordance with the provisions of the filed tariffs, including charges for services originated, or charges accepted, at such facilities.

Payment of bills for telephone service shall be made at the office of the Utility or to a duly authorized collector of the Utility.

Customers have the option of receiving their telephone bill electronically. The bill will include the bill face, (front and back), mandated messages and bill inserts, summary of current charges and section or service total information. It will also include call detail and adds and changes in detail options. See Tariff Section 10 for rates and special conditions.

(N)  
|  
(N)

Removal bills, special bills, bills rendered on vacation of premises or bills rendered to persons discontinuing exchange service, will be payable upon presentation. Bills for restoration of service and deposits for the establishment or reestablishment of service must be paid before service will be installed or restored. See Sections 15 and 16 for the charges and conditions applicable to service which has been temporarily disconnected for failure to pay a bill for telephone service.

XVIII. RETURNED CHECKS

When payment on any bill or deposit is made by check, and the check is returned unpaid for any reason, a charge of \$5.00 will apply for each returned check.

XIX. LATE PAYMENT CHARGE

A late payment charge of 1.5 percent applies to each customer's bill when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. The 1.5 percent charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill.

---

**ADVANCE PAYMENTS AND DEPOSITS**

I. ADVANCE PAYMENTS

- A. Applicants for telephone service may be required to pay in advance, at the time of application, all charges for the first month of exchange service and the service connection charge applicable.
- B. No advance payment will be required of present customers applying for additional telephone service.
- C. The amount of advance payment is credited to the subscriber's account and applied against any indebtedness under the contract.

II. DEPOSITS

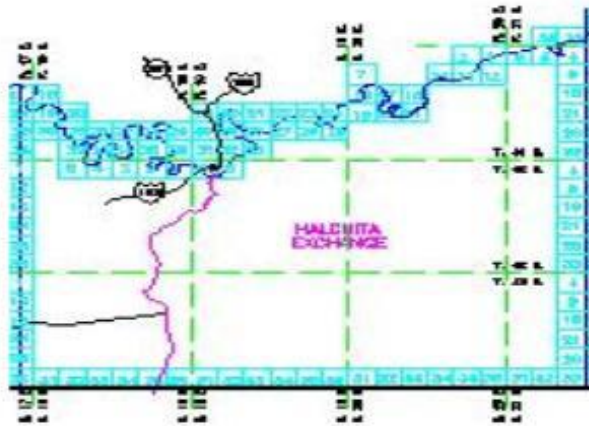
- A. If it is deemed necessary by the Telephone Company in safeguarding its interests, applicants for service or present customers may be required to make a suitable deposit of an amount not to exceed one month's exchange service charges plus two months' estimated toll usage, to be applied in payment of any charges for exchange or toll service which may remain unpaid at the time service is discontinued.
- B. Service may be discontinued for failure of the customer to furnish a suitable deposit, if requested by the Company, within five (5) days after the Company has served or mailed notice to the customer requesting such deposit.
- C. Simple interest at the rate of seven per cent (7%) per annum is accrued on the deposit.
- D. Any balance of the deposit remaining after the termination of the contract and payment of outstanding charges will be returned to the customer with any interest that has accrued on the deposit.
- E. The deposit may be returned to the customer by the Company when it is deemed that the customer has established satisfactory credit with the Company.
- F. The fact that a deposit has been made in no way relieves the customer from complying with Telephone Company regulations as to payment of bill or temporary suspension or termination of contract for nonpayment of bills.
- G. Deposit requirements will be waived for Lifeline telephone service subscribers unless such subscriber has had a prior credit problem, or has an outstanding bill, with any local exchange carrier. Deposit requirement will also be waived for Lifeline customers who choose to add Toll Blocking functionality to their line at no charge.

(N)  
|  
(N)










EXCHANGE TELEPHONE SERVICE

HALCHITA EXCHANGE MAP

(Map filed with the Commission)

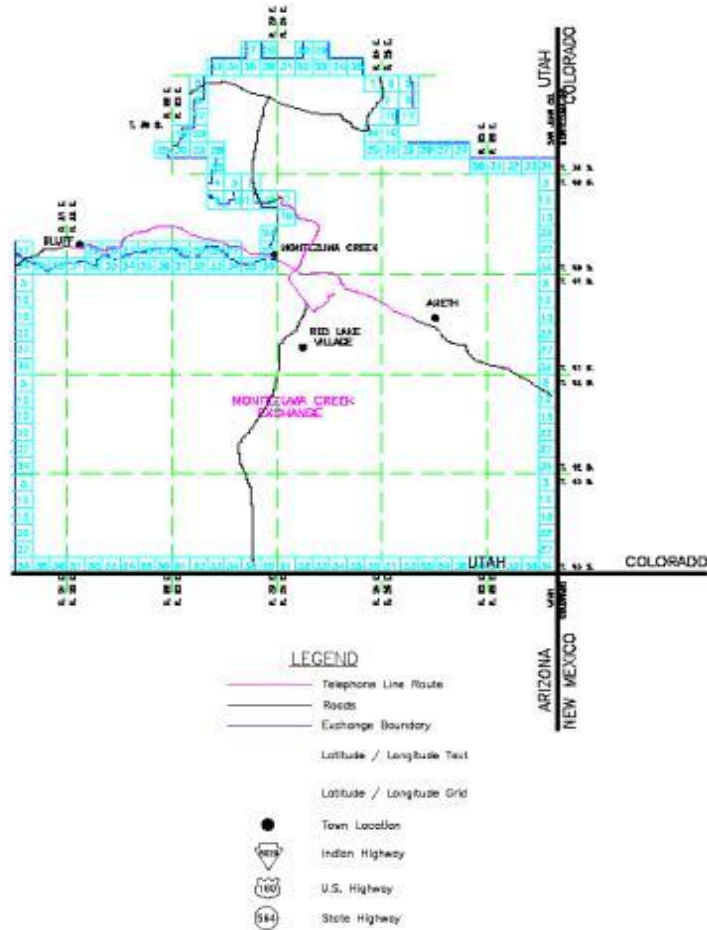


LEGEND

-  Telephone Line Route
-  Roads
-  Exchange Boundary
-  Latitude / Longitude Text
-  Latitude / Longitude Grid
-  Town Location
-  Indian Highway
-  U.S. Highway
-  State Highway

EXCHANGE TELEPHONE SERVICE  
MONTEZUMA CREEK EXCHANGE MAP

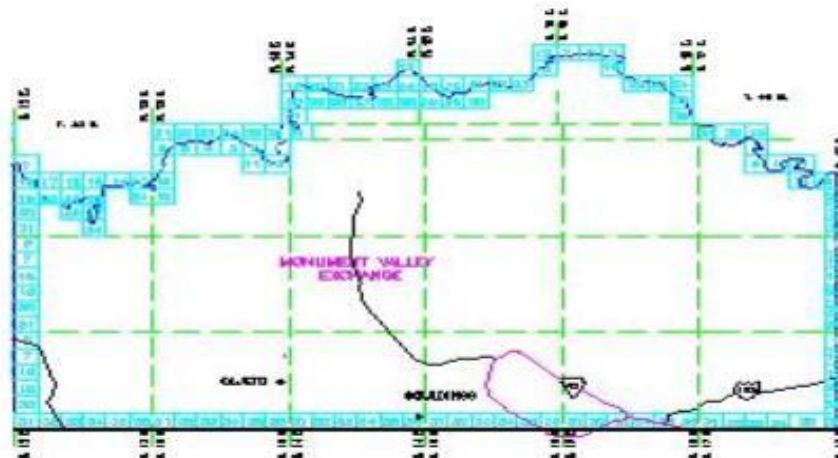
(Map filed with the Commission)



EXCHANGE TELEPHONE SERVICE

MONUMENT VALLEY EXCHANGE MAP

(Map filed with the Commission)



LEGEND

-  Telephone Line Route
-  Roads
-  Exchange Boundary
-  Latitude / Longitude Text
-  Latitude / Longitude Grid
-  Town Location
-  Indian Highway
-  U.S. Highway
-  State Highway

EXCHANGE TELEPHONE SERVICE

RATES

Access Line Service

	<u>Monthly Rate</u>		
<u>Business</u>			
PBX Trunks	\$95.25		
Key Lines	76.20		
One Party	57.15		
Two Party*	47.55		
Four Party	41.95		
Eight Party*	41.95		
Customer Owned Pay Telephone Service	57.15		
<u>Residence</u>			
One Party	\$15.90		
Two Party*	13.40		
Four Party	11.45		
Eight Party*	11.45		

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

\* Limited to existing customers in existing locations.

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

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

(N)

---

EXCHANGE TELEPHONE SERVICE

CONDITIONS

Access Line Service

1. Two and Eight Party Services were frozen as of March 1, 1984 and are limited to existing customers in existing locations.
2. Access Line Service is furnished with rotary service as the standard signaling arrangement. Rates for Touch Tone Calling Service are shown in Section 20.
3. The rates for access line service do not include a telephone set with the line.
4. Service Connection Charges for Access Lines are located in Section 15.
5. The Company reserves the right to serve a customer via Rural Radio transmission when physical cable is not feasible.
6. Rural Radio is one party service, which is only available at the Company's option to new customers or existing customers whose facilities are in need of major repair.
7. If Rural Radio is used, the customer will receive Local service from the exchange from which the dial tone is transmitted even though they may be physically located in another exchange. Therefore, calls within the customer's physical exchange will be subject to normal toll charges.
8. The utility shall provide Lifeline telephone service to any applicant that self-certifies that they are currently eligible (though it is not necessary that they be participating) for public assistance under one of the following programs:

Medicaid;  
Supplemental Nutrition Assistance Program;  
Supplemental Security Income;  
Federal Public Housing Assistance (Section 8);

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

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

Self-certification forms will be available at the Utility.

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

---

EXCHANGE TELEPHONE SERVICE

CONDITIONS

Access Line Service (continued)

8. Lifeline telephone service will be subject to the following restrictions:

Applicants must be head of household or person in whose name the property or rental agreement resides.

Service will only be provided to the applicant's principal residence.

Applicants will only be allowed to subscribe to a single residential access line.

Income-Based Criteria – The ETCs shall provide lifeline telephone service to any applicant who certifies via supporting documentation, under the penalty of perjury, his household income to be at or below 135 percent of the then applicable Federal Poverty Guidelines.

1. Income-based eligibility is based on family size and actual income, therefore, the Lifeline customers must certify, under the penalty or perjury, the number of individuals residing in their household.
2. A Lifeline customer must certify, under the penalty of perjury, that the documentation presented accurately represents the applicant's annual household income. The following documents, or any combination of these documents, are acceptable for Lifeline certification;

Prior year's state, federal, or tribal tax return;  
Current year-to-date earnings statement from an employer or three consecutive months of paycheck stubs;  
Social Security statement of benefits;  
Veterans Administration statement of benefits;  
Retirement/pension statement of benefits;  
Unemployment/Worker's Compensation statement of benefits;  
Federal or tribal notice letter of participation in Bureau of Indian Affairs General Assistance; or  
Divorce decree, or child support wage assignment statement.

Lifeline customers are charged the Residence access line rate plus the Federal Subscriber Line Charge. The State Lifeline Discount and Federal Lifeline Discount are applied to the Lifeline customer's Local bill.

Lifeline subscribers may add optional toll blocking functionality to their line at no charge.

Service charges will be waived for changing basic local exchange service to Lifeline Service.

For additional conditions for application of this service see:

- Deposits in Section 3.
- Service charges in Section 15.
- Suspension of Service in Section 16.

(L) Material relocated from Sheet No. 2.1.

(L)

(L)



---

EXCHANGE TELEPHONE SERVICE

CONDITIONS

Access Line Service (continued)

9. Enhanced Lifeline Service for Tribal Lands

Residential customers who reside on federally recognized tribal lands are eligible to receive additional enhanced federal Lifeline support in order to reduce the price for basic local telephone service. An individual living on tribal lands shall qualify for an additional enhanced federal Lifeline credit of up to \$25.00 per month if the individual participates in any state or federal programs identified in Section 4, Sheet 5, or in one of the following assistance programs:

- Bureau of Indian Affairs General Assistance
- Tribally Administered Temporary Assistance for Needy Families
- Head Start (only those households meeting its income qualifying standard)
- Food Distribution Program on Indian Reservations (FDPIR)

If a resident of a federally recognized tribal land satisfies the state's Lifeline eligibility criteria as defined in Section 4, Sheet 2, the resident will receive the state support as well as the additional enhanced federal support.

The additional enhanced federal credit will be available to Lifeline customers who reside on tribal lands in the following exchanges:

<u>Tribe/Reservation</u>	<u>Exchange</u>
Navajo	Halchita Montezuma Creek Monument Valley

Only subscribers in FCC designated census blocks are eligible for Voice only Lifeline after 12/1/21.

(N)  
(N)

**MILEAGE RATES**

RATES

	Monthly <u>Rate</u>	(D) (D)
Off Premises Mileage		
Extensions other than in the same building or residence location Each 1/4 mile, or fraction thereof	\$1.35	(D)

CONDITIONS

1. The mileage rates for off-premises extensions are applicable to the airline distance measured between the terminals of the line involved. No mileage charge applies in those cases where the terminals are in the same building.

**EXCHANGE TELEPHONE SERVICE  
RURAL RATE AREAS**

Note: For one and two party graded service beyond the Base Rate Area, add a mileage charge of \$ .75 per 1/4 mile for one party service and \$ .40 per 1/4 mile for two party service in addition to the regular Base Rate Area Tariff for that service. This service is available by special application and may require an aid to construction charge and a termination agreement in addition to the above.

---

**COMPANY-OWNED LINE EXTENSION SERVICE**

I. DEFINITION

- A. Company-Owned Line Extensions are furnished to subscribers within the Exchange Area with the facilities being owned and maintained by the Telephone Company.

II. APPLICATION OF RATES

- A. In addition to any applicable line extension charges outlined below, the rates for Telephone Exchange Service set forth in Section 4 apply.

III. GENERAL PROVISIONS

- A. Monthly rates are applicable to metallic (two-wire) circuits or their equal in the opinion of the Telephone Company.
- B. The Telephone Company will provide, at its expense, up to \$500.00 of metallic (two-wire) circuit or its equal, on existing Company pole leads per applicant. In those circumstances where extension to outside plant facilities exceeds \$500.00 per applicant, in addition to any material or labor to be furnished by the customer, the customer will pay in advance one-half of the estimated total cost of the utility's construction as prescribed in R746-360-9(B) and as may be set forth in a contract executed between the utility and the customer. If costs exceed twice the state wide loop investment, as set forth annually by the Division of Public Utilities, pursuant to R746-360-9(B)(1)(b), the customer must bear all remaining costs, except as may be ordered by the Commission.
- C. Poles and wire along public highways and roads, whether furnished at the expense of the Telephone Company or the Subscriber, or maintained by the Telephone Company and ownership therein is vested in the Telephone Company, except that ownership of poles may be vested in some other company with which the Telephone Company has a joint-use agreement. (L)
- D. The Telephone Company reserves the right to connect business and residence stations on the same line. No keys for the purpose of cutting off all or a portion of the line from the central office are permitted except in the case of an extension station where a key may be used for disconnecting it from the main station. (L)

(L) Material relocated from Sheet No. 2.

---

COMPANY-OWNED LINE EXTENSION SERVICE

III. GENERAL PROVISIONS (Continued)

E. The Telephone Company will provide, at its expense, up to \$2,500.00 of metallic (two-wire) circuit or its equal, on existing Company pole leads per applicant. In those circumstances where extension to outside plant facilities exceeds \$2,500.00 per applicant, in addition to any material or labor to be furnished by the customer, the customer will pay in advance one-half of the estimated total cost of the utility's construction as prescribed in R746-360-9(B)(1) and as may be set forth in a contract executed between the utility and the customer. If costs exceed twice the state wide loop investment, as set forth annually by the Division of Public Utilities, pursuant to R746-360-9(B)(1), the customer must bear all remaining costs, except as may be ordered by the Commission.

F. Relocation of Company Facilities

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

(N)

(N)

---

CITIZENS DIGITAL CENTREX (CDC)

**I. GENERAL RULES AND REGULATIONS**

Citizens Digital Centrex (CDC) service is furnished subject to the availability of facilities, software features and central office equipment in locations as determined by the company. In addition to the Citizens Digital Centrex charges, the Centrex Access Line (CAL) rate as specified in Section 7.4.A. of this tariff shall apply.

- A. The service is available to business customers with Centrex Access Lines.
- B. The minimum charge for services provided under this tariff shall be one month. Except as hereinafter provided, the initial (or minimum) contract period for all CDC services is one month at the same location. Service for longer periods will be available on a 12 month term, 36 month term, 60 month term, and 84 month term contract basis. Rates for term options are not subject to a Telephone Company-initiated rate change during the contract term.
- C. Individual CDC Stations may be grouped in communications groups of two or more lines. A communications group provides the path through which CDC features will travel.
- D. If a customer requests CDC features terminating in PBX trunk equipment, or Key Line equipment, the associated rate specified in Section 4 of this tariff shall apply.
- E. Installation and Move or Change Charges are applicable as set forth in Section 15 of this tariff.
- F. FP-1 Basic Single Line or FP-2 Business Line Features or FP-3 Attendant Line Features Package as listed in Section 7.3, following, is required per CAL. Additional feature packages and/or features may be subscribed to where available upon request.
- G. Touch-Tone Calling Service is required in order to have CDC features. Rates and charges for Touch-Tone Calling Service, as specified in Section 20 of this tariff, do not apply for the provision of Touch-Tone to Centrex Service.
- H. Directory listings will be furnished in accordance with the regulations set forth in Section 14 of this tariff.
- I. CDC lines and extensions may be terminated at one premises, different premises - same central office, different premises - remote central office. The appropriate private line charges as stated in the Private Line Tariff shall apply to CDC.

---

**CITIZENS DIGITAL CENTREX (CDC)**

**I. GENERAL RULES AND REGULATIONS (Continued)**

- J. The applicable mileage charge as specified in Section 5 of the tariff shall apply to Citizens Digital Centrex service terminating outside the Base Rate Area.
- K. Centrex Access Lines provide access to local exchange and long distance networks and will be at the rates and charges as specified in Section 7.4.A. of this tariff.
- L. The Telephone Company is allowed the option to provide Citizens Digital Centrex service under a Contract Service Arrangement for systems exceeding thirty (30) Centrex Access Lines, according to the rules and regulations of Section 2 of this tariff, in either of the following circumstances.
1. In the Telephone Company's judgment, the cost of providing that service is significantly less than the cost developed to support the rates in the tariff section, or
  2. The customer willingness to pay for an individual service, due to competitive alternatives, is above our cost to provide the customers service but below the tariff price.
  3. In no event shall rates be set below incremental cost.
- M. The following features are inherent with Feature Packages 1, 2, and 3: Automatic Route Selection; Barge-In/Executive Override; Class of Service Restrictions; Code Restriction; Data Call Protection; Direct Inward Dial (DID); Direct Outward Dial (DOD); Distinctive Ringing(1); Hunting; Music-On-Hold(2); Night Service; Paging Access; and Uniform Call Distribution (UCD).

(1) Distinctive Ringing is available only when the full Line Concentrator Module is dedicated to Distinctive Ringing.  
(2) Music-On-Hold is provided through Call Park and Permanent Hold features.

