

ACCESS SERVICE

15. IntraLATA Toll Presubscription

- (A) IntraLATA Presubscription is a procedure whereby a customer designates to the Telephone Company the IntraLATA Toll Provider (ITP) which the customer wishes to be the carrier of choice for intraLATA toll calls. Such calls are automatically directed to the designated carrier without the need to use carrier access codes or additional dialing to direct the calls to the designated carrier. IntraLATA presubscription does not prevent a customer, who has presubscribed to an IntraLATA toll carrier, from using carrier access codes or additional dialing to direct calls to an alternative intraLATA toll carrier on a per call basis.

Each carrier will have one or more access codes assigned to it for various types of service. When an end user selects a carrier as its preferred intraLATA toll provider, only one access code of that carrier may be incorporated into the switching system of the Telephone Company permitting access to that carrier by the end user without dialing an access code. Should the same end user wish to use other services of the same carrier, it will be necessary for the end user to dial the necessary access code(s) to reach that carrier's other service(s).

An ITP must use Feature Group D (FGD) Switched Access Service to qualify as an intraLATA toll provider unless prior arrangements have been made with or by the Telephone Company. IntraLATA toll providers must submit an Access Service Request (ASR) prior to the intraLATA toll presubscription conversion date or prior to the date on which the carrier proposes to begin participating intraLATA toll presubscription, unless prior arrangements have been made with the Telephone Company

Selection of an intraLATA toll provider by an end user is subject to the terms and conditions following.

- (B) At the option of the ITP, the nonrecurring charge for a change in intraLATA toll presubscription, as provided here in, may be billed to the ITP, instead of the end user. This may involve charges resulting from end-user initial free choice PIC changes, as specified in C.1 following.

This option for the ITP to be billed for the PIC change charge instead of the end user is not available for orders placed directly via the Telephone Company's Business Offices.

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15. IntraLATA Toll Presubscription (Cont'd)

(C) Presubscription Charge Application

- (1) Existing end users may exercise an initial free presubscription choice, either by contacting the Telephone Company or by contacting the ITP directly. The initial free choice must be made within 90 days following implementation of intraLATA toll presubscription. The charge for the initial free choice change will be billed to the new ITP at the discretion of the Telephone Company. End users' choices which constitute exercising the free initial choice are:

- Designating an ITP as their primary carrier thereby requiring no access code to access that ITP's service. Other carriers are accessed by dialing 10XXX, 101XXXX, or other required codes.
- Choosing no carrier as a primary carrier thus requiring 10XXX or 101XXXX code dialing to access all ITPs. This choice can be made by directly contacting the Telephone Company.

Following an existing end user's initial free selection, any subsequent selection made during the first 90 days after presubscription or any change made more than 90 days after presubscription is implemented is subject to a nonrecurring charge as set forth herein.

- (2) New end users who subscribe to service after the presubscription implementation date (including an existing customer who orders an additional line) will be asked to select a primary ITP when they place an order for Telephone Company Exchange Service. If a customer cannot decide upon an intraLATA toll carrier at the time, the Telephone Company may extend a 30-day period following completion of the service request to make an intraLATA PIC choice without charge. In the interim, the customer will be assigned a 'No-PIC' and will have to dial an access code to make intraLATA toll calls.

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(C) (Cont'd)

Initial free selections available to new end users are:

- Designate an ITP as their primary carrier thereby requiring no access code to access that ITP's service. Other carriers are accessed by dialing 10XXX, 101XXXX, or other required codes.
- Choose no carrier as a primary carrier thus requiring 10XXX or 101XXXX code dialing to access all ITPs. This choice can be made by directly contacting the Telephone Company. In addition, new end users that do not select a preferred carrier will be assigned a 'No-PIC'.

Following a new end user's initial free selection, any subsequent selection made following implementation of intraLATA toll presubscription is subject to a nonrecurring charge as set forth herein.

- (3) If an ITP elects to discontinue Feature Group D service after implementation of the intraLATA toll presubscription option, the ITP is obligated to contact, in writing, all end users who have selected the canceling ITP as their preferred intraLATA toll provider. The ITP must inform the end users that it is canceling its Feature Group D service, request that the end user select a new ITP, and state that the canceling ITP will pay the PIC change charge as provided herein. The ITP must provide written notification to the Telephone Company that this activity has taken place.

Following the ITP's discontinuance of service, the Telephone Company will bill the cancelling ITP the change charge for each end user that is currently designated to the ITP at the time of discontinuance.

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(C) (Cont'd)

- (4) An unauthorized PIC change is a change in the presubscribed intraLATA toll provider that the end user denies authorizing. PIC disputes for end users are resolved through an investigative process.

If an unauthorized change in intraLATA presubscription occurs, the ITP making the unauthorized change will be assessed a change for unauthorized change in presubscription as provided in G.2 following. In addition, the ITP will be assessed the applicable charge for returning the end user to their preferred intraLATA provider.

If an unauthorized change in intraLATA toll presubscription and interLATA presubscription occurs at the same time, on the same Business/Residence line, and the presubscribed ITP is the same carrier for intraLATA and interLATA, presubscription change charges as provided herein and the Telephone Company's corresponding F.C.C. Access Tariff apply. In addition, the ITP will be assessed the applicable charges for returning the end user to their preferred intraLATA toll provider as herein and in the Telephone Company's corresponding F.C.C. Tariff.