---

**CITIZENS DIGITAL CENTREX (CDC)**

**II. FEATURE PACKAGES**

A. Feature Package 1 - Basic Single Line (3)

The basic feature package will include, but not be limited to the following features:

Automatic Call Back (Ring Again)  
Blind Transfer Roll  
Call Back Queuing  
Call Forward - All Calls  
Call Waiting  
Consultation Hold  
End-To-End Signaling  
Last Number Redial  
Off-Hook Queuing  
Permanent Hold/Call Hold  
Speed Call - Individual Short  
Station to Station Dialing  
3 Way Calling/Transfer  
Message Wait Indicator (Stutter Dial Tone)

(T)

B. Feature Package 2 - Business Line Features (3)

The business set feature package will include, but not be limited to the following features:

Auto Answer Back  
Auto Dial  
Automatic Line  
Busy Override  
Call Back Queuing  
Call Forward  
Call Forward Reason Display  
Call Forward/Auto Dial Display  
Call Park  
Call Pickup  
Call Waiting  
Display Called Number  
Display Calling Number  
End-To-End Signaling  
Feature Code Access  
Feature Display  
Group Intercom  
Held Calls  
Individual (POTS) Business Line  
Intercom



---

CITIZENS DIGITAL CENTREX (CDC)

II FEATURE PACKAGES (Continued)

B. Feature Package 2 - Business Line Features (3) (Continued)

The business set feature package will include, but not be limited to the following features:

Listen On Hold  
Make Set Busy  
Malicious Call Hold  
Message Wait Indicator  
Multiple Appearance Directory Number-SCA  
Multiple Appearance Directory Number-MCA  
On Hook Dialing  
Query Time Key  
Ring Again  
Short Hunt  
Speed Calling  
3 Way Calling/Transfer

(T)

C. Feature Package 3 - Attendant Line Features (3)

The attendant feature package will include, but not be limited to the following features:

Auto Dial  
Automatic Recall  
Busy Verify - Stations  
Busy Verify - Trunks  
Call Hold  
Call Park  
Call Park Recall Timer  
Call Selection  
Camp-On  
Code Calling Line Termination  
Conference Call - Maximum Six  
Console Display  
Console Test  
Control of Trunk Groups  
Delayed Operation  
Interposition Calls/Transfer  
Locked Loop Operation  
Lockout  
Maintenance and Administration Position  
(MAP) Display For Attendant Operational Measurements (OM)  
Message Waiting

---

CITIZENS DIGITAL CENTREX (CDC)

II. FEATURE PACKAGES (Continued)

C. Feature Package 3 - Attendant Line Features <sup>(3)</sup> (Continued)

The attendant feature package will include, but not be limited to the following features:

Multiple Console Operation  
Multiple Listed Directory Number  
Position Busy  
Recorded Announcement  
Release Upon Completion  
Secrecy  
Serial Call  
Speed Call  
Straight Forward Outward Completion  
Supervisory Console  
Switched Loop Operation  
Through Dialing  
Time Recall Set to Zero  
Transfer  
Trouble Key on Console  
Trunk Group Busy/Access Control - Key  
Trunk Group Busy Indication  
Two-Way Splitting  
Wildcard Key

D. Feature Package 4 - Enhanced Station I <sup>(4)</sup>

The enhanced feature package will include, but not be limited to the following features:

Call Forward Busy  
Call Forward No Answer  
Conference Six Port  
Directed Call Pickup  
Speed Call - Long List

(T)  
(T)

(3) Feature Package 1 or 2 or 3 Rate is in addition to the appropriate CAL Rate.

(4) In order to obtain this feature package for any particular CAL, the customer must also subscribe to Feature Package 1 or 2 or 3 for each associated CAL.

---

CITIZENS DIGITAL CENTREX (CDC)

II. FEATURE PACKAGES (Continued)

E. Feature Package 5 - Enhanced Station II <sup>(5)</sup>

The enhanced feature package II will include, but not be limited to the following features:

Enhanced 3 Way Calling  
Intergroup Calling  
Last Number Redial (Business Set)  
Message Wait Light (Single Line)  
Key Set Audio-On-Hold  
Speed Call (Group)  
Station Call Park I

(T)

F. Optional Features Packages (6)

The optional features package will include, but not be limited to the following features:

- 1) Virtual Facilities Group (VFG)  
  
VFG-Inwats  
VFG-Outwats  
VFG-Trunk Group Busy Attendant Console  
VFG-Queuing
- 2) Station Message Detail Recording  
  
Per Group of 2 to 50 Lines  
Per Group of 51 to 200 Lines  
Per Group of 201 to 500 Lines  
Per Group of Over 501 Lines
- 3) Authorization Codes - Per Line

(5) In order to obtain this feature package for any particular CAL, the customer must also subscribe to Feature Package 1 or 2 or 3 for each associated CAL.

(6) In order to obtain this feature package for any particular CAL, the customer must also subscribe to Feature Package 1 or 2 or 3 for each associated CAL.

---

CITIZENS DIGITAL CENTREX (CDC)

III. FEATURE DESCRIPTIONS

A. Feature Package 1 - Basic Station

AUTOMATIC CALL BACK (Ring Again) This feature allows a station user encountering a busy station to be notified when the busy station becomes idle and to be placed automatically in a ring again mode.

AUTOMATIC LINE Provides an automatic connection between a CDC station that goes off-hook and a predetermined location.

BLIND TRANSFER ROLL Allows a CDC station to transfer an established call to another CDC group member without waiting for the transferred station to answer.

CALL BACK QUEUING With this feature, a station user encountering an all-trunk busy condition has the option of being notified when a trunk becomes idle, and then being automatically connected to the number.

CALL FORWARD - ALL CALLS Allows a CDC customer to have incoming calls to a station automatically forwarded to a predetermined telephone number.

CALL PICKUP Allows a CDC station line user to answer calls directed to another CDC station line within the same call pick-up group.

CALL TRANSFER Allows a CDC station line to transfer an established call to another line within or outside the customer group.

CALL WAITING This feature informs a CDC station line that is on an established call that a third party is trying to reach them.

CANCEL CALL WAITING Allows a CDC station to prevent, on a per-call basis, any incoming calls from interrupting important calls due to call waiting tones.

CONSULTATION HOLD Allows a CDC station to place an active call on temporary hold.

END-TO-END SIGNALING Allows a CDC station user, while in the talking state, to send DTMF tones to the other end.

LAST NUMBER REDIAL This feature enables a customer to redial the last number called by depressing a single key rather than the entire number.

---

CITIZENS DIGITAL CENTREX (CDC)

III. FEATURE DESCRIPTIONS (Continued)

A. Feature Package 1 - Basic Station (Continued)

OFF-HOOK QUEUING With this feature, a call that cannot be completed because an idle outgoing trunk is not available among the inexpensive route set, may wait off-hook for an idle trunk. When an outgoing trunk becomes available, the call progresses in the normal manner.

PERMANENT HOLD/CALL HOLD Allows a CDC station user to place a call on hold for any length of time.

SPEED CALL - INDIVIDUAL SHORT Allows the CDC station user to place calls to a list of frequently called numbers by dialing fewer digits than the complete directory number. Limited to eight frequently called numbers.

STATION TO STATION DIALING Calls may be dialed to completion between any two station lines of a digital CDC group.

STUTTERED DIAL TONE This feature permits a station user to be notified of a waiting message. Stuttered dial tone is used for stations without Message Waiting (MWT) lamps.

3 WAY CALLING Allows a CDC station line to establish a 3 way conference with two other parties. (T)

B. Feature Package 2 - Business Set Features

The following Business Set Features require the use of priority customer equipment.

AUTO ANSWER BACK The Auto Answerback feature, when implemented on a Business Set, allows any incoming call to the Primary Directory Number (PDN) of the set to be automatically answered after four seconds of ringing.

AUTO DIAL Allows the business set user to call a frequently dialed number by pressing the assigned feature key.

AUTOMATIC LINE Business Set Automatic Line (AUL) is a directory number (DN) feature that may be assigned to individual DN appearances on a Business Set station, including the primary DN.

BUSY OVERRIDE Busy Set Override allows a Business Set to gain access to a busy station by pressing the busy override key.

---

CITIZENS DIGITAL CENTREX (CDC)

III. FEATURE DESCRIPTIONS (Continued)

B. Feature Package 2 - Business Set Features (Continued)

CALL BACK QUEUING Allows a business set user to request a call back when encountering an all trunks busy condition on the customers outgoing trunks.

CALL FORWARD Allows a business set user to forward calls to another CDC user. Optional call forward conditions are call forward-all, call forward-busy, call forward-no answer, call forward intragroup.

CALL FORWARD REASON DISPLAY Allows business set user to identify the type of forwarded condition when they receive forwarded calls. Requires display option on customer equipment.

CALL FORWARD/AUTO DIAL DISPLAY Displays the number currently programmed for the call forward or the automatic dial features. Requires display option on customer equipment.

CALL PARK Enables a business set user to park a call against their directory number. The parked call can be retrieved from any station by dialing the retrieved code and the directory number against which the call is parked.

CALL PICK UP This feature allows a station to answer calls incoming to another station within a predetermined call pickup group.

CALL WAITING Provides a tone to the CDC user to alert them of another incoming call request. The called CDC station may acknowledge the new caller by placing the existing call on hold or by abandoning the existing call and receiving the new caller.

DISPLAY CALLED NUMBER Provides visual feedback of the number dialed on outgoing calls or feature activation. Requires display option on customer equipment.

DISPLAY CALLING NUMBER Provides business set user with visual feedback concerning incoming calls. Display called number only applies to intra-group calls. Requires display option on customer equipment.

END-TO-END SIGNALING Provides the capability to outpulse dual-tone multifrequency digits while active on a call.

FEATURE CODE ACCESS Provides an alternate method of accessing CDC features other than through the use of feature keys.

---

CITIZENS DIGITAL CENTREX (CDC)

III. FEATURE DESCRIPTIONS (Continued)

B. Feature Package 2 - Business Set Features (Continued)

FEATURE DISPLAY Provides the business set user with visual feedback for feature activation, including features such as three-way calling, call transfer, call waiting, call park, ring again, call pickup, busy override, and speed call. Requires display option on customer equipment.

GROUP INTERCOM Allows a CDC user to call a member of a predesignated group by using abbreviated dialing.

HELD CALLS Allows a business set user to hold an established call on the business set. The CDC user may originate or receive another call on any idle directory number.

INDIVIDUAL BUSINESS LINE The Private Business Line allows the Business Set subscriber the appearance of the POTS line as one of the Directory Number (DN) keys on the set.

INTERCOM The intercom feature allows a customer to directly terminate on a predesignated set by depressing the intercom key on the Business Set.

LISTEN ON HOLD Allows a business set user to monitor a call through the speaker in customer premises equipment. When the called party answers, the CDC business set user must remove the handset from the cradle.

MAKE SET BUSY Allows a business set user to place their primary directory number in a busy condition to outside calls.

MALICIOUS CALL HOLD The Malicious Call Hold (MCH) feature allows a Business Set subscriber to hold a connection within the switching unit on a malicious call, enabling the call to be traced back to the originating party.

MESSAGE WAIT INDICATOR This feature provides a message waiting lamp on the business set indicating a message is waiting to be retrieved. This applies to only the primary directory number not other directory numbers available from that set.

MULTIPLE APPEARANCE DIRECTORY NUMBER - SCA AND MCA Allows a directory number to be assigned to more than one business set for a multiple call arrangement. With Single Call Arrangement (SCA) any business set user with the directory appearance may make or receive calls on the directory number. SCA allows only one business set user to be active on the directory number at one time. With Multiple Call Arrangements (MCA) more than one business set user can be active on the directory number at one time, limited by the number of appearances in the group.

---

CITIZENS DIGITAL CENTREX (CDC)

III. FEATURE DESCRIPTIONS (Continued)

B. Feature Package 2 - Business Set Features (Continued)

ON HOOK DIALING Allows the CDC business user to originate calls without lifting the handset.

QUERY TIME KEY Displays the current time and date by activating the time key. Requires display option on customer premises equipment.

RING AGAIN Allows the CDC business set user to monitor a busy set of directory number appearances on the business set. The short hunt is limited to the number of directory appearances on the business set.

SHORT HUNT Allows incoming calls to a business set user to hunt over a set of directory number appearances on the business set. The short hunt is limited to the number of directory appearances on the business set.

SIX PORT CONFERENCE Allows a CDC business set user with a conference key assigned to establish a six port conference, including the CDC business set user.

SPEED CALLING Allows a CDC business set user to access frequently dialed numbers by utilizing an abbreviated code.

3 WAY CALLING/TRANSFER Enables a CDC business set user to establish a 3 way call or to transfer a call to another CDC user. (T)

C. Feature Package 3 - Enhanced Station II

AUTO DIAL Allows the attendant to dial selected numbers by pressing the autodial feature key which is programmed for a particular number.

AUTOMATIC RECALL Alerts the attendant that a caller has waited on hold for a predetermined period and needs attention. Includes line-to-line calls, trunk-to-line calls, and line-to-trunk calls if answer supervision is expected on the outgoing trunk.

BUSY VERIFY - STATIONS This allows the attendant to determine whether station are busy or idle.

BUSY VERIFY - TRUNKS This allows the attendant to determine whether trunks are busy or idle.

CALL HOLD Allows the attendant to hold a call manually by pressing the hold/release key, or to hold the call automatically by pressing another loop key.



---

**CITIZENS DIGITAL CENTREX (CDC)**

**III. FEATURE DESCRIPTIONS (Continued)**

C. Feature Package 3 - Enhanced Station II (Continued)

CALL PARK Allows the attendant to park calls against any directory number in the attendant customer group.

CALL PARK RECALL TIMER Defines the amount of time a parked call can remain in the parked condition. If unanswered the call is returned to the attendant.

CALL SELECTION Allows the attendant to answer incoming calls by the following methods: Calls are answered as they are received, regardless of type. Calls are answered by manually selecting a specific call type.

CAMP-ON This allows the attendant to extend calls to a busy station. When the busy station becomes idle, the camped-on call rings the station.

CODE CALLING LINE TERMINATION This feature allows an attendant to access customer-provided code-call equipment by dialing an access code and a called-party code.

CONFERENCE CALL-MAXIMUM SIX Allows the attendant to establish a six-port conference call (including the attendant).

CONSOLE DISPLAY This feature allows a console display to assist attendants in handling calls efficiently. The display unit is built into the console, consisting of a 16 character alphanumeric display, 28 light emitting diodes (LEDs), and a 28-button keyboard.

CONSOLE TEST This feature allows an attendant or maintenance person to test the functional operations of a console i.e.: lamp, key contact, buzzer, hardware, set plug-in/plug-out, KLD (working condition of the LED alphanumeric display).

CONTROL OF TRUNK GROUPS Allows the attendant to control access of all stations and incoming trunks to various trunk groups by operating corresponding keys.

DELAYED OPERATION Allows the attendant to place calls for restricted CDC stations. When the called station answers, the attendant can connect the calling station.

---

CITIZENS DIGITAL CENTREX (CDC)

III. FEATURE DESCRIPTIONS (Continued)

C. Feature Package 3 - Enhanced Station II (Continued)

INTERPOSITION CALLS/TRANSFER Allows attendant to speak and transfer calls between attendants.

LOCKED LOOP OPERATION Allows the attendant to hold calls on a loop.

LOCKOUT Restricts an attendant from reentering a call on a held loop unless recalled by the CDC user or by automatic recall.

MAINTENANCE AND ADMINISTRATION POSITION (MAP) DISPLAY FOR ATTENDANT OPERATIONAL MEASUREMENTS (OM) MAP contains a subsystem referred to as attendant console operational measurements (ACOM). ACOM displays the console operational measurements of a subgroup within a customer group. The dynamic attendant console measurements feature measures attendant console activities and displays current measurements of a MAP.

MESSAGE WAITING This feature allows attendant consoles to be used as message centers for a number of station users.

MULTIPLE CONSOLE OPERATIONS Allows for the assignment of a maximum of 6 consoles within any customer group.

MULTIPLE LISTED DIRECTORY NUMBER Allows attendant to identify and properly answer incoming calls from multiple listed directory numbers.

POSITION BUSY Allows the attendant to make the console unavailable for additional queued calls. The attendant can originate calls and program features while in the busy state.

RECORDED ANNOUNCEMENT This feature permits the routing of either originated or extended attendant calls to an announcement.

RELEASE UPON COMPLETION Allows the attendant to release stations extended to CDC stations after dialing but before outpulsing is completed.

SECRECACY Allows the attendant to talk to the called CDC station without the calling party hearing the conversation.

---

**CITIZENS DIGITAL CENTREX (CDC)**

**3. FEATURE DESCRIPTIONS (Continued)**

C. Feature Package 3 - Enhanced Station II (Continued)

SERIAL CALL Allows the attendant to extend a call to more than one station. When the caller wants to be extended to more than one station, the attendant requests the caller remain off hook after the first call to be routed back to the attendant of routing the next CDC station.

SPEED CALL Allows the attendant to place calls to frequently called numbers by pressing the speed dial key and dialing a one or two digit code.

STRAIGHT FORWARD OUTWARD COMPLETION Allows a CDC user to request the attendant extend a call outside the customer group.

SUPERVISORY CONSOLE This feature allows an attendant to call a supervisor for assistance and to extend a call to a supervisor for subsequent call handling. It also allows the supervisor to monitor the progress of an attendant and to give assistance while the attendant is handling a call.

SWITCH LOOP The attendant console can have up to six loops assigned to provided the attendant with voice access to all calls routed to the console for completion.

THROUGH DIALING Allows the attendant to select a trunk facility for a CDC user and extend dial tone to the CDC line.

TIMED RECALL SET TO ZERO This feature allows a customer to cancel the automatic recall feature for a specific customer group by inputting a zero value for the appropriate attendant recall timers. Timers can be set from 12 through 60 seconds, in 1-second increments, on a customer group basis. They can also be set to zero to make them inoperable.

TRANSFER Allows CDC users to transfer calls to the attendant for further processing.

TROUBLE KEY ON CONSOLE This feature allows an attendant to indicate a problem in the handling of a particular call. A set of trouble codes, defined by the customer through datafill, allows the attendant to classify the problem as belonging to the most appropriate customer-defined category.

TRUNK GROUP BUSY/ACCESS CONTROL - KEY Allows the attendant to utilize special keys as a common interface for trunk group access control.

---

CITIZENS DIGITAL CENTREX (CDC)

III. FEATURE DESCRIPTIONS (Continued)

C. Feature Package 3 - Enhanced Station II (Continued)

TRUNK GROUP BUSY/INDICATION Provides the attendant with a lamp status display for trunk group busy indication.

TWO-WAY SPLITTING Allows the attendant to talk privately with either the calling or called party. The attendant can alternate between either the calling or called line.

WILDCARD KEY Allows the attendant to invoke special features not directly available through a feature key on the console.

D. Feature Package 4 - Enhanced Station I

CALL FORWARD BUSY Allows a CDC Customer to have incoming calls to a station automatically forwarded to a predetermined telephone number when the called station line is busy. (T)

CALL FORWARD NO ANSWER Allows a CDC customer to have incoming calls automatically forwarded to a predetermined telephone number after a predetermined number of rings. (T)

CONFERENCE SIX PORT This feature provides a six party conference bridge.

DIRECTED CALL PICKUP Allows a CDC station to pickup a call directed to another member of the group by dialing a code and the directory number of the called station.

RING AGAIN Allows a CDC station encountering a busy station to be notified when the busy station becomes idle.

SPEED CALL - LONG LIST Allows a CDC station user to place calls to a list of frequently called numbers by dialing fewer digits than the complete directory number. Limited to thirty frequently called numbers. This feature is incompatible with Short Speed Call and Group Speed Call.

E. Feature Package 5 - Enhanced Station II

ENHANCED 3 WAY CALLING Allows a non-controlling party on a 3 way call to add another conferee to the call. This in effect links two or more three-way conference bridges together. (T)

INTERGROUP CALLING Allows CDC user in different customer groups to call each other by using abbreviated dialing.

---

CITIZENS DIGITAL CENTREX (CDC)

III. FEATURE DESCRIPTIONS (Continued)

E. Feature Package 5 - Enhanced Station II (Continued)

\*66 BUSY NUMBER REDIAL Enables CDC user to redial the last number called by pressing a single key. (T)

MESSAGE WAIT LIGHT (SINGLE LINE) This provides a single line set (not a business set) with a visual indicator of a message is waiting to be retrieved. This requires a special line card within the central office and is an alternative to the stutter dial tone.

KEY SET AUDIO-ON-HOLD Allows a recorded audio source to be applied to calls placed in a temporary hold status.

SPEED CALL - GROUP Allows a list of frequently called numbers to be set up for a CDC customer group to allow CDC members to place calls by dialing fewer digits than the complete directory number.

STATION CALL PARK I Allows CDC user to park a call against its own directory number. The parked call is retrieved from a station by dialing a feature access code and the directory number against which the call is parked.

F. Optional Features Packages

- 1) VIRTUAL FACILITIES GROUP This feature enables CDC users to gain access to special trunk facilities by dialing an access code.
- 2) STATION MESSAGE DETAIL RECORDING A call detail recording system recording Centrex calls placed by station users. Data recorded on a per-call basis include: Caller identification, originating party and/or incoming trunk indicator, terminating party and/or outgoing trunk identifier, date and start time of call, call duration, digits dialed, Expensive Route Warning Tone identification, authorization code, and feature code identifier (when applicable). This raw data can be supplied via diskette or via modem on a scheduled basis (based on quantity) to customer. The customer can then apply this raw data into their own management information system for allocating chargebacks, usage/abuse monitoring, or future telecommunications planning.
- 3) AUTHORIZATION CODES This feature allows the subscriber to override the restrictions set to a specific Centrex line by entering an authorization/account code (having higher privileges than that Centrex line) before dialing the called number. This code can override Network Class of Service restrictions or to overcome call blockage during Automatic Route Selection. A SMDR record containing the caller's authorization code will be generated.

---

CITIZENS DIGITAL CENTREX (CDC)

III. FEATURE DESCRIPTIONS (Continued)

F. Optional Features Packages (Continued)

- 4) DS-1 HIGH CAPACITY FACILITY TERMINATION Provides an arrangement that allows for termination of a DS-1 (1.544 Mbps) high capacity circuit on the Centrex system to interface with an IXC or to connect tie line services from another PBX or similar switching device

G. Inherent Features

AUTOMATIC ROUTE SELECTION With this feature, outgoing calls are automatically routed according to a predetermined order of selection, based on a traffic analysis performed periodically by the Utility to insure adequate access in each trunk group.

BARGE-IN/EXECUTIVE OVERRIDE This feature allows a station user to gain access to a busy station by flashing the hookswitch during busy tone then dialing feature code.

CLASS OF SERVICE RESTRICTION This service provides the capability to allow or deny individual station features. The restrictions can be arranged to control all calls originating or terminating on stations and tie trunks.

CODE RESTRICTIONS This feature allows restriction of specified NPA or NXX's for stations or groups of stations within a customer group.

DATA CALL PROTECTION This option protects a data call from interruption by not allowing the connection of test or busy verification circuits to the line while it is busy.

DIRECT INWARD DIALING (DID) This service allows for incoming calls from the exchange network to reach a specific customer group station without attendant assistance.

DIRECT OUTWARD DIALING (DOD) With this service, a station user can place external calls to the exchange network without attendant assistance, by dialing the DOD access code, receiving a second dial tone, then dialing the external number.

DISTINCTIVE RING A custom may want to identify certain call types by applying a distinctive ringing cadence to calls terminating on the customer group. (T)

**CITIZENS DIGITAL CENTREX (CDC)**

**III. FEATURE DESCRIPTIONS (Continued)**

G. Inherent Features (Continued)

HUNTING Hunting is a call completion feature that increases the likelihood of an incoming call being completed within a customer defined group of lines.

MUSIC-ON-HOLD This feature provides access to a customer provided music source.

NIGHT SERVICE (FIXED OR FLEXIBLE) This service provides for the handling of calls when the attendant is absent.

PAGING ACCESS This service allows access to customer provided paging equipment to summon a particular person, using customer provided speakers located on the customer's premises.

UNIFORM CALL DISTRIBUTION This service allows for an even distribution of incoming calls to a listed directory number over a group of stations.

**CITIZENS DIGITAL CENTREX (CDC)**

**IV. RATES AND CHARGES <sup>(7)</sup>**

A. Digital Centrex Access Lines

- 1) Customers who desire to enter into a lease ranging from 1-7 years will receive discounted rates.
- 2) Monthly recurring rates for Digital Centrex Access lines will be charged in accordance with the following schedule:

Contract Term	Approx. Disc. %	2-4 Lines	5-11 Lines	12-24 Lines	25-100* Lines
Month to Month	-	\$42.00	\$30.00	\$26.00	\$24.00
1 year	2%	41.16	29.40	25.48	23.52
3 years	5%	39.90	28.50	24.70	22.80
5 years	10%	37.80	27.00	23.40	21.60
7 years	12%	36.96	26.40	22.88	21.12

\* Digital Centrex Service Arrangements exceeding one hundred (100) lines will be offered as a Contract Service Arrangement.

- 3) Digital Centrex Access line rates are determined by the total number of Digital Centrex Access lines requested (i.e., if a customer requests twenty-three [23] Digital Centrex Access lines, all lines will be billed at the "12-24" group line rate)

Example: A customer wishing to subscribe to 23 Digital Centrex Access lines for a period of less than one year would pay:

$$\$26.00 \times 23 \text{ lines} = \$598.00 \text{ per month}$$

(7) Regular Multi-Element Charges also apply as specified in Section 15 of this Tariff.



---

CITIZENS DIGITAL CENTREX (CDC)

IV. RATES AND CHARGES <sup>(7)</sup>

B.	Digital Centrex Features	Monthly <u>Rate</u>
	Feature Package 1 Per Line	\$3.00
	Feature Package 2 Per Line	7.50
	Feature Package 3 Per Console	40.00
	Feature Package 4 Per Line	2.50
	Feature Package 5 Per Line	2.00
C.	Optional Feature Packages	
	Virtual Facilities Group Per Trunk	1.50
	Station Message Detail Recording (SMDR)	
	Per Group of 2 to 50 Lines	24.50
	Per Group of 51 to 100 Lines	85.00
	Authorization Codes Per Line	1.50
	DS-1 High Capacity Facility Termination	198.00 Per DS-1

(7) Regular Multi-Element Charges also apply as specified in Section 15 of this Tariff.

Issued: November 19, 1998  
Advice No.: NCC-98-004

F. Wayne Lafferty  
Vice President  
Citizens Communications  
3 High Ridge Park  
Stamford, CT 06905

Effective: December 18, 1998  
Decision No.:

**BUNDLED SERVICES**

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

(C)

**I. APPLICABILITY**

Applicable to Single-party Residential Flat rate service.

**II. TERRITORY**

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

**III. GENERAL**

A. Frontier Digital Phone Service is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Unlimited Extended Area Service and Voice Mail (Non-regulated). Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

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

C. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 8 IV.C.

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

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

**BUNDLED SERVICES** (Continued)

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

(C)

**IV. RATES AND CHARGES**

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- B. Nonrecurring Service Order Charges as specified in Tariff Section 15 do not apply.
- C. Frontier Digital Phone Service bundle is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Digital Phone Service	\$39.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering See Condition I	9.99

**V. CONDITIONS**

- A. The bundles are available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- C. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Frontier Digital Phone service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- E. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
- F. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- G. 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.

---

**BUNDLED SERVICES** (Continued)

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

(C)

**V. CONDITIONS** (Continued)

- H. 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.
- I. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Service while they are away, a minimum of one month and up to nine months during a 12 month period.
  - 1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in this tariff.
  - 2. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
  - 3. A \$25.00 reconnect charge will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - 4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone Service will be temporarily deactivated.
  - 5. If the customer does not notify the Utility to reactive their Frontier Digital Phone Service before the end of the ninth month, the Stay Connected Seasonal Offering will terminate and the Frontier Digital Phone features and services will be reactivated and billed at the applicable rates.
  - 6. This service does not change any other terms and conditions of the product.
  - 7. All applicable taxes and surcharges apply.
  - 8. The monthly rate includes the Federal End User Common Line Charge.

(L) Item H relocated from Sheet No. 2.

---

**BUNDLED SERVICES (Continued)**

**FRONTIER FEATURE5 PACK PACKAGE**

**I. GENERAL**

- A. Frontier Feature5 Pack Package includes Caller ID Name and Number and, Call Forward <sup>1</sup> features plus three additional features as listed below. Business customers subscribing to the package are entitled to unlimited use of the selected features.
- B. In addition to Caller ID Name and Number, and Call Forward, customers' subscribing to this package will also be able to select three (3) features from the following list:
- Call Waiting
  - \*66 Busy Redial
  - \*69 Call Return
  - 3 Way Calling
  - Hunting (T)
  - Speed Call 8 <sup>2</sup> (T)(C)
- C. Optional Frontier Feature5 Pack Basic Voice Mail (where technically available in the service wire center):
- Frontier Feature5 Pack Basic Voice Mail Package includes Caller ID Name and Number, and Call Forward, three additional features as listed above and Basic Voice Mail.
- D. All rules, regulations and limitations as specified elsewhere in this Tariff for the respective service/features requested in the Frontier Feature5 Pack Package shall apply.
- E. A description of services and special conditions pertaining to the features as specified in I. GENERAL A., B., and C., preceding are listed in Section 19 of this Tariff.

\* May select only one Speed Call feature.

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

---

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

---

---

**BUNDLED SERVICES** (Continued)

**FRONTIER FEATURE5 PACK PACKAGE** (Continued)

**II. RATES**

- A. The Frontier Feature5 Pack Package and the Frontier Feature5 Pack Basic Voice Mail Packages are provided in conjunction with single- party business access line service. The applicable single party business access line charges apply.
- B. The Company reserves the right to waive the Service Order Charge - Subsequent as specified in Section 15 for a period of ninety (90) days from the time the Frontier Feature5 Pack Package is available in the serving Wire Center. (T)
- C. Service Charges as specified in Section 15 of this tariff do not apply for customer requests involving only additions, deletions or changes to the service/features of an existing Frontier Feature5 Pack Package. (T)
- D. Existing Frontier Feature5 Pack Package customers cannot take advantage of promotions for any of the service/features specified in I. GENERAL (A., B., and C.), preceding unless specifically allowed by the terms and conditions of the promotion.
- E. Frontier Feature5 Pack Package is provided at the following rates:

	<u>Monthly Rate</u>
1. Frontier Feature5 Pack Package and three additional features	
• Per individual business line - Includes two constants and 3 additional features as specified in GENERAL, A. and B., preceding.	\$11.95
2. Optional Frontier Feature5 Pack Basic Voice Mail	
• Per individual business line - Includes Frontier Feature5 Pack Package as specified in GENERAL, A., B., and C., preceding.	\$14.95

---

**BUNDLED SERVICES (Continued)**

**FRONTIER CHOICES**

APPLICABILITY OF SERVICE

Applicable to residence subscribers requesting Frontier Choices services.

TERRITORY

Within the exchange areas of all exchanges as said areas are defined where service is furnished from the central office on the maps filed as part of the tariff schedules.

GENERAL

1. Frontier Choices bundle offerings provide residential customers a combination of local services and features. The bundles include either one or two Flat Rate Residential Access Lines, a combination of enhanced calling features plus ten free local directory assistance calls. Customer's subscribing to those plans may select any or all of the following services/features for a monthly flat rate charge.
2. Frontier Choices - Enhanced Line
  - One – Single Party Residential Access line
  - Anonymous Call Rejection
  - Basic Call Forward (T)
  - Call Forward Busy
  - Call Forward No Answer
  - Call Waiting/Cancel Call Waiting
  - Call Waiting ID
  - Caller ID with Number <sup>1</sup>
  - Caller ID with Name <sup>1</sup> (T)
  - Distinctive Ring | (T)
  - Selective Call Acceptance
  - Selective Call Rejection
  - Speed Call 8 <sup>2,3</sup> (C)
  - Speed Call 30 <sup>2</sup>
  - 3 Way Calling (T)
  - Toll Restriction
  - Priority Call (T)
  - \*69 Call Return |
  - \*66 Busy Number Redial (T)
  - 10 local Directory Assistance Calls

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

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

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

---

**BUNDLED SERVICES** (Continued)

**FRONTIER CHOICES** (Continued)

GENERAL (Continued)

3. Frontier Choices - Enhanced Line with Second Line

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

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

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

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



---

**BUNDLED SERVICES (Continued)**

**FRONTIER CHOICES (Continued)**

RATES AND CHARGES

1. All applicable surcharges and taxes will be billed separately for the Frontier Choices bundle offerings.
2. Extended Area Service (EAS) rate additives that are separately billed and are in addition to the basic local service rates, will be billed as an EAS additive in addition to the package rate.
3. Service Connection Charges as specified in Section 15 of this tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Frontier Choices bundle.
4. When a Frontier Choices plan is ordered at the same time as the installation or move of Local Exchange Service, the customer will receive a \$10.00 credit per line for each line on which the plan is ordered. (N)  
|  
(N)
5. Frontier Choices bundles are provided at the following rates: (T)

	<u>Monthly Rate</u>
Frontier Choices - Enhanced Line	\$35.00
Frontier Choices - Enhanced Line with Second Line	\$70.00

---

**BUNDLED SERVICES** (Continued)

**FRONTIER CHOICES** (Continued)

SPECIAL CONDITIONS

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

(N)

(N)

---

**BUNDLED SERVICES** (Continued)

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

(N)

I. APPLICABILITY OF SERVICE

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

II. TERRITORY

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

III. GENERAL

FrontierWorks<sup>sm</sup> Small Business Solutions are package offerings available to business customers and include, as described below, either one or two business access lines, Call Forward Busy Line, Call Forward No Answer, and certain designated non-regulated and federally tariffed or price-listed services.

A. Bundle 1 – FrontierWorks – Enhanced Line with Voice Mail

1. One Business Access Line<sup>(1)</sup>, including Call Forward Busy Line and Call Forward No Answer.
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. (Federal and State Tariffed or Price-Listed)

Note 1: The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.

(N)

---

**BUNDLED SERVICES** (Continued)

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

(N)

III. GENERAL (Continued)

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

1. One Business Access Line<sup>(1)</sup>, including Call Forward Busy Line and Call Forward No Answer.
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. (Federal and State Tariffed or Price-Listed)

C. Bundle 3 – Frontier Works – Enhanced Line with Second Line

1. Two Business Access Lines<sup>(1)</sup>, including Call Forward Busy Line and Call Forward No Answer.
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. (Federal and State Tariffed or Price-Listed)

Note 1: The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.

(N)

**BUNDLED SERVICES** (Continued)

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

(N)

III. GENERAL (Continued)

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

1. Two Business Access Lines<sup>(1)</sup>, including Call Forward Busy Line and Call Forward No Answer.
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. (Federal and State Tariffed or Price-Listed)

E. Bundle 5 - Frontier Works – Enhanced Line with Second Line

1. Two Business Access Lines<sup>(1)</sup>, including Call Forward Busy Line and Call Forward No Answer.
2. Voice Mail (Non-regulated)
3. 512 Kbps / 256 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. Frontier® 512 Kbps Business DSL Internet Service (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federal and State Tariffed or Price-Listed)

Note 1: The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.

(N)

---

**BUNDLED SERVICES** (Continued)

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

(N)

III. GENERAL (Continued)

F. Bundle 6 - Frontier Works – Enhanced Line with Second Line

1. Two Business Access Lines<sup>(1)</sup>, including Call Forward Busy Line and Call Forward No Answer.
2. Voice Mail (Non-regulated)
3. 1 Mbps / 512 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. Frontier® 1 Mbps Business DSL Internet Service (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federal and State Tariffed or Price-Listed)

G. Bundle 7 - FrontierWorks – Enhanced Line without Voice Mail

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

Note 1: The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.

(N)

---

**BUNDLED SERVICES** (Continued)

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

III. GENERAL (Continued)

H. Optional Services

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

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

Choice of five of the following:

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

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

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

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

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

<sup>2</sup> In the FrontierWorks Select5 package, "Hunting" can be either Regular Hunt, which ends with the last number in the hunt group, or Circular Hunt, which searches all lines in a multiline hunt group, regardless of point of entry into the hunt group. The offered version will depend on its availability in the existing tariff. Call Forward Busy Line cannot be used with Hunting.

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

---

**BUNDLED SERVICES** (Continued)

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

(N)

III. GENERAL (Continued)

H. Optional Services (Continued)

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

3. Citizens Conference on Demand (Non-regulated)
4. Citizens Webexchange (Non-regulated)
5. FrontierPages<sup>SM</sup> free one-inch Yellow Pages advertisement (Non-regulated)

IV. RATES and CHARGES

- A. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Section 15 apply to the installation of individual components of the bundles.
- B. Service Connection Charges apply if the customer switches from a bundle to an unbundled service.
- C. Service Charges do not apply if the customer switches to another FrontierWorks<sup>SM</sup> Small Business Solutions bundle of greater value.
- D. The customer may add or delete the services or features of the FrontierWorks Select5 package without incurring a Service Connection Charge.

(N)



**BUNDLED SERVICES** (Continued)

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

(N)

IV. RATES and CHARGES (Continued)

A. Monthly Rates

	-----Term-----		
	<u>One Year</u>	<u>Two Years</u>	<u>Three Years</u>
Bundle 1 - FrontierWorks – Enhanced Line with Voice Mail	\$92.00	\$90.00	\$88.00
Bundle 2 - FrontierWorks – Enhanced Line with Voice Mail	n/a	n/a	n/a
Bundle 3 - Frontier Works – Enhanced Line with Second Line	\$162.00	\$156.00	\$154.00
Bundle 4 - Frontier Works – Enhanced Line with Second Line	n/a	n/a	n/a
Bundle 5 - Frontier Works – Enhanced Line with Second Line	n/a	n/a	n/a
Bundle 6 - Frontier Works – Enhanced Line with Second Line	n/a	n/a	n/a
Bundle 7 - FrontierWorks – Enhanced Line without Voice Mail	\$60.97	\$60.75	\$60.53
	<u>Monthly Rate</u>		
FrontierWorks <sup>sm</sup> Select5	\$ 9.95		
FrontierWorks <sup>sm</sup> Select5 With Voice Mail	\$ 12.95		

(N)

---

**BUNDLED SERVICES** (Continued)

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

(N)

V. CONDITIONS

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

(N)

---

**BUNDLED SERVICES** (Continued)

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

(N)

V. CONDITIONS (Conditions)

- B. The bundles are offered only under one-year, two-year, and three-year term contracts. (Continued)
  - 4. Early Termination Liability (Continued)
    - c. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.
    - d. In addition to the early termination liability charges described above, termination charges may apply to the ADSL service components of bundles in accordance with federally tariffed termination charges for ADSL service.
- C. The FrontierWorks<sup>sm</sup> Select5 optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
- D. The FrontierWorks<sup>sm</sup> Select5 package is available only in association with a FrontierWorks<sup>sm</sup> Small Business Solutions bundle.
- E. The bundle rate will appear as a single line item on the customer's bill.
- F. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and are in addition to the bundle rate.
- G. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- H. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorks<sup>sm</sup> LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected at least as their InterLATA Primary Interexchange Carrier.

(N)

---

**BUNDLED SERVICES (Continued)**

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

(N)

I. APPLICABILITY OF SERVICE

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

II. TERRITORY

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

III. GENERAL

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

A. Bundle 1

1. One Business Access Line, including Call Forward Busy Line and Call Forward No Answer, and Caller ID- Name and Number
2. Voice Mail – Frontier Business Deluxe (Non-regulated) and Message Waiting Indication
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)

(N)

---

**BUNDLED SERVICES** (Continued)

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

(N)

III. GENERAL (Continued)

B. Bundle 2

1. One Business Access Line, including Call Forward, and Caller ID- Name and Number
2. Voice Mail – Frontier Business Deluxe (Non-regulated) and Message Waiting Indication
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)
5. White Page Bold Ad (Non-regulated)

C. Bundle 3

1. Two Business Access Line, including Call Forward Busy Line and Call Forward No Answer, and Caller ID- Name and Number
2. Voice Mail – Frontier Business Deluxe (Non-regulated) and Message Waiting Indication
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)

(N)

---

**BUNDLED SERVICES** (Continued)

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

(N)

III. GENERAL (Continued)

D. Bundle 4

1. Two Business Access Line, including Call Forward Busy Line and Call Forward No Answer, and Caller ID- Name and Number
2. Voice Mail – Frontier Business Deluxe (Non-regulated) and Message Waiting Indication
3. Frontier High Speed Internet Service and 10 Email Boxes (Non-regulated)
4. Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services with Static IP and 10 Email Boxes (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
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)

(N)

---

**BUNDLED SERVICES** (Continued)

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

(N)

III. GENERAL (Continued)

E. Bundle 5

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

(N)

---

**BUNDLED SERVICES** (Continued)

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

III. GENERAL (Continued)

F. Bundle 6

1. Two Centrex lines, including the following features.
2. The included features are:
  - Call Forward Variable
  - Call Transfer
  - Caller ID Name and Number
  - Hunting (T)
  - 3 Way Calling (T)
  - Abbreviated Dialing (Where Available)
3. Voice Mail – Frontier Business Deluxe (Non-regulated) and Message Waiting Indication
4. Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services and 8 Email Boxes (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle (Federally Price-Listed)
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)



---

**BUNDLED SERVICES** (Continued)

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

III. GENERAL (Continued)

G. Bundle 7

1. Two Centrex lines, including the following features.
  - Call Forward Variable
  - Call Transfer
  - Caller ID Name and Number
  - Hunting (T)
  - 3 Way Calling (T)
  - Abbreviated Dialing (Where Available)
2. Voice Mail – Frontier Business Deluxe (Non-regulated) and Message Waiting Indication
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)
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)

---

**BUNDLED SERVICES** (Continued)

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

III. GENERAL (Continued)

H. Optional Services

1. The following services may be added to Bundles 1-5 described above:

a. FrontierWorks Optional Business Feature Package.

Choice of five of the following:

Call Waiting/Cancel Call Waiting  
Speed Call 8<sup>1</sup> or Speed Call 30  
3 Way Calling  
\*69 Call Return  
\*66 Busy Number Redial  
Hunting  
Call Forward Variable

(T)  
|  
(C)  
|  
(T)

b. Voice Mail:

Additional Voice Mail Box  
More than 8 Voice Mail Boxes

2. The following features may be added to Bundles 6 and 7. (Centrex Bundle):

a. Optional Centrex Features

Choice of any or all of the following:

Call Waiting/Cancel Call Waiting  
Speed Call 8<sup>1</sup> or Speed Call 30  
\*69 Call Return  
\*66 Busy Number Redial  
Call Forward Variable

(T)  
|  
(C)  
|  
(T)

b. Voice Mail:

Additional Voice Mail Box  
More than 8 Voice Mail Boxes

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

(N)

**BUNDLED SERVICES (Continued)**

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

(N)

IV. RATES and CHARGES

- A. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Section 15 apply to the installation of individual components of the bundles.
- B. Service Connection Charges apply if the customer switches from a bundle to an unbundled service.
- C. Service Connection Charges do not apply if the customer switches to another FrontierWorks bundle of greater value.
- D. The customer may add or delete the services or features of the FrontierWorks Optional Business Feature Package without incurring a Service Connection Charge.
- E. Monthly Rates

1. Bundles

	-----Term-----		
	One Year	Two Years	<u>Three Years</u>
Bundle 1	\$114.99	\$109.99	\$99.99
Bundle 2	\$159.99	\$149.99	\$139.99
Bundle 3	\$174.99	\$164.99	\$154.99
Bundle 4	\$224.99	\$209.99	\$199.99
Bundle 5	\$244.99	\$229.99	\$219.99
Bundle 6	\$189.99	\$179.99	\$169.99
Bundle 7	\$239.99	\$224.99	\$209.99

(N)

---

**BUNDLED SERVICES** (Continued)

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

IV. RATES and CHARGES (Continued)

E. Monthly Rates (Continued)

2.	Optional Features	Monthly <u>Rate</u>
a.	FrontierWorks Optional Business Feature Package, per line	\$9.99
b.	Optional Centrex Features, per line	\$1.99
c.	Voice Mail:	
	Additional Voice Mail Box	\$6.99
	More than 8 Voice Mail Boxes, per Mail Box	\$3.99

V. CONDITIONS

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

(N)

(N)

---

**BUNDLED SERVICES** (Continued)

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

(N)

V. CONDITIONS (Continued)

- B. The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract. (Continued)
  - 4. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.
    - a. The early termination liability charges shall be calculated as follows: A Maximum Termination Liability that will be no greater than \$250 for a one year term, \$500 for a two year term and \$750 for a three year term and will be specified in the contract. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:
      - 1. The ratio of the number of months remaining in the contract period to the total number of months in the contract period, multiplied by the Maximum Termination Liability.
      - 2. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.
- C. Customer contract will automatically renew at the contract rate for one year if no cancellation notification is received.
- D. The FrontierWorks Optional Business Feature Packages associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
- E. The FrontierWorks Optional Business Feature Package is available only in association with a FrontierWorks<sup>sm</sup> Business Connections bundle.
- F. The bundle rate will appear as a single line item on the customer's bill.
- 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.

(N)

---

**BUNDLED SERVICES** (Continued)

**FRONTIERWORKS<sup>SM</sup> BUSINESS CONNECTIONS** (Continued)

(N)

V. CONDITIONS (Continued)

- H. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- I. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorks<sup>SM</sup> LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier.
- J. The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.
- K. FrontierWorks<sup>SM</sup> Business Connections cannot be used in association with a key system or a PBX service.
- L. In the FrontierWorks Optional Business Feature Package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer.
- M. FrontierWorks is a service mark of Citizens Communications Company.

(N)

---

**BUNDLED SERVICES**

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

(C)

**I. APPLICABILITY**

Applicable to Single-party Residential Flat rate service.

**II. TERRITORY**

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone 100 service as said exchanges are defined on the maps contained in this tariff.

**III. GENERAL**

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

B. Basic Bundle

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

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

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

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

**BUNDLED SERVICES** (Continued)

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

(C)

**IV. RATES AND CHARGES**

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- B. Nonrecurring Service Order Charges as specified in Tariff Section 15 do not apply.
- C. Frontier Digital Phone 100 bundle is provided at the following rate:

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

**V. CONDITIONS**

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- D. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- E. The bundles are offered on a month to month.
- F. The bundle rate includes Extended Area Service (EAS) charges.
- G. The bundle will appear as a single line item on the bill.



---

**BUNDLED SERVICES** (Continued)

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

(C)

**V. CONDITIONS** (Continued)

- H. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- I. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
- J. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone 100 Service while they are away, a minimum of one month and up to nine months during a 12 month period.
  - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
  - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - 3. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  - 4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone 100 bundle and services will be reactivated and billed at the applicable rates.
  - 5. The Federal Subscriber Line Charge is included in the monthly rate.
  - 6. All applicable taxes and surcharges apply.

---

**BUNDLED SERVICES**

**FRONTIER ONEVOICE**

**I. APPLICABILITY**

Applicable to Single-party Business Flat rate service.

**II. TERRITORY**

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

**III. GENERAL**

Frontier OneVoice is a bundled offering available to Business customers that subscribe to Single Party Business Line. The bundle includes the following components: one Basic Flat Rate Access Line, Touch-Tone, 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	Caller ID	
Touch-Tone	Anonymous Call Rejection	
Call Forwarding Busy/No Answer	Call Forward	
Unlimited Extended Area Service	Multi-line Hunting	
Call Waiting/Cancel Call Waiting	3 Way Calling	(T)

Premium Feature Package

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

**IV. SPECIAL CONDITIONS**

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

---

**BUNDLED SERVICES** (Continued)

**FRONTIER ONEVOICE** (Continued)

**IV. SPECIAL CONDITIONS** (Continued)

- D. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- E. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- F. The bundle rate will appear as a single line item on the customer's bill.
- G. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- H. The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex, and Foreign Exchange Services.
- I. The bundle is offered on a month-to-month, one, two or three year term basis.
- J. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
- K. Term plans will auto renew unless notification is received from the customer sixty days in advance.

**V. RATES AND CHARGES**

- A. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of the bundle.

	<u>Monthly Rate</u>
Basic Bundle	\$44.99
Term Price with a 1, 2 or 3 year commitment	\$29.99
Premium Feature Package	\$9.99

**BUNDLED SERVICES** (Continued)

**RESERVED FOR FUTURE USE**

(T)

(D)

(D)

Material relocated to Section 13.

(N)

**BUNDLED SERVICES**

FRONTIER UNLIMITEDUT – Grandfathered as of May 18, 2019

(C)

**I. APPLICABILITY**

Applicable to Single-party Residential Flat rate service.

**II. TERRITORY**

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

**III. GENERAL**

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

B. Basic Bundle

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

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

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

**IV. RATES AND CHARGES**

A. Unless otherwise stated elsewhere in this Section, Service Charges as specified in Tariff Section 15 apply to the installation of individual components of the bundle.

**BUNDLED SERVICES** (Continued)

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

(C)

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

B. Frontier UnlimitedUT is provided at the following rates:

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

**V. CONDITIONS**

- A. The bundle is available only where facilities and operating systems are available and technically feasible
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- D. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- E. The bundles are offered on a month to month.
- F. The bundle rate includes Extended Area Service (EAS) charges.
- G. The bundle will appear as a single line item on the bill.
- H. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

---

**BUNDLED SERVICES** (Continued)

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

(C)

**V. CONDITIONS** (Continued)

- I. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
- J. Stay Connected Seasonal Offering allows the customer to suspend the Frontier UnlimitedUT Service while they are away, a minimum of one month and up to nine months during a 12 month period.
  1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
  2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  3. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier UnlimitedUT bundle and services will be reactivated and billed at the applicable rates.
  5. The Federal Subscriber Line Charge is included in the monthly rate.
  6. All applicable taxes and surcharges apply.

**BUNDLED SERVICES (Continued)**

**FRONTIER COMMERCIAL VOICE UNLIMITED**

(N)

**I. APPLICABILITY**

Applicable to Single-party Business Flat rate service.

**II. GENERAL**

A. Frontier Commercial Voice Unlimited is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Touch-Tone and Unlimited Extended Area Service. The bundle also included the Subscriber Line charge and the Access Recovery Charge that is tariffed in the appropriate FCC tariff.

B. Basic Bundle

Single Party Flat Rate Access Line  
Touch-Tone  
Basic Call Forward  
Call Forward Busy  
Call Forward No Answer  
Call Waiting/Cancel Call Waiting  
Caller ID  
Call Waiting/Caller ID  
3 Way Calling  
Hunting

**III. CONDITIONS**

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Frontier Commercial Voice Unlimited includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- E. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- F. The bundle rate will appear as a single line item on the customer's bill.

(N)

(D)



---

**BUNDLED SERVICES (Continued)**

**FRONTIER COMMERCIAL VOICE UNLIMITED (Continued)**

**III. CONDITIONS (Continued)**

- G. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- H. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- I. The bundle is offered on a month-to-month, one or two year term basis. (C)
- J. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
- K. At the end of the one or two year term, customers will be moved to the month to month pricing. (C)

**IV. RATES AND CHARGES**

- A. Interstate End User Subscriber Line charge and Access Recovery Charges are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.

<u>Basic Bundle</u>	<u>Monthly Rate</u>
Month to Month	\$33.00
One Year Term	\$28.00
Two Year Term	\$28.00

(N)

**BUNDLED SERVICES (Continued)**

**FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)**

(N)

**I. GENERAL**

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

Basic Bundle

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

Feature Package

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

**II. 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 Price List.
- C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Price Listed 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 Price List rules.
- E. Customers may add or delete any features offered in the bundle without a service order charge.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- H. The bundle is offered on a month-to-month basis.
- I. The bundle will appear as a single line item on the bill.
- J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

(N)

**BUNDLED SERVICES (Continued)**

**FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) (Continued)**

**II. CONDITIONS (Continued)**

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

**III. RATES AND CHARGES**

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Service Order Charges as specified in Section 15 do not apply.
- C. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

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

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

**BUNDLED SERVICES (Continued)**

**FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)**

(N)

**I. GENERAL**

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

Basic Bundle

Unlimited Extended Area Service  
Caller ID with Name  
Call Waiting/Cancel Call Waiting

Feature Package

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

**II. CONDITIONS**

- A. The Frontier Digital Phone Unlimited Plus (Challenger) Service is available where technically feasible.
- B. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the Price List.
- C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Price List rules.
- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- F. The bundle is offered on a month-to-month basis.
- G. The bundle will appear as a single line item on the bill.
- H. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

(N)

**BUNDLED SERVICES (Continued)**

**FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) (Continued)**

**II. CONDITIONS (Continued)**

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

**III. RATES AND CHARGES**

- A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- B. Nonrecurring Service Order Charges as specified in Section 15 do not apply.
- C. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

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

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

**BUNDLED SERVICES** (Continued)

**FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE**

(N)

**I. 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	Touch-Tone

**II. 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.
- 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.

(N)

---

**BUNDLED SERVICES** (Continued)

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

**III. 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)

(N)

**BUNDLED SERVICES (Continued)**

**FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE**

(N)

**I. GENERAL**

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

Basic Bundle

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

**II. 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.
- 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.

(N)



**BUNDLED SERVICES** (Continued)

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

(N)

**II. CONDITIONS** (Continued)

- I. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- J. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America, Inc. Domestic Price List.
- K. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non-Listing, Nonpublished and Foreign Listing.
- L. Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.

**III. RATES AND CHARGES**

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

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

(N)

**BUNDLED SERVICES** (Continued)

**RESERVED FOR FUTURE USE**

(T)

(L)

(L)

Material relocated to Section 13.

(N)

**BUNDLED SERVICES** (Continued)

**RESERVED FOR FUTURE USE**

(T)

(L)

(L)

Material relocated to Section 13.

(N)

---

**BUNDLED SERVICES (Continued)**

**FRONTIER DIGITAL PHONE ESSENTIALS**

**I. GENERAL**

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

Basic Bundle

Basic Flat Rate Access Line	
Call Waiting/Caller ID	
Caller ID Name & Number	
Call Waiting/Cancel Call Waiting	(T)

Feature Package

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

**II. SPECIAL CONDITIONS**

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable 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 regulated 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.

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

---

**BUNDLED SERVICES** (Continued)

**FRONTIER DIGITAL PHONE ESSENTIALS** (Continued)

**II. SPECIAL CONDITIONS** (Continued)

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

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

---

**BUNDLED SERVICES** (Continued)

**FRONTIER DIGITAL PHONE ESSENTIALS** (Continued)

**III. RATES AND CHARGES**

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Service Order Charges as specified in Tariff Section 15 do not apply.
- C. Frontier Digital Phone Essentials bundle is provided at the following rates:

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

(C)

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

(N)

---

**BUNDLED SERVICES** (Continued)

**FRONTIER DIGITAL PHONE UNLIMITED**

**I. GENERAL**

The Frontier Digital Phone Unlimited Service is a bundle offering available to residential customers. The bundle includes one Basic Flat Rate Residential One-Party Access Line and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

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

Feature Package

Call Forward Variable or Fixed	3 Way Calling	(T)
Priority Call	Speed Call 30-Code	(T)
Selective Call Rejection	Anonymous Call Rejection	

**II. SPECIAL CONDITIONS**

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable 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.
- G. The bundle will appear as a single line item on the bill.

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

---

**BUNDLED SERVICES** (Continued)

**FRONTIER DIGITAL PHONE UNLIMITED** (Continued)

**II. SPECIAL CONDITIONS** (Continued)

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

**III. RATES AND CHARGES**

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Service Order Charges as specified in Tariff Section 15 do not apply.
- C. Frontier Digital Phone Unlimited bundle is provided at the following rates:

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

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



---

**BUNDLED SERVICES** (Continued)

**FRONTIER DIGITAL PHONE UNLIMITED PLUS**

**I. GENERAL**

The Frontier Digital Phone Unlimited Plus Service is a bundle offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Two Flat Rate Access Lines	Call Waiting/Cancel Call Waiting	
*66 Busy Number Redial	Call Waiting/Caller ID	(T)
Caller ID Name & Number	Speed Call 8 <sup>1</sup>	(T)(C)
*69 Call Return		

Feature Package

Call Forward Variable or Fixed	3 Way Calling	(T)
Anonymous Call Rejection	Priority Call	(T)
Selective Call Rejection		

**II. SPECIAL CONDITIONS**

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable 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.

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

(N)

---

**BUNDLED SERVICES** (Continued)

**FRONTIER DIGITAL PHONE UNLIMITED PLUS** (Continued)

**II. SPECIAL CONDITIONS** (Continued)

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

**III. RATES AND CHARGES**

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Service Order Charges as specified in Tariff Section 15 do not apply.
- D. Frontier Digital Phone Unlimited Plus bundle is provided at the following rates:

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

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

---

OPERATOR SERVICES

OPERATOR ASSISTED SERVICES

I. GENERAL

Operator Services are furnished to customers upon their request to assist in the completion of calls. The following services are offered:

1. Busy Verification<sup>1</sup> (D)

The operator, at the request of the customer, will determine the status of an exchange access line (e.g., conversation in progress) and report the status to the customer.

2. Busy Interrupt<sup>1</sup> (D)

The operator, at the request of the customer and being informed that an emergency exists, will interrupt conversation on the exchange access line and inform the called party that an attempt to place a call to that line is being made.

3. Operator Assisted Station to Station

A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated).

4. Collect

A billing arrangement by which the charges for a call may be billed to the called party, provided the called party agrees to accept the charges.

5. Operator Assisted Person to Person

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

6. Operator Assisted Time and Charges

A service requested of the operator before a call begins. After completion of the call, the operator calls back and specifies the length of the call (in minutes) and the charge for the call.

7. Operator Assisted - Corrections

Applicable to each outgoing message where the person originating the call is calling from a correctional facility using special restricted correction service. The restricted correction service only provides corrections collect calls via an automated operator.

8. Billed to Third Number

Operator assisted telephone call that can be billed to the party other than the calling and called party. The operator calls the third number for the party to accept the charges before the call can proceed.

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

(N)

---

OPERATOR SERVICES

OPERATOR ASSISTED SERVICES

IV. RATES AND CHARGES

	<u>Per Call</u>	
1. Busy Verification <sup>1</sup>	\$1.50	(D)
2. Busy Interrupt <sup>1</sup>	3.00	(D)
3. Operator Assisted Station to Station	3.40	
4. Collect	3.40	
5. Operator Assisted Person to Person	6.05	
6. Operator Assisted Time and Charges	2.00	
7. Operator Assisted – Corrections	3.40	
8. Billed to Third Number	3.40	

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

(N)

---

MISCELLANEOUS SERVICE

**ELECTRONIC BILL PRESENTMENT AND PAYMENT (EBPP)**

**I. APPLICABILITY**

EBPP provides residential customers an option to receive their telephone bill electronically and pay their bill online. (C)

**II. TERRITORY**

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

**III. GENERAL**

Frontier Online Bill Payment program is an optional service that allows customers to view and/or pay their telephone bill on-line. The electronic bill will include the bill face (front and back), and bill messages. Frontier customers can visit the website Frontieronline.com to register, view invoices and make either one time or recurring payments, via Credit Card or ACH transaction payments. Business customers will only have the option of making payments via the Automated Clearing House method. Once a customer registers for EBPP, they will be provided a paper bill and an electronic bill for a two-month period. After two billing cycles of duplicate billing, the paper bill will be discontinued and the customer will continue to receive the on-line version of their bill. There is no charge for EBPP unless the customer decides to continue receiving paper bill copies. Customers utilizing EBPP and receiving paper bill copies will be assessed the monthly recurring charge found below. Customers may discontinue using EBPP at any time without charge. (T)  
(N)  
(N)

**IV. RATES**

	<u>Monthly Rate</u>
Rate for both a paper copy and an electronic bill copy	\$2.00

**V. SPECIAL CONDITIONS**

1. The EBPP is an optional Service.
2. The Company will send an electronic notification to the customer's designated email address when the bill is available on-line.
3. EBPP is available where technically feasible.
4. Service Connection Charges as specified in Tariff Section 15 do not apply to this service.
5. Bill inserts will be provided separately either electronically or via U.S. Mail service. (N)

---

MISCELLANEOUS SERVICE

CONVENIENCE FEE

**I. GENERAL**

A convenience fee is a charge that is added onto a customer's account if a customer makes a payment using a Company Representative. The customer is informed by the Company Representative of the applicable charges prior to processing the payment. The charge will be collected at time of payment processing.

This fee will not apply if:

- The automated payment systems are unavailable due to system outages.
- At the time payment is made, the customer agrees to sign up for automatic bill payment.
- Payment is taken for a deposit.
- The payment is for a Government account.

**II. RATES AND CHARGES**

	<u>Nonrecurring Charge</u>	
Convenience Fee, per occurrence	\$10.00	(I)

LOCAL PRIVATE LINES

	<u>Monthly Rate</u>
Leased (Voice Grade) Metallic Circuit	
Circuit termination, each	\$2.50
Circuit mileage, each 1/4 mile	1.25
Automatic Ringdown Circuit	11.60

TIE LINES:

Between points in different buildings on the same premises, per 300' or fraction thereof	1.25
Between points not on the same premises, per 1/4 mi. or fraction thereof	1.25

---

MISCELLANEOUS SERVICE

**BUSINESS TRAFFIC STUDY SERVICE**

(N)

**I. APPLICABILITY**

Applicable to business customers requesting Business Traffic Study Service.

**II. TERRITORY**

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

**III. GENERAL**

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

**IV. RATES**

Set up Charge and first week per access line or trunk group \$60.00

Each additional week per access line or trunk group \$25.00

**V. SPECIAL CONDITIONS**

1. At the customer's request traffic studies will be performed on access lines, trunk groups or hunt groups that are provided by the Company.
2. A separate traffic study report is required for each access line, hunt line, or trunk group.
3. Business Traffic Study Service is available to business customers and only where technically feasible.
4. Traffic study detail requested by the customer will be limited to calls that originate or terminate on the Company's network.
5. Studies will not be performed on toll-free or pay-per-call type telephone numbers.
6. Studies are done in 7-day intervals.
7. Types of studies include (but are not limited to):
  - Line or Trunk Study
  - Remote Call Forwarding Study
  - Multiline Hunt Group Study

(N)

---

MISCELLANEOUS SERVICE

**DUPLICATE BILL CHARGE**

(N)

**I. GENERAL**

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.

**II. RATES AND CHARGES**

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

(N)



**RADIOTELEPHONE SERVICE  
IMTS MOBILE AND EXCHANGE SERVICE**

GENERAL

Radiotelephone service is communication service through a land radiotelephone base station between a wire telephone and a mobile or fixed radiotelephone unit, or between two mobile radiotelephone units, or between two fixed radiotelephone units or between a mobile radiotelephone unit and a fixed radiotelephone unit.

RATES

	<u>Monthly Charge</u>	<u>Installation Charge</u>	(D) (D)
IMTS Exchange Radio Telephone Service	\$62.50	<sup>1</sup>	(D)(T)

<sup>1</sup> Applicable Service Connection Charge as filed in Section 15.

(T)

**RADIOTELEPHONE SERVICE  
IMTS MOBILE AND EXCHANGE SERVICE**

AVAILABILITY OF SERVICE

It will be the policy of this Company to provide this service as required up to the limitations of available IMTS channels for the area served.

Radiotelephone service is available to mobile and fixed units equipped for such service when within range of a land radiotelephone station, subject, however, to transmission, atmospheric, terrain and like limitations. At the Utility's discretion, service may be limited to a certain number of subscribers to ensure provision of quality service. Customers denied mobile service will be allowed the opportunity to receive service as it becomes available in the order in which they originally applied.

PROVISION OF EQUIPMENT

The customer will provide the radiotelephone equipment, make the installation thereof and provide for the maintenance thereof. Further, the customer must present a valid license, issued by the Federal Communications Commission, for the specific equipment intended for use on the Utility's facilities. A photostatic copy of the license shall be retained by the Utility. The equipment required to provide this service includes the mobile transmitter, receiver, control unit, dialing and selective signaling equipment and all associated wiring, antenna and mounting brackets, plus storage battery, charging equipment and noise suppressing, if required. All equipment must be completely compatible with equipment furnished by the Utility.

The Utility reserves the right to deny service to customers if their equipment does not meet the standard specification of the Utility, or if there is an unusually large number of troubles reported on that customer's equipment.

OBLIGATION OF CUSTOMER

The calling party (or customer) shall establish his identity in the course of any communications as often as the Utility may deem necessary.

The calling party (or customer) shall be solely responsible for establishing the identity of the person or persons with whom connection is made at the called station.

**RADIOTELEPHONE SERVICE  
IMTS MOBILE AND EXCHANGE SERVICE**

OBLIGATION OF CUSTOMER (Continued)

Except as permitted by this schedule, no equipment, apparatus, circuit or device shall be attached to or connected with facilities furnished by the Utility, whether physically, by induction or otherwise. In case any such unauthorized attachment or connection is made, the Utility shall have the right to remove or disconnect the same, to suspend the service during continuance of said attachment or connection, or to terminate the service.

Radiotelephone service is intended only for communications in which the customer has a direct interest and shall not be used for any purpose upon payment or other compensation from any other person, firm or corporation, or in the collection, transportation or delivery of any communication for others.

RESPONSIBILITY OF THE UTILITY

In the event of an interruption of service, not caused by the negligence or willful act of the customer or by failure of the customer's storage battery or charging equipment, the fixed monthly charges for the service and facilities rendered useless and inoperative will be adjusted on a prorata basis for the time said interruption continues beyond twenty-four hours after it is reported or detected by the Utility. For the purpose of proration, every month shall be considered to have thirty days.

Allowances for omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing service or facilities, and not caused by the negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of time during which such omission, interruption, delay or error, or defect in transmission prevailed.

The Utility shall not be liable for damage caused by accident or injury occasioned by the use of Radiotelephone Service when such accident or injury is not due to the negligence of the Utility.

When the lines of other telephone companies are used in establishing connection, the Utility shall not be liable for any act or omission of such other company or companies.

RESERVED FOR FUTURE USE

**DISCONTINUED SERVICES**

**CITIZENS SELECT**

(N)

The following Citizens Select services have been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following services/features. Customers on record as subscribing to these services as of May 15, 2003, will be charged the following rates(s):

**I. GENERAL**

A. Citizens Select plans provide a flat rate residential access line and services/features as listed in the specific plans. Residential customers subscribing to one of the following packages is entitled to unlimited use of the selected services/features.

B. Citizens Select

Customer subscribing to this plan may select seven (7) features from the following list:

- Call Forward
- Call Forward Remote Activation
- Call Waiting/Cancel Call Waiting
- Ring Plus
- Speed Call 8
- Three Way Calling
- Auto Call Return
- Auto Busy Redial
- Caller ID
- Caller ID w/Name
- Call Waiting/Caller ID (CWID)

C. Citizens Select Plus

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

- Call Forward
- Call Forward Remote Activation
- Call Waiting/Cancel Call Waiting
- Message Service Center (Basic Only)
- Select-A-Ring
- Speed Call 8 (1)
- Speed Call 30 (1)
- Three Way Calling
- Anonymous Call Rejection
- Auto Call Return
- Auto Busy Redial
- Caller ID
- Caller ID w/Name
- Call Waiting/Caller ID (CWID)
- Priority Ring
- Selective Call Rejection
- Toll Restriction

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

(1) May select only one Speed Call feature.

(N)

**DISCONTINUED SERVICES** (Continued)

**CITIZENS SELECT** (Continued)

(N)

The following Citizens Select services have been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following services/features. Customers on record as subscribing to these services as of May 15, 2003, will be charged the following rates(s):

**II. RATES AND CHARGES**

- A. Where a Citizens Select plan is provided at the time of initial installation of a new or additional residence individual line flat rate service or the move of a residence individual line flat rate service from one location to another, all normal service charges associated with the line shall apply as specified in Section 15 (Service Connections and Nonrecurring Charges) of this Tariff.
- B. Service Connection Charges are not applicable when a Citizens Select plan is provided at the same time as the residence individual flat rate line service is established.
- C. Service Connection Charges as specified in Section 15 of this Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizen Select plan.
- D. Existing Citizens Select customers cannot take advantage of promotions for any of the services/features specified in I. General (B and C), preceding, unless specifically allowed by the terms and conditions of the promotion.
- E. Citizens Select plans are provided at the following rates.

	<u>Billing Code</u>	<u>Monthly Rate</u>
1. Citizens Select		
- Per individual flat rate residence line – Includes choice of 6 services/features as specified in I. General, B, preceding	CSEL	\$26.95
2. Citizens Select Plus		
- Per individual flat rate residence line – May select any or all services/features as specified in I. General, C, preceding	CSELP	\$31.00

(N)

---

**DISCONTINUED SERVICES**

**FRONTIER DIGITAL PHONE BRONZE\***

(N)

**I. APPLICABILITY**

Applicable to Single-party Residential Flat rate service.

**II. TERRITORY**

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

**III. GENERAL**

A. Frontier Digital Phone Bronze is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one basic Flat Rate Access Line and a combination of local features. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Flat Rate Access Line  
Call Waiting/Cancel Call Waiting  
Caller ID – Name & Number  
Cal Waiting/Caller ID

C. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 8 IV.C.

Automatic Busy Redial  
Automatic Call Return  
Call Forward – Variable or Fixed  
Repeat Dialing  
Speed Calling 8-Code or Speed Calling 30-Code  
Three-Way Calling

\*This bundle was previously Frontier Digital Phone Essentials.

(N)

---

**DISCONTINUED SERVICES**

**FRONTIER DIGITAL PHONE BRONZE\*** (Continued)

**IV. RATES AND CHARGES**

- B. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connections and Nonrecurring Charges as specified in Tariff Section 15 apply to the installation of individual components of the bundle.
- D. Frontier Digital Phone Bronze bundle is provided at the following rate:

	<b>Monthly Rate</b>	
Frontier Digital Phone Bronze	\$19.99	
Digital Phone Enhanced Feature Pack	3.99	
Voice Mail –add on: (Non-regulated)		
• Basic Voice Mail	3.99	
• Deluxe Voice Mail	4.99	
Stay Connected Seasonal Offering	9.99	(N)
See Condition (K)		(N)

**V. CONDITIONS**

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- D. Frontier Digital Phone Bronze service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- E. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

\*This bundle was previously Frontier Digital Phone Essentials.





---

**DISCONTINUED SERVICES**

**DEAF AND HEARING IMPAIRED SURCHARGE\***

APPLICABILITY

Applicable to telecommunications services for providing certified deaf or impaired customers telephone communications capabilities. This service will be funded by a surcharge imposed on all local network access lines.

TERRITORY

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

RATES

	<u>Monthly Charge</u>
Deaf/Hearing Impaired Surcharge, per access line	\$0.10

(N)

(N)

---

**DISCONTINUED SERVICES**

**FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 1-2010 SERVICE**

Grandfathered as of July 14, 2012

(N)

**I. APPLICABILITY**

Applicable to Single-party Residential Flat rate service.

**II. TERRITORY**

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone State with Essentials 1-2010 service as said exchanges are defined on the maps contained in this tariff.

**III. GENERAL**

A. Frontier Digital Phone State with Essentials 1-2010 is a bundle offering available to residential customers that subscribe to flat rate service. The bundle includes one Basic Flat Rate Residential One-Party Access Line and Custom Calling features.

B. Basic Bundle

Flat Rate Access Line	Three Way calling
Caller ID with Name	Repeat Dial
Call Forwarding	Call Return
Speed Call 8	Call Waiting ID
Call Waiting/Cancel Call Waiting	

C. Feature Packages

The following features may be added to the bundle at the rates listed in IV.C following.

Speed Call 30  
Anonymous Call Acceptance  
Anonymous Call Rejection  
Call Trace

(N)

---

**DISCONTINUED SERVICES**

**FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 1-2010 SERVICE (Continued)**

Grandfathered as of July 14, 2012

(N)

**IV. RATES**

- A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Section 15 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone State with Essentials 1-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone State with Essentials 1-2010	\$33.99
One Feature	5.99
Two Features	7.99
Three Features	9.99
All listed features	12.99
Stay Connected Seasonal Offering	9.99

**V. CONDITIONS**

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- D. The bundles are offered on a month to month.
- E. The bundle will appear as a single line item on the bill.
- F. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.

(N)

---

**DISCONTINUED SERVICES**

**FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 1-2010 SERVICE (Continued)**

Grandfathered as of July 14, 2012

**V. CONDITIONS (Continued)**

- G. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone State with Essentials 1-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
  2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone State with Essentials 1-2010 features and services will be reactivated and billed at the applicable rates.
  5. The Federal Subscriber Line Charge is included in the monthly rate.
  6. This service does not change any other terms and conditions of the product.
  7. All applicable taxes and surcharges apply.

(T)

---

**DISCONTINUED SERVICES**

**FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 1-2010 SERVICE**

Grandfathered as of July 14, 2012

(N)

**I. APPLICABILITY**

Applicable to Single-party Residential Flat rate service.

**II. TERRITORY**

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Nationwide with Essentials 1-2010 service as said exchanges are defined on the maps contained in this tariff.

**III. GENERAL**

A. Frontier Digital Phone Nationwide with Essentials 1-2010 Service is a bundled offering available to residential customers and includes one Basic Flat Rate Residential One-Party Access Line and Custom Calling features. Customers may select any or all of the services and features listed below for a monthly rate charge.

B. Basic Bundle

Flat Rate Access Line	Repeat Dial
Call Forward Busy/No Answer (Variable)	Speed Call 8
Caller ID - Name and Number	Call Return
Call Waiting/Cancel Call Waiting	10 free DA Calls
Three Way Calling	

C. Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in IV.C. following.

Speed Call 30  
Call Forwarding Busy/No Answer (Fixed)  
Call Forwarding Busy Line (Fixed)  
Selective Call Acceptance  
Selective Call Rejection

(N)

---

**DISCONTINUED SERVICES**

**FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 1-2010 SERVICE** (Continued)  
Grandfathered as of July 14, 2012

(N)

**IV. RATES**

- A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Section 15 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Nationwide with Essentials 1-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Nationwide with Essentials 1-2010	\$39.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering	9.99

**V. CONDITIONS**

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Customers may add or delete any features offered in the bundle without a service order charge.
- D. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- E. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- F. The bundles are offered on a month to month.
- G. The bundle will appear as a single line item on the bill.
- H. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.

(N)

---

**DISCONTINUED SERVICES**

**FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 1-2010 SERVICE** (Continued)  
Grandfathered as of July 14, 2012

**V. CONDITIONS** (Continued)

- I. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide with Essentials 1-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
  1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
  2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide with Essentials 1-2010 features and services will be reactivated and billed at the applicable rates.
  5. The Federal Subscriber Line Charge is included in the monthly rate.
  6. This service does not change any other terms and conditions of the product.
  7. All applicable taxes and surcharges apply.

(T)



---

**DISCONTINUED SERVICES**

**FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 1-2010 SERVICE**

Grandfathered as of July 14, 2012

(N)

**I. APPLICABILITY**

Applicable to Single-party Residential Flat rate service.

**II. TERRITORY**

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Nationwide Extra with Essentials 1-2010 service as said exchanges are defined on the maps contained in this tariff.

**III. GENERAL**

A. Frontier Digital Phone Nationwide Extra with Essentials 1-2010 Service is a bundled offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines and Custom Calling features. Customers may select any or all of the services and features listed below for a monthly rate charge.

B. Basic Bundle

Two Flat Rate Access Lines	Repeat Dial
Call Forward Busy/No Answer (Variable)	Speed Call 8
Caller ID - Name and Number	Call Return
Call Waiting/Cancel Call Waiting	10 free DA Calls
Three Way Calling	

C. Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in IV.C. following.

Speed Call 30  
Call Forwarding Busy/No Answer (Fixed)  
Call Forwarding Busy Line (Fixed)  
Selective Call Acceptance  
Selective Call Rejection

(N)

---

**DISCONTINUED SERVICES**

**FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 1-2010 SERVICE**

Grandfathered as of July 14, 2012 (Continued)

(N)

**IV. RATES**

- A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Section 15 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Nationwide Extra with Essentials 1-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Nationwide Extra with Essentials 1-2010	\$39.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering	9.99

**V. CONDITIONS**

- 6. The bundle is available only where facilities and operating systems are available and technically feasible.
- 7. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- 8. Customers may add or delete any features offered in the bundle without a service order charge.
- 9. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- 10. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- 11. The bundles are offered on a month to month.
- 12. The bundle will appear as a single line item on the bill.
- 13. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
- 14. The custom calling features and voice mail service included in the Frontier Digital Phone Nationwide Extra with Essentials 1-2010 bundle will be activated on only one of the access lines designated by the customer.

(N)

---

**DISCONTINUED SERVICES**

**FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 1-2010 SERVICE**

Grandfathered as of July 14, 2012 (Continued)

**V. CONDITIONS** (Continued)

15. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide Extra with Essentials 1-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide Extra with Essentials 1-2010 features and services will be reactivated and billed at the applicable rates.
5. The Federal Subscriber Line Charge is included in the monthly rate.
6. This service does not change any other terms and conditions of the product.
7. All applicable taxes and surcharges apply.

(T)

---

**DISCONTINUED SERVICES**

**FRONTIER DIGITAL PHONE PLUS-2010 SERVICE-** Grandfathered as of July 14, 2012

(N)

**I. APPLICABILITY**

Applicable to Single-party Residential Flat rate service.

**II. TERRITORY**

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone Plus-2010bundle as said exchanges are defined on the maps contained in this tariff.

**III. GENERAL**

A. The Frontier Digital Phone Plus-2010 Service is a bundled offering available to Residential customers. The bundle includes the following components: two Basic Flat Rate Access Lines, Custom Calling features and Voice Mail (Non-regulated). Customers may select any or all of the following features for a monthly rate charge.

B. Basic Bundle

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

C. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section No. 8, item IV.C.

Call Forwarding – Variable or Fixed	Caller ID
Automatic Call Return	Call Trace
Automatic Busy Redial	Anonymous Call Rejection
8-Code Speed Calling or 30-Code Speed Calling	Selective Call Rejection
Three-way Calling	Call Waiting ID
	Priority Ring

**IV. RATES AND CHARGES**

D. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.

E. Unless otherwise stated elsewhere in this section, Service Connection charges as specified in Tariff Section 15 apply to the installation of the bundle.

(N)

---

**DISCONTINUED SERVICES**

**FRONTIER DIGITAL PHONE PLUS-2010 SERVICE - Grandfathered as of July 14, 2012 (Continued)**

(N)

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

F. Frontier Digital Phone Plus-2010 Service is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Plus-2010Service	\$39.99
Digital Phone Enhanced Feature Pack	2.99
Stay connected Seasonal Offering See Condition (L)	9.99

**V. CONDITIONS**

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Frontier Digital Phone Plus-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- E. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.
- F. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- G. The bundle is offered on a one, two or three year term.
  - 1. If the tariffed rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
  - 2. If the customer cancels the bundle before the end of the term contract, an early termination charge of \$200.00 shall apply.
- H. The bundle will appear as a single line item on the bill.
- I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

(N)

---

**DISCONTINUED SERVICES**

**FRONTIER DIGITAL PHONE PLUS-2010 SERVICE - Grandfathered as of July 14, 2012 (Continued)**

(N)

**V. CONDITIONS (Continued)**

- J. 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.
- K. 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.
- L. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Plus-2010 Service while they are away, a minimum of one month and up to nine months during a 12 month period.
  - 1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in this tariff.
  - 2. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
  - 3. A \$25.00 reconnect charge will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - 4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone Plus-2010 Service will be temporarily deactivated.
  - 5. If the customer does not notify the Utility to reactive their Frontier Digital Phone Plus-2010 Service before the end of the ninth month, the Stay Connected Seasonal Offering will terminate and the Frontier Digital Phone Plus-2010 features and services will be reactivated and billed at the applicable rates.
  - 6. This service does not change any other terms and conditions of the product.
  - 7. All applicable taxes and surcharges apply.
  - 8. The monthly rate includes the Federal End User Common Line Charge.

(N)

---

**DISCONTINUED SERVICES**

**FRONTIER DIGITAL PHONE ESSENTIALS 1-2010** - Grandfathered as of July 14, 2012

(N)

**I. APPLICABILITY**

Applicable to Single-party Residential Flat rate service.

**II. TERRITORY**

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone Essentials 1-2010 service as said exchanges are defined on the maps contained in this tariff.

**III. GENERAL**

A. Frontier Digital Phone Essentials 1-2010 is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line and Custom Calling features. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Flat Rate Access Line  
Call Waiting/Cancel Call Waiting  
Call Waiting ID  
Caller ID with Name  
Call Forward Variable  
Three Way Calling

C. Unlimited Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section No. 8, item IV.C.

Call Forward Busy	Speed Call 30
Caller ID with Number	Anonymous Call Rejection
Call Return	Anonymous Call Acceptance
Repeat Dialing	Call Tracing Service

(N)

---

**DISCONTINUED SERVICES**

**FRONTIER DIGITAL PHONE ESSENTIALS 1-2010** - Grandfathered as of July 14, 2012 (Continued)

(N)

**IV. RATES**

- A. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection charges as specified in Tariff Section 15 apply to the installation of the bundle.
- C. Frontier Digital Phone Essentials 1-2010 Service is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials 1-2010	\$28.99
Unlimited Feature Pack	2.99
Stay Connected Seasonal Service	9.99

**V. CONDITIONS**

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Frontier Digital Phone Essentials 1-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- D. Customers may add or delete any features offered in 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 tariffed monthly rates.
- F. No discounts will be given to customers that do not use all the features or have some features turned off.
- G. The bundle is offered on a month-to-month basis.
- H. The bundle will appear as a single line item on the bill.

(N)



---

**DISCONTINUED SERVICES**

**FRONTIER DIGITAL PHONE ESSENTIALS 1-2010** - Grandfathered as of July 14, 2012 (Continued)

(N)

**V. CONDITIONS** (Continued)

- I. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Essentials 1-2010 Service for a minimum period of one month and up to nine months during a 12-month period.
  1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in this tariff.
  2. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
  3. The applicable Service Connection Charges listed in Section 15 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone Essentials 1-2010 service will be temporarily deactivated.
  5. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Essentials 1-2010 features and services will be reactivated and billed at the applicable rates.
  6. This service does not change any other terms and conditions of the product.
  7. All applicable taxes and surcharges apply.
  8. The Federal Subscriber Line Charge is included in the monthly rate.

(N)

## DIRECTORY LISTINGS

### GENERAL

These rates and regulations for directory listings apply only to the alphabetical section of the directory containing the regular alphabetical list of customers and do not apply to listings or advertising in the classified section.

The alphabetical list of names of customers is solely for the purpose of informing calling parties of the telephone numbers of customers and those entitled to use the customer's service, and special sequence or arrangement of names is not contemplated.

The Telephone Company has the right to limit the length of any listing to one line in the directory by the use of abbreviations when the clearness of the listing or the identification of the customer is not impaired thereby.

A listing must conform to the Telephone Company's specifications with respect to its directories.

Listings are regularly provided in connection with all classes of exchange service except public telephone service. A listing may be omitted from the directory upon request of a customer in writing and under the conditions specified in Special Types of extra listings, concerning non-published listings.

The length of the contract period for directory listings where the listing actually appears in the directory is the directory period, unless the main contract is cancelled prior to the end of the period. When the listing appears on information records only, the contract is for one month.

### PRIMARY LISTINGS

When two or more main station lines or private branch exchange trunk lines are consecutively operated, the first number of the group is considered the primary listing. Where two or more main station lines or private branch exchange trunk lines are not consecutively operated, a primary listing may be made for each line.

---

**DIRECTORY LISTINGS**

REGULAR EXTRA LISTINGS

Residence extra listings may be the same names of members of the customer's family or of other persons residing in the customer's household. Household is defined in Section I, General Rules and Regulations.

Ordinarily, all extra listings must be of the same address and telephone number as the primary listing, except as provided for alternate listings. However, when in the opinion of the Telephone Company it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing may be permitted under the address of a PBX station or extension station, installed on premises of the customer (except at a residence); but an address different from that of the switchboard, or main station, using the telephone number of the primary listing.

In connection with Private Branch Exchange service at hotels, motels, and apartment houses, resident extra listings at business extra listings rates may be provided in the name of permanent guests or tenants at that location, provided approval is obtained of the hotel, motel, or apartment house involved. However, no separate billing will be issued for these instances.

At the option of the customer extra listings may be obtained upon the issuance of a directory or between issues of directories at which time they appear on information records only. Charges for extra listings date from the time the listings are posted on information records.

NON-LISTING

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

(N)  
|  
(N)

NONPUBLISHED SERVICE

The telephone number of nonpublished service is not listed in the telephone directory or in the information records available to the general public. Incoming calls to nonpublished service will be completed only when the calling party places the call by telephone number. The Telephone Company will adhere to this regulation notwithstanding any claim made by the calling party.

No liability for damages arising from publishing the telephone number of nonpublished service in the telephone directory or disclosing of nonpublished telephone numbers to any person shall attach to the Telephone Company. Where such number is published in the telephone directory, the Telephone Company's liability shall be limited to a refund or any monthly charges assessed by the Telephone Company for the nonpublished service. The subscriber indemnifies and saves the Telephone Company harmless against any and all claims for damages caused or claimed to have been caused directly, or indirectly, by refusing to disclose a nonpublished telephone number upon request or by the publication of the number of a nonpublished service in the telephone directory or disclosing of such number to any person.

## DIRECTORY LISTINGS

### SPECIAL TYPES OF EXTRA LISTINGS

#### Duplicate Listings

Duplicate Listings, i.e., listing of nicknames, abbreviated names, names which are commonly spelled in more than one way and rearrangements of names are permitted when, in the opinion of the Telephone Company, they are necessary for the proper identification of the customer, and are not desired to secure a preferential position in the directory or for advertising purposes.

#### Alternate Listings

Listing of an alternate telephone number to be called in case no answer is received is permitted for customers to all classes of service.

The alternate number may be that of a service not under contract with the customer in connection with whose name it appears. In such a case, the consent of the customer to the alternately listed service must be obtained before the alternate listing is furnished.

#### Extra Lines of Information

Listings of office hours or other lines of information which are not required by the Telephone Company in order to efficiently handle telephone traffic are not included in the regular charges for service. Regular extra listing rates apply to the listing of office hours or other information desired by the customer in connection with his listing. A phrase directing the method of calling when a PBX operator is not on duty may be listed in the directory, at extra charges, whenever night connections are provided.

#### Foreign Listings

Foreign listings are listings in the alphabetical list of an exchange other than the exchange in which the listed service is furnished.

DIRECTORY LISTINGS

<u>RATES</u>	Monthly <u>Rate</u>	(T) (T)
<u>Primary Listings</u>		
Regular Exchange Service (one listing)	No Charge	
<u>Regular Extra Listings</u>		
Residential Exchange	\$ .65	(T)
Business Exchange	\$ .95	(T)
Duplicate Listings	Regular Extra Listing Charge	
Non-Listing	\$ 3.60	(N)
Nonpublished Service, each	\$ 1.00	(T)
Alternate Listings	Regular Extra Listing Charge	
Extra Lines of Information, each line	Regular Extra Listing Charge	
Foreign Listings	Regular Extra Listing Charge	

**SERVICE CHARGES**

(T)

GENERAL

These charges are intended to cover the expense incurred by the Company in conjunction with the following:

- Establishment of service;
- Change in location of a service to other premises;
- Transfer of service from one customer to another;
- Reconnection of service discontinued or suspended for non-payment;
- Customer requested number or name changes.

**SERVICE CHARGES**

(T)

SCHEDULE OF CHARGES

	<u>Business</u>	<u>Residence</u>	(D) (D)
1. Service Order Charge - Initial	\$8.50	\$8.50	(T)(D)
2. Service Order Charge - Subsequent	4.75	4.75	
3. Central Office Connection Charge	9.50	9.50	
4. Tribal Link Up Credit	---	1	
5. Supersedure	4.75	4.75	(D)
6. Reconnect Charge	14.25	14.25	
7. Time and Material Charges – For Access Line Work: <sup>2</sup>			(T)
Minimum Time Charge:			
First 15 minutes or fraction thereof of billable time:			
Regular Hours	\$21.25	\$21.25	(T)(D)
Overtime Hours	31.90	31.90	(D)
Additional Time Charge:			
Each additional 15 minutes or fraction thereof of billable time required to complete the work over the initial 15 minute period:			
Regular Hours	\$8.50	\$8.50	(T)(D)
Overtime Hours	12.75	12.75	(D)
8. Service Call		Cost	
Due to impairment of service caused by customer provided equipment or facilities			(T)
<sup>1</sup> See Conditions 6.			(T)
<sup>2</sup> Appropriate Service Charges apply.			(T)

---

**SERVICE CHARGES**

(T)

CONDITIONS

1. Service Charges apply as follows:

(T)

a. Service Order Charge - Initial

(T)

Applicable to work done in receiving, recording and processing information necessary to execute a customer's request for the initial establishment of telephone service at a premises.

b. Service Order Charge - Subsequent

(T)

Applicable to work done in receiving, recording and processing information necessary to execute a customer's request for additions, moves or changes to existing service.

c. Central Office Connection Charge

(T)

Applicable for work done in the central office, between the central office and station protector and on the protector in association with providing an exchange access line or making changes thereto.

d. Supersedure

(L)(T)

The supersedure charge applies in lieu of normal service connection charges when present telephone service including telephone number is transferred from one customer to another with the express written consent of the relinquishing customer and with the written agreement of the new customer to assume the responsibility for all charges outstanding. This arrangement requires continuous billing, with no change in type of service.

e. Reconnect Charge

(T)

The non-pay reconnect charge applies where a customer re-establishes service on the same premises, with no changes in service after being disconnected for non-payment of a bill. This charge replaces the listed service connection charges and includes all services which were previously connected. If the customer does not take action to re-establish service within two weeks of the non-pay disconnect, the appropriate service connection charges will apply thereafter.

(L)

f. Time and Material Charges

(T)

Applicable for customer requested work done on a customer's premises. (See Condition 5).

(T)

(L)

|

(L)

(L) Material relocated from Sheet No. 4.

(N)

(L) Item 2 relocated to Sheet No. 4.

(N)



---

**SERVICE CHARGES**

(T)

CONDITIONS (Continued)

2. No Service Charges will apply under the following circumstances:

(L)

- when a service is taken over by a member of the same family;
- in settlement of an estate when service is assumed by a receiver or administrator of the estate;
- when service which has been disrupted by a fire, accident or natural catastrophe, is reestablished, either at its original location or at a new location. Subsequent moves of such re-established service will be done at the normal rates;
- when moves, rearrangements, or changes are initiated by the Company.

(L)

3. Charges for changes are not to exceed the sum of the charges which would apply to a new installation of the same service and facilities.

(L)

4. Installment Billing

(L)

(N)

Residential customers may select an installment billing option. This option provides for billing one-time charges in three (3) equal monthly installments.

(N)

(L) Item 2 relocated from Sheet No. 3.

(N)

(L) Reconnect Charge and Supersedure relocated to Sheet No. 3.

(N)

---

**SERVICE CHARGES**

(T)

CONDITIONS (Continued)

5. Time and Material Charges

(T)

a. Description

Time and Material Charges apply to all customer requested installation, moves, changes, and rearrangements of residence and business service and equipment, except as noted elsewhere in that tariffs, performed by the Company on the customer's premises exclusive of establishing or reestablishing access line service.

(T)

b. Definitions

Billable Time and Material Charges

(T)

Time and Material spent by a Company representative on a customer's premises exclusive or work required to establish access line service.

c. Conditions

(1) Time and Material Charges apply, as required, in addition to other charges for individual items or services which are listed in other sections of this tariff.

(2) Time Charges will be billed in 15 minute time segments. A five minute allowance into the next time increment will be granted.

(3) A quote for a specific job may be provided the customer. The quote will be in writing and will be good for 30 days after the issue date. When accepted, the customer will be billed the quoted price. A quote is not the same as an approximate figure which may be provided by Company personnel. An approximate figure is intended only as an order of magnitude and not as a firm price. Customers to whom approximate figures are furnished are subject to actual Time and Material Charges.

(4) Time and Material Charges will also apply to customer-requested rearrangements of outside wiring, including the drop wire and protector.

(5) Time and Material Charges do not apply to the following work:

(L)

(a) To move or change a customer's service if required or initiated by the Company.

(b) The "from" portion of work involved in a transfer of service from one premises to another.

(L)

(L) Material relocated from Sheet No. 6.

(N)

---

**SERVICE CHARGES**

(T)

CONDITIONS (Continued)

(L)

6. Tribal Link Up

(L)

(T)

Tribal Land residents who qualify for the Lifeline Assistance Program may also qualify for the Federal Communication Commission's Tribal Link Up. A 100% reduction, up to a maximum of \$100.00, for new service connection charges as outlined in Section 15, Service Charges shall apply.

(T)

In addition to the above, the applicant must self-certify that he or she is not a dependent for federal income tax purposes unless he or she is more than 60 years of age.

The subscriber will be entitled to pay the Service Charges in three (3) equal monthly installments.

(T)

Tribal Link Up may be offered more than one time per customer, provided the requester has moved to a different address. There is no limit on the number of requests for Tribal Link Up for any Tribal Land subscriber.

(L) Material relocated to Sheet No. 5.

(N)

SERVICE CHARGES (T)

RESERVED FOR FUTURE USE (T)

---

**SUSPENSION OF SERVICE**

CUSTOMER'S SERVICE MAY BE SUSPENDED:

FOR NONPAYMENT OF CHARGES

Services may be suspended for failure of the customer to pay charges for toll and/or local service.

Service will be restored upon payment of all past-due charges and a charge for restoration will be made as set forth in Section 15. Service will be restored within a reasonable length of time after payment of all past-due charges and will be done only during regular working hours.

If service is not restored within two weeks after suspension for nonpayment, the contract may be terminated by the Telephone Company without further notice to the customer.

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

(N)  
|  
(N)

AT CUSTOMER REQUEST

General

Temporary suspension of service will not be offered after the effective date of this tariff. Those subscribers who currently have their service temporarily suspended will be permitted to retain this service under the regulations set forth in this section.

Complete temporary suspension of service is available to customers having any grade of business or residence service, except customer-owned line service. Partial temporary suspension of service is available only to customers having private branch exchange service or key telephone service.

Temporary suspension of service may begin on any day of the month provided sufficient notice is given the Company.

More than one period of suspension may be permitted in any one calendar year, provided at least one month's full service charges shall be paid between each period of suspension.

---

**SUSPENSION OF SERVICE**

CUSTOMER'S SERVICE MAY BE SUSPENDED: (Continued)

AT CUSTOMER REQUEST (Continued)

General (Continued)

Upon sufficient notice from the customer, service will be restored during day hours except on Sundays or holidays.

Bills are rendered at the reduced rate on regular billing dates during the suspension period and should be paid in accordance with the regular collection practices of the company.

The charges for reconnection of service after temporary suspension are those set forth in Section 15.

Temporary Suspension of a Customer's Entire Service (Often called a "Vacation Suspension")

Temporary suspension of a customer's entire service is available for any period of one month or more in connection with any grade of business or residence service, except customer-owned line service.

The monthly rate during the period of suspension will be 50% of regular monthly local service rates, including the rates for all associated miscellaneous services except directory advertising which will continue at full rate.

Temporary Suspension of Part of a Customer's Service

Temporary suspension of part of a customer's private branch exchange or key telephone service is available for any period of two months or more.

A 50% reduction in rate is applicable only to such of the service and facilities which are temporarily made inoperative. Regular exchange service rates are applicable to all other services which are continued in service.



**DIGITAL CHANNEL SERVICE (DCS)**

(N)

I. GENERAL

Digital Channel Service allows a customer to originate and terminate switched network calls over a high capacity digital facility between a Telephone Company serving wire center and a customer premises location. The service transmits and receives digital signals between the serving wire center and digital switching equipment located at the customer's premises. The service enables customers to channelize up to 24 voice grade DS0s on a single transport facility.

Digital Channel Service is a local exchange service. It is comprised of two components; a digital port in the serving wire center and a digital transport facility between the serving wire center and the customer's premises. Digital Channel Service may be entirely Inward Dialing, Direct Outward Dialing or two-way.

Digital Channel Service is not an access service. The subscriber will need to subscribe to a Primary Interexchange Carrier or use 10XXX dialing to complete calls that require interexchange carrier transport.

II. TYPES OF DIGITAL CHANNEL SERVICE

A. Inward Dialing Only

One-way digital transport facility that allows for inward dialing only.

B. Direct Outward Dialing Only

One-way digital transport facility that allows for an internal caller to dial directly from an extension without having to go through an operator or attendant.

(N)



---

**DIGITAL CHANNEL SERVICE (DCS)**

II. TYPES OF DIGITAL CHANNEL SERVICE (continued)

C. Two-Way

Two-way digital transport facility that allows for both incoming and outgoing calls.

III. TERMS AND CONDITIONS

A. Availability of Service

Digital Channel Service is subject to the availability of facilities and is only offered where technically feasible.

B. Use of Service

Digital Channel Service is provisioned for voice grade service. Digital Channel Service may not be suitable for the transmission of data.

C. Service Provision Location

Digital Channel Service may be provided from the subscriber's normal central office or from a foreign central office, subject to the availability of facilities.

D. Service from a Foreign Central Office

DS1 (1.544 Megabit/Sec) channel mileage applies when Digital Channel Service is provided from a foreign Central Office.

E. Central Office Designation Change

A subscriber requested change in the central office designation used to provide Digital Channel Service will be considered to be a disconnection of existing service and a connection of new service.

---

**DIGITAL CHANNEL SERVICE (DCS)**

III. TERMS AND CONDITIONS (continued)

F. Minimum Block of Subscriber Numbers

Digital Channel Service will be provided in increments of digital transport facilities. One or more digital transport facilities must be subscribed to whether or not all 24 lines are to be used within any one digital transport facility.

G. Optional 3 Year Plan

An optional 3 year plan is available. If the customer subscribes to this plan then reduced monthly charges apply. Non-recurring charges are the same with or without the 3 year plan.

H. Minimum Subscriber Period

The minimum subscriber service period for digital ports and for digital transport facilities is one month. In the case of termination of the subscriber's service, the charge for Digital Channel Service is to the date of termination of the subscriber's service, but the minimum charge is the established rate for one month and if the three year plan is selected then the balance of charges for the remainder of the 3 year period apply.

I. Temporary Suspension of Service

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

**DIGITAL CHANNEL SERVICE (DCS)**

IV. RATES AND CHARGES

Nonrecurring and monthly rates apply to Digital Channel Service as outlined below:

<u>Digital Channel Service</u>	<u>Non-recurring Charge*</u>	<u>Monthly Charge</u>	<u>Discounted Monthly Charge With 3 Year Plan</u>
Port	\$200.00	\$850.00	\$775.00
Digital Transport Facility	\$700.00	\$275.00	\$275.00
DS1 Channel Mileage (1.544 Megabit/Sec)			
Fixed Per Mile	See Citizens Telecommunications Company of Utah, Inc. Access Service Tariff Section 20.2.9	See Citizens Telecommunications Company of Utah, Inc. Access Service Tariff Section 20.2.9	
Direct Inward Dialing	See Schedule No. A-1	See Schedule No. A-1	See Schedule No. A-1
Subscriber Line Charge per DS0	Not Applicable	See Tariff FCC No. 1	See Tariff FCC No. 1

\* Service Charges outlined in Section 15 also apply.

RESERVED FOR FUTURE USE

(L)

(L)

(L) Material discontinued as of August 1, 2011 and relocated to Section 13 Discontinued Services.

(N)

---

RESERVED FOR FUTURE USE

(T)

(D)

(D)

---

**CUSTOM CALLING SERVICE**

A. GENERAL

1. Custom Calling Services is an optional telephone service arrangement, which provides one or more of the following features.

a. Call Waiting/Cancel Call Waiting

(N)

Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternative conversation between parties. Cancel Call Waiting allows a Call Waiting subscriber to disable the Call Waiting feature of their telephone for the duration of a telephone call. The subscriber dials a code prior to placing a call to temporarily disable the Call Waiting feature.

(N)

b. Call Forward

(T)

(1) Call Forward (Variable or Fixed)

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

(b) Fixed – This feature allows a forwarded to number (selected by the customer) is permanently programmed by the Utility at the serving Central Office. The customer's forward to number is programmed at the time service is established and can only be changed via a service order.

(2) Call Forward Busy - This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number on a premise other than the provisioned premises.

(3) Call Forward No Answer - This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer pre-selected interval, to another telephone number.

b. 3 Way Calling

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

(T)

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

(N)

c. Speed Call

(T)

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

(C)

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

(T)

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

(N)

---

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

A. GENERAL (Continued)

1. Custom Calling Services is an optional telephone service arrangement, which provides one or more of the following features. (Continued) (T)

d. Call Waiting/Cancel Call Waiting

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

Cancel Call Waiting - This arrangement will allow a Call Waiting subscriber to disable the Call Waiting feature of their telephone for the duration of a telephone call. The subscriber dials a code prior to placing a call to temporarily disable the Call Waiting feature. (T)

e. Toll Restriction

Toll Restriction provides the customer with local dialing capabilities but blocks any call that has a long distance or premium service charge associated.

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

- (2) Toll Restriction is offered to individual business and residence exchange access service customers, only where facilities permit.
- (3) Subscribers of Toll Restriction are responsible for collect, third number billed and credit card calls billed to this line.
- (4) Toll Restriction will work in combination with all other custom calling features.
- (5) Customers subscribing to toll restriction without subscribing to any other custom calling feature(s) are charged the toll restriction rate as shown in Section B., Rates, for each line.

---

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

A. GENERAL (continued)

1. (continued)

e. Toll Restriction (continued)

(6) Customers subscribing to toll restriction in addition to any other custom calling feature(s) are charged the discounted multi-feature rate for toll restriction as shown in Section B., Rates, in addition to the appropriate individual or multi-feature monthly rate for the additional custom calling feature(s).

(7) 911 access is available for emergency situations in which property or human life is in jeopardy and the prompt summoning of aid is essential.

2. Custom Calling Service is furnished only in central office areas where adequate and suitable facilities are available. Central offices will be equipped for Custom Calling Services at the discretion of the Telephone Company and in accordance with regular engineering practices.

3. The services will be provided only in connection with individual line main station service and normal Service Connection Charges as outlined in Section 15 will apply. Custom Calling Services is not available in connection with Public Telephone Service.

(L)

(L)

(L)

(L)

(L) Material moved from 1st Revised Sheet No. 2.

(L) Material moved to Original Sheet No. 3.1.



CUSTOM CALLING SERVICE  
 (Continued)

B. RATES

		Monthly Rate Per Line <u>Residence</u>	Monthly Rate Per Line <u>Business</u>	Pay Per Use <u>Res/Bus</u>	(T)(N)   (T)(N)
1.	Call Waiting/Cancel Call Waiting	\$3.50	\$6.00		
2.	Call Forward				(T)
	a. Variable or Fixed	1.65	2.25		
	b. Call Forward Busy	1.65	2.25		
	c. Call Forward No Answer	1.65	2.25		
	d. Call Forward Busy/No Answer	1.65	2.25		
3.	3 Way Calling	3.35	3.95	\$2.00 <sup>1</sup>	(T)
4.	Speed Call 8 <sup>2</sup>	1.65	2.25		(C)
5.	Speed Calling 30-Code	3.35	3.95		(T)
6.	Toll Restriction	3.50	6.00		
7.	Feature Package Call Waiting, Basic Call Forward, 3 Way Calling, Speed Call				(T)
	Speed Call 8 <sup>1</sup>	\$4.95	\$6.95		(T)(C)
	Speed Call 30	6.95	8.95		(T)

<sup>1</sup> The maximum monthly pay per use charge is \$10.00 for residential and business customers, regardless of the number of times the service is activated within a month. (N)

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

---

**CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)**

**A. GENERAL**

Customized Local Area Signaling Service (CLASS) is an optional telephone service arrangement which can provide one or more of the following features:

1. Anonymous Call Rejection

Customers who do not wish to receive calls from callers that withhold their telephone number and name or other identifying information through per line or per call blocking can reject anonymous calls. Upon dialing a specific code, Caller ID with Name subscriber can automatically reject calls from customers who have chosen to block the passage of their telephone numbers and names on outgoing calls. The caller will receive an announcement that the customer is not accepting calls from callers who are blocking their telephone numbers and names. This feature can be activated by dialing "\*77" ("1177" on rotary phones) and can be deactivated by dialing "\*87" ("1187" on rotary phones). ACR is included with Caller ID with Name only. A call can be completed to a Caller ID with Name subscriber who has activated ACR by (1) placing the call through an operator, (2) placing the call with a telephone credit card, or (3) placing the call after unblocking the telephone number and name.

(T)

2. \*66 Busy Number Redial - When activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*66. The user can press \*86 to deactivate.

(T)

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

(N)  
|  
(N)

3. \*69 Call Return

(T)

This feature enables a customer to place a call to the telephone number associated with the most recent call received whether or not the call was answered or the number is known. The customer can dial a code to request that the network place the call. If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*69. The user can press \*89 to deactivate this feature.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

(T)

---

**CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)**  
**(Continued)**

**A. GENERAL (Continued)**

4. Caller ID with Number

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

(T)

5. Caller ID with Name

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

(T)

6. Reserved For Future Use

(T)

(D)

7. Caller ID Blocking - per call

Caller ID Blocking – per call permits the customer to block the display of their directory number on a terminating subscriber's display equipment. To block the delivery of their number, the customer dials an activation code (\*67 or 1167 from a rotary phone) prior to placing a call. The feature is automatically deactivated when the customer hangs up. Per Call Blocking is automatically provided on every line.

(T)

(T)

---

**CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)**  
**(Continued)**

**A. GENERAL (Continued)**

8. Caller ID Blocking - per line (T)

Caller ID Blocking - per line permits the customer to block the display of their directory number on all calls made from a particular line on the terminating subscriber's display equipment. The customer can unblock a single call by dialing an activation code (\*82 or 1182 from a rotary phone) prior to placing a call. The feature is automatically deactivated when the customer hangs up. The customer must sign up for Per Line Blocking. There is no charge for the initial addition to a new or additional line, an in-service access line, or a number change.

9. Call Waiting/Caller ID (T)

Call Waiting/Caller ID provides a visual display of the incoming caller's name or number when Call Waiting is activated on the subscriber's line. This service, therefore, combines and enhances Calling Name Delivery, Calling Number Delivery and Call Waiting. A subscriber who is engaged in a conversation and receives an incoming call hears a special call waiting tone and is provided a visual display of the call waited party's number and/or name. The subscriber must have a Call Waiting Display Terminal capable of alphanumeric display and subscribe to Call Waiting, as well as Calling Name and/or Call Number Delivery. (T)

10. Call Trace

Allows a customer to automatically activate a trace record of the last incoming call tracing feature. The customer automatically authorizes and requests the Company to release the results of any and all traces initiated by the customer directly to the customer's servicing law enforcement agency. The trace record will provide only the incoming telephone number and no way identifies the person(s) actually placing the call(s). The customer acknowledges their understanding that under no circumstances will trace results be provided directly to the customer. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system. (T)

Call Trace is available on a monthly subscription basis, or on a pay per use basis. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

11. Selective Call Rejection

Allows a customer to reject call attempts from up to 15 telephone numbers. To use this service, the customer preprograms telephone numbers of calling parties they wish to reject. Any call attempts to the customer's telephone from these specified numbers will be prevented from being completed to that customer. The calling party will get a recording advising the caller that the called party is not receiving calls. The customer can also add an "unknown" caller to the Selective Call Rejection list by activating the feature immediately after receiving an unwanted call. Selective Call Rejection is activated by dialing "\*60" for "1160" form a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement. (T)

(L) Item 12 relocated to Sheet 6.1. (L)

---

**CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)**  
**(Continued)**

**A. GENERAL (Continued)**

12. Priority Call

Is an incoming call management feature which will allow the subscriber to define a list of calling directory numbers that will provide the subscriber with special incoming call treatment. Any incoming calls on this list will be indicated by a distinctive ringing. Any numbers which are not on the list or which cannot be identified will be given standard treatment. To gain access to this service, the customer dials "\*61" or "1161" on a rotary telephone.

(L)(T)

(L)

13. Selective Call Forward

Allows a customer to program up to 15 telephone numbers to be forwarded automatically to another telephone number. Incoming calls that are on the Selective Call Forwarding list will be forwarded to the predetermined telephone number. Selective Call Forwarding is accessed by dialing "\*63" or "1163" from a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement. Entries on the Selective Call Forwarding list, as well as the forward-to telephone number, can be changed at any time.

14. Selective Call Acceptance

Allows a customer to select specific telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that the customer is not accepting calls. Selective Call Acceptance is accessed by dialing "\*64" or "1164" on a rotary telephone.

(T)

15. Multiple Simultaneous Call Forward

This feature provides a business customer with the capability to specify the number of calling paths that will be forwarded from one subscriber line to another telephone number. The feature is offered where facilities permit and at no time will this service take precedent over the requirement for these facilities to provide a customer with telephone service. Multiple Simultaneous Call Forward is restricted to voice use only. The feature is available only as an enhancement to one or more of the following features: Call Forwarding, Call Forwarding Busy and Call Forward No answer. Multiple Simultaneous Call Forward is limited to ten (10) call forwarding paths per telephone number. It can be used with any of the following services: B1, PBX, Centrex and ISDN BRI.

(T)

16. Distinctive Ring

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

(T)

(T)

(L) Item 12 relocated from Sheet 6.

(N)

---

**CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)**  
**(Continued)**

**A. GENERAL (Continued)**

17. Remote Call Forward

Allows customer to activate and deactivate Call Forward from any access line, remotely, rather than only from the base station. Call forward remote activation can be accessed from any touch tone telephone simply by dialing the access code and a personal identification number (PIN) assigned by the Company. If call forward is already in effect, the forward-to number can be changed by dialing the access code, the PIN, and the new forward-to destination. This service is especially useful to persons who frequently change locations and desire to have their communications follow them.

(N)

(N)

**B. CONDITIONS**

1. Customized Local Area Signaling Service (CLASS) is a group of advanced services offered to single line residential and single line business customers.
2. The service is subject to available facilities and limited to central offices specifically equipped to provide such service. Customized Local Area Signaling Service features are applicable only to local calls placed to/from compatible central offices within the same local calling area offering the service.
3. Operator assisted calls are designed to override the feature calls for emergency purposes.
4. Coin phones will not be enabled with CLASS features, just as they are not enabled with Custom Calling Services. They will operate with the Customized Local Area Signaling Service system, however, and interaction with all the features will be permitted.
5. The Utility does not assure the delivery or non-delivery of calling numbers or the accuracy or completeness in the name, number or other information delivered to the customer in conjunction with Caller ID and \*69 Call Return services and other similar services identified in this tariff. Some calls may not display name and/or number information and/or \*69 Call Return may not be available for some calls, including but not limited to, those calls from callers who block their information, calls from or routed through certain Utility and/or third party equipment or networks, and calls from certain types of customer provided equipment. The Utility is not liable to the customer or any party for any error, omission, incomplete call or mistake associated with Caller ID and \*69 Call Return or other similar services identified in this tariff.

(T)

(T)

(T)

**CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)**  
(Continued)

**C. RATES**

The following charges are for the features only and are in addition to applicable charges for service.

	Monthly – Per line		Usage – Per Call	
	Residence	Business	Residence	Business
Anonymous Call Rejection	\$3.50	\$4.00		
*66 Busy Number Redial	\$2.50	\$3.50	\$0.75 <sup>(1)</sup>	\$0.75 <sup>(2)</sup>
*69 Call Return	\$2.95	\$3.95	\$0.75 <sup>(1)</sup>	\$0.75 <sup>(2)</sup>
Caller ID with Number	\$5.50	\$7.50		
Caller ID with Name	\$5.95	\$7.95		
Caller ID Blocking	\$0.00	\$0.00	\$0.00	\$0.00
Call Trace	\$4.00	\$5.00	\$0.75 <sup>(2)</sup>	\$0.75 <sup>(2)</sup>
Call Waiting/Caller ID	\$0.50	\$0.50		
Selective Call Rejection	\$2.50	\$3.50		
Priority Call	\$3.50	\$4.00		
Selective Call Forward	\$4.00	\$5.00		
Selective Call Acceptance	\$4.00	\$5.00		
Multiple Simultaneous Call Forward		\$11.00		
Distinctive Ring	\$4.00	\$5.00		
Remote Call Forward	\$33.60	\$34.00		
Remote Activated Call Forward	\$6.50	\$6.99		
<b>CLASS Value PAK –</b> *69 Call Return, Caller ID, Anonymous Call Rejection	\$8.95	\$9.95		
<b>CID with Name Value PAK –</b> *69 Call Return, Caller ID with Name, Anonymous Call Rejection	\$9.95	\$11.95		

1. Nonrecurring charges
  - a. The Company reserves the right to waive the nonrecurring charge for the initial request for a period not to exceed 90 days from the effective date of this Tariff and for a period not to exceed 90 days from the date the service becomes available in the customer's serving central office.
  - b. Service charges are not applicable when CLASS features are provided at the same time as the single line business or residence individual line service is established.
  - c. When features are added or rearranged on an existing line, the Service Order Charge as shown in Section 15 of this Tariff will apply. (Note: A Central Office Connection Charge does not apply when features are added or rearranged). (T)
  - d. There is no charge for the initial addition of Per Line Blocking to a new or additional line, an in-service access line, or a number change. Charges apply for subsequent changes. Charges do not apply to Law Enforcement and Domestic Violence Agencies.

<sup>(1)</sup> The maximum monthly pay per use charge is \$6.00 regardless of the number of times the service is activated within a month.

<sup>(2)</sup> The maximum monthly pay per use charge is \$7.50 regardless of the number of times the service is activated within a month.

---

**TOUCH-TONE CALLING TELEPHONE SERVICE**

GENERAL

Touch-Tone Calling Service provides for the origination of telephone calls through the use of telephones equipped with tone generators. The service requires special equipment and will be furnished only where the necessary facilities are available.

RATES AND CHARGES - TOUCH-TONE CALLING SERVICE

Touch-Tone Calling Service is subject to the regulations, rates, and charges applicable to other types of subscriber service. Touch-Tone rates are in addition to the basic rates and charges for the service with which the Touch-Tone Calling Service is associated.

(T)  
|

Touch-Tone Calling Service Rates shall apply where the customer has the capability to originate calls by means of instruments equipped for tone-type address signaling where the special central office facilities exist.

(T)

INDIVIDUAL AND PARTY LINE SERVICE

	Monthly Rate	
1. Exchange access line equipped for Touch-Tone Calling Service		(D) (D)
Residence, per line	\$1.20	(T)
Business, per line	2.25	(D) (D)



**DIRECTORY ASSISTANCE SERVICE**

GENERAL

Local (411 and 555-1212) and National Directory Assistance Service provides the calling party with the following information from the Company's operator records: (T)

1. the telephone number(s) requested
2. that a customer has requested his number not be provided
3. that the requested party has no telephone listing

RATES

1.	Local Directory Assistance Service	<u>Charge</u>	(T)
	a. First three Local Directory Assistance listings requested per line, per month	No Charge	(T)
	b. Each additional Local Directory Assistance listing requested	\$0.25*	(T)
2.	National Directory Assistance Service		(N)
	a. National Directory Assistance, per call no monthly call allowances apply	\$0.85*	(N)

\*The rate does not apply to:

- (a) Requests originated from public coin telephones;
- (b) Requests originated from guests or patients of hospitals or hotel-motels;
- (c) Emergency calls directed to the "O" operator. (N)
- (d) Requests originated from telephone services, which the Company has determined are used on a continuing basis by a person or persons incapable of using a published Telephone Company directory because of visual or physical handicaps. The customer must make application to the Company for such exemption. (T)

(L)

(L) Material relocated to Sheet No. 2. (L)

---

DIRECTORY ASSISTANCE SERVICE

RATES (Continued)

\*The rate does not apply to: (Continued)

- (e) Handicapped persons who provide written certification that they are unable to use the telephone directory. All approved certification forms will be handled by the Business Office. A record order charge will not apply when establishing or removing the handicapped exemption from an account. (N)
1. Any residence account for a household in which a certified handicapped person resides.
  2. Any business account, or single line, of a certified handicapped subscriber where assistance is otherwise not available.
  3. Patient residential service provided in health care facilities. (N)

CONDITIONS

1. When a customer has two or more lines, key lines and/or PBX trunks at the same premises, which are billed on the same account, the total usage of all lines and/or trunks is applied against the allowance for the total number of lines and/or trunks involved. (L)
2. The allowance of three Local Directory Assistance listing requests per line per month is not transferable between separate accounts of the same customer. (T)
3. When a customer requests the assistance of a long distance operator to obtain a listing from the directory assistance operator, a surcharge of 20% per listing requested will apply in addition to RATES above. (L)
4. Local and National Directory Assistance is applicable to furnishing a calling party with telephone numbers or other information available from a Directory Assistance database for information outside the calling party's Area Code. (N)  
(N)

(L) Material formerly located on Sheet No. 1.

**CUSTOMER PROVIDED INSIDE WIRE**

GENERAL

Customer Provided Inside Wire (CPIW) is the station wire and cable (including connectors, blocks, and jacks), furnished by the customer on their premises that extends between the termination of the Exchange Access Line at a company-provided interface jack and those standard jack locations on the premises to which terminal equipment can be connected for access to the Exchange Access Line.

SPECIAL CONDITIONS

1. CPIW is furnished by the customer or his agent where residence or business exchange access line service is to be provided.
2. CPIW provided by the customer must be installed in accordance with technical standards furnished by the Company. Failure to adhere to these standards will permit the Company to refuse to connect the exchange access line.
3. CPIW provided by the customer may be connected to residence or business exchange access line service furnished by the Company at a Utility-provided standard network interface jack. The standard network interface jack provides the point of connection between the CPIW and the telecommunications network.
4. The Company Standard Network Interface jack is a miniature modular standard jack and is provided as part of the Exchange Access Line rate element for basic exchange service and is provided and maintained by the Company.
5. The Company will not pay the customer or provide a credit to the customer for CPIW.
6. Maintenance of CPIW will be the sole responsibility of the customer.

---

**CUSTOMER PROVIDED INSIDE WIRE**

RESPONSIBILITY OF THE COMPANY

1. The Company shall not be responsible for the installation, operation, maintenance or repair of any customer provided interior wiring.
2. No allowance for interruption of service is made for any period in which such service interruption is caused by malfunction in or failure of customer provided interior wiring.
3. The Company shall not be responsible to the customer or any person if changes in the criteria contained in this tariff, or in any of the facilities, operations, or procedures of the Company require modifications or alteration of customer provided premises wiring.
4. In addition to the foregoing, the Company shall not be liable for damage out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury including, but not limited to, injuries to persons or property from voltage or currents transmitted over Company facilities caused by or not prevented by customer provided interior wiring.

RESPONSIBILITY OF THE CUSTOMER

1. The customer is responsible for all testing, maintenance and repair of CPIW.
2. In those instances when the Company makes a repair visit due to service difficulty or trouble resulting from CPIW, the customer is responsible for the payment of the service call charge shown in Section 15.
3. The customer is responsible for correcting any service difficulty that is causing harm to the telecommunications network upon notice from the Company that such wire is causing the difficulty.
4. By undertaking any installation, maintenance, repair or testing of customer provided inside wire, or causing such installation, maintenance, repair or testing to be undertaken, the customer assumes all risk for loss of service, damage or destruction of any and all property or the injury to or death of any and all persons, including but not limited to the customer, the customer's agents and invites, and third parties. The Customer will indemnify against and hold the Company harmless from any and all claims, losses, expenses, liabilities, demand, actions, suits or damages of any kind whatsoever arising out of the customer's wire installation or maintenance or attempted installation or maintenance activity.

---

**CUSTOMER PROVIDED COIN-OPERATED  
TELEPHONE SERVICE**

GENERAL

Customer Provided Coin-Operated Telephone Service (CPCOTS) will be provided at the option of the customer, who for the purpose of this section is defined as the party who subscribes to CPCOTS.

Customer Provided Coin-Operated Telephone Supervision/Transmission provides dial tone first with inbound signaling capability from the central office for pay telephones that do not have signaling capability within the telephone. This signaling capability provides operators and/or operator systems coin control where facilities and operating conditions exist.

RATES

1. Customer Provided Coin-Operated Telephone Service will be provided at the rates set forth in Section 4.
2. Customer Provided Coin-Operated Telephone Service - Monthly Rate  
Optional Coin Supervision/Transmission: \$2.15

CUSTOMER RESPONSIBILITY

1. All private owners of CPCOTS are responsible for payment of all charges assessed by the Company for:
  - (a) Interconnecting the CPCOT with the local exchange network;
  - (b) All originating calls from the CPCOT;
  - (c) All terminating calls received at the CPCOT on a collect charge basis;
  - (d) All calls billed to the CPCOT number by third parties; and
  - (e) Any other proper charges assessed by the Company.
2. Customers will be responsible for the repair and maintenance of CPCOT's.
3. Customers will be responsible for the provision and replacement of telephone directories (both white and yellow pages) for use at each CPCOT.

**CUSTOMER PROVIDED COIN-OPERATED  
TELEPHONE SERVICE**

CONDITIONS

1. All CPCOT's shall:
  - (a) Be registered by the Federal Communications Commission (FCC), under 47 C.F.R. Part 68;
  - (b) Comply with the FCC's hearing-aid compatibility requirements under 47 C.F.R. Part 68;
  - (c) Be mounted in accordance with FCC's height regulations for CPCOT's designed for the disabled, under 47 C.F.R. Part 68 (only fifty-four inches may be allowed to the highest working part of the CPCOT);
  - (d) Provide coin-free 911 emergency call service if available and operator access;
  - (e) Provide a public notice (on or near the CPCOT) of the owner's name and the method for reporting customer complaints and obtaining service refunds from the CPCOT owner;
  - (f) Provide a public notice (on or near the CPCOT) of the time limit and charges for local calls, intrastate message telecommunications service, when allowed, and directory assistance calls, when allowed;
  - (g) Provide a public notice (on or near the CPCOT) of the dialing sequence to access available services.

**ACCESS SERVICE FOR INTRASTATE CARRIERS**

APPLICABILITY

Applicable to Intrastate InterLATA interexchange carriers.

TERRITORY

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

RATES

Navajo Communications Company assents to, adopts, and concurs with Citizens Telecommunications Company of Utah's Access Service Tariff, together with amendments thereto and successive issues thereof, and hereby makes itself a party thereto until this authority is revoked by cancellation of this adoption notice.

SPECIAL CONDITIONS

For services that are offered in Citizens Telecommunications Company of Utah's Access Tariff that Navajo Communications Company does not presently provide or for which parts and/or materials are unavailable at the time of the service order, the Company will attempt to provide said service in a timely fashion. However, the provision of said service may be delayed due to circumstances beyond the control of Navajo Communications Company.

---

**UNIVERSAL SERVICE FUND SURCHARGE**

**APPLICABILITY**

The Universal Service (USF) Surcharge applies to all intrastate retail rates for regulated and deregulated services.

**TERRITORY**

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

**RATES**

The Universal Service Fund Surcharge amounts are in accordance with Utah Administrative Code Reference Number R746-360. As the Utah Public Service Commission issues orders which increase or decrease the requirement for funding, this surcharge amount(s) will be adjusted accordingly.

(T)  
|  
(T)



**NAVAJO LOCAL CALLING PLANS**

I. GENERAL

This tariff applies to local exchange telephone service customers. Selected exchanges served by Navajo, as listed below, have an optional Local Calling Plan (LCP) available in which a customer in one Navajo exchange may complete calls to other selected Navajo exchanges on a local calling basis.

II. REGULATIONS

The Navajo LCP is available to Residence One-Party, Business One-Party, Business Key Lines and PBX Trunks, Centrex Access Lines and Customer Owned Pay Telephone Service Customers.

The Local Calling Plan currently available to Navajo customers in the selected exchanges is the Premium Flat Rate Service option. This option provides unlimited toll-free calling to specified exchanges for a fixed monthly rate. All calls made to any of the specified exchanges are dialed on a seven-digit, local calling basis.

Customers who refrain from selecting the Premium Flat Rate Service option will by default have their calls on these routes billed at long distance toll rates.

The Company reserves the right to waive the Service Order Charge – Subsequent as specified in Section 15 of this tariff for a period of ninety (90) days from the effective date of this tariff. After the waiver period, appropriate non-recurring service charges will apply thereafter as specified in Section 15 of this tariff.

Premium Flat Rate Service Navajo LCP calls made to specified exchanges should be dialed by the customer on a direct dialed, seven-digit basis without the assistance of a Telephone Company operator. Any calls placed to such exchanges through a Telephone Company operator will be subject to all specialized operator assistance charges specified in the Telephone Company's applicable tariffs.

Premium Flat Rate Service will not be offered in connection with WATS, Foreign Exchange Service, Feature Group A, Party-Line, Suburban, or Farmer Line Services.

---

NAVAJO LOCAL CALLING PLANS

II. REGULATIONS (Continued)

Hotel/motel customers may subscribe to the Navajo LCP. All charges for the service shall be billed to the hotel/ motel which shall be responsible for any prorating and billing of the charges to the guests.

III. DISTRICT PLANS

Exchanges in which the Navajo Local Calling Plan is available include the following Navajo exchanges.

Western District Plan

The Western District Plan permits subscribers in any one of the following exchanges to call any of the remaining exchanges:

Monument Valley	Lechee, AZ
Dennehotso, AZ	Leupp, AZ
Kaibeto , AZ	Shonto, AZ
Kayenta, AZ	Tuba City, AZ

---

NAVAJO LOCAL CALLING PLANS

III. DISTRICT PLANS (Continued)

Northern District Plan

The Northern District Plan permits subscribers in any one of the following exchanges to call any of the remaining exchanges:

Halchita	Newcomb, NM
Montezuma Creek	Shiprock, NM
Red Valley, AZ	Sanostee, NM
Rock Point, AZ	Toadlena, NM
Teec Nos Pos, AZ	

Navajo Nationwide Plan

The Navajo Nationwide Plan permits subscribers in any one of the following exchanges to call any of the remaining exchanges:

Halchita	Ganado, AZ
Monument Valley	Greasewood, AZ
Montezuma Creek	Kaibeto, AZ
Black Mesa, AZ	Kayenta, AZ
Chinle, AZ	Lechee, AZ
Dennehotso, AZ	Leupp, AZ
Dilkon, AZ	Lukachukai, AZ
Fort Defiance, AZ	Many Farms, AZ

---

NAVAJO LOCAL CALLING PLANS

III. DISTRICT PLANS (Continued)

Navajo Nationwide Plan (Continued)

Red Valley, AZ	Shiprock, NM
Rock Point, AZ	Naschitti, NM
Rough Rock, AZ	Toadlena, NM
Shonto, AZ	Navajo, NM
Teec Nos Pos, AZ	Tohatchi, NM
Toyei, AZ	Newcomb, NM
Tsaile, AZ	Torreon, NM
Tuba City, AZ	Pueblo Pintado, NM
Pinon-Whipoorwhill, AZ	Tse Bonito, NM
Wide Ruins, AZ	Sanostee, NM
Window Rock, AZ	Twin Lakes, NM
Crown Point, NM	

---

**NAVAJO LOCAL CALLING PLANS**

IV. **RATES**

**Application of Rates**

The rates shown herein, in addition to applicable local *Network* Access Line Service charges in Section 4 of this tariff, entitle the customer to local seven-digit dialed calling on an optional basis. No toll rates shall apply to such calling.

**Rate Schedules**

**Western District Plan**

Exchanges: Monument Valley, UT, Dennehotso, Kaibeto, Kayenta, Kayenta-Monument Valley, Lechee, Leupp, Shonto, and Tuba City, AZ

<b><u>CLASS OF SERVICE</u></b>	<b><u>PREMIUM FLAT RATE SERVICE OPTION</u></b>
	<b><u>Monthly Rate</u></b>
Residence One Party	\$11.95
Business One Party	\$25.95
Business Key Line (per line)	\$25.95
Business PBX Trunk (per trunk)	\$25.95
Centrex Access Line (per line)	\$25.95
Customer Owned Pay Telephone Service	\$25.95

(D)

(D)

---

NAVAJO LOCAL CALLING PLANS

IV. RATES (Continued)

Northern District Plan

Exchanges: Halchita, Montezuma Creek, UT, Red Valley, Rock Point, Teec Nos Pos, AZ,  
Newcomb, Shiprock, Sanostee, and Toadlena, NM

<u>CLASS OF SERVICE</u>	<u>PREMIUM FLAT RATE SERVICE OPTION</u>	
	<u>Monthly Rate</u>	(D)
Residence One Party	\$13.95	
Business One Party	\$15.50	
Business Key Line (per line)	\$15.50	
Business PBX Trunk (per trunk)	\$15.50	
Centrex Access Line (per line)	\$15.50	
Customer Provided Coin-Operated Telephone	\$15.50	(D)

NAVAJO LOCAL CALLING PLANS

IV. RATES (Continued)

Navajo Nationwide Plan

Exchanges: Halchita, Montezuma Creek, Monument Valley, UT, Black Mesa, Chinle, Pinion-Whipoorwill, Dennehotso, Dilkon, Fort Defiance, Ganado, Greasewood, Kaibeto, Kayenta, Lechee, Leupp, Lukachukai, Many Farms, Red Valley, Rock Point, Rough Rock, Shonto, Teec Nos Pos, Toyeyi, Tsaile, Tuba City, Wide Ruins, Widow Rock, AZ, Crownpoint, Shiprock, Naschitti, Toadlena, Navajo, Tohatchi, Newcomb, Torreon, Pueblo Pintado, Tse Bonito, Sanostee, Twin Lakes, NM

<u>CLASS OF SERVICE</u>	<u>PREMIUM FLAT RATE SERVICE OPTION</u>	(D)
	<u>Monthly Rate</u>	
Residence One Party	\$17.95	
Business One Party (per line)	\$38.95	
Business Key Line (per line)	\$38.95	
Business PBX Trunk (per trunk)	\$38.95	
Centrex Access Line (per line)	\$38.95	
Customer Provided Coin-Operated Telephone (per line)	\$38.95	

---

**EMPLOYEE TELEPHONE CONCESSION SERVICE**

(N)

**APPLICABILITY**

Applicable to all regular full-time and regular part-time employees who reside within the utility's exchange areas.

**TERRITORY**

Within the exchange areas of all exchanges as said areas are defined where service is furnished from the central office on the maps filed as part of the tariff schedules.

**RATES**

A concession will be allowed from the rates for service furnished to eligible employees of the utility.

**SPECIAL CONDITIONS**

1. Provisions of this schedule will be administered within the guidelines established by the utility.
2. Eligible employees are regular full-time and regular part-time<sup>2</sup> employees who have completed their probationary period and whose residence is located within the utility's exchange territory.
3. The directory listing must be published in the name of the employee, or in the name of the employee's spouse.
4. Any retired employee of the utility who is receiving an employee telephone concession in accordance with any existing or grandfathered tariff shall retain such concession as long as the employee resides within the utility's exchange and does not disconnect the service.
5. The telephone concession program is not available to any employee who retires on or after July 1, 2001.

---

<sup>2</sup> A regular part-time employee is regularly scheduled to work at least 20 hours per week for more than six consecutive months.

(N)



---

**EMERGENCY TELEPHONE SERVICE SURCHARGE**

APPLICABILITY

Section 28 establishes a surcharge for all network access lines as shown below.

RATES

A monthly surcharge or surcharges will be assessed on each local exchange network access line to be applied in accordance with current applicable rates and as stated in Section 69-2 of the Utah Code, Emergency Telephone Service Law, to provide E911 Emergency Telephone and Statewide Unified E911 telephone service.

(N)  
|  
(N)

**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)  
BUNDLED SERVICE**

(N)

GENERAL

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service is an optional business package that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-Channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

APPLICABILITY

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundle Service standards.

TERRITORY

Within all exchange areas as those areas are defined by maps filed as part of this tariff.

RATES AND CHARGES

	<u>Monthly Rate</u>
1. <u>2-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$575.00
ISDN-PRI Bundle with 20 DID Numbers	590.00
ISDN-PRI Bundle with 50 DID Numbers	595.00
ISDN-PRI Bundle with 100 DID Numbers	600.00
2. <u>3-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$475.00
ISDN-PRI Bundle with 20 DID Numbers	490.00
ISDN-PRI Bundle with 50 DID Numbers	495.00
ISDN-PRI Bundle with 100 DID Numbers	500.00
3. <u>5-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$425.00
ISDN-PRI Bundle with 20 DID Numbers	440.00
ISDN-PRI Bundle with 50 DID Numbers	445.00
ISDN-PRI Bundle with 100 DID Numbers	450.00

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

(N)

---

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)  
BUNDLED SERVICE (Continued)

SPECIAL CONDITIONS

1. ISDN PRI Bundle Service is available where technically feasible.
2. The bundles are offered for 2-, 3- and 5-year term commitments. A termination fee of 50% of the Monthly Recurring Charges will incur for the remainder of the term commitment period.
3. A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Service Order Charge - Subsequent for the change and will pay the current rates in effect for the term commitment chosen. (T)
4. When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).
5. ISDN-PRI customers who are served from a foreign node may request to have their service provided from their local central office when facilities become available at that office. The Service Order Charge – Initial and nonrecurring charges for T-1s and ports will be applicable, and termination charges will not apply on that transfer provided that the quantity of T-1s and ports are preserved. Customers who choose to continue service from a foreign node will be subject to the monthly rate for interoffice facilities. In addition, a number change generally will be required on any transfer from a foreign node to a local central office. (T)
6. Ports will be provided at the T-1 level only.
7. Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.
8. The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundle Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.
9. The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundle Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this tariff.
10. Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in Rates and Charges preceding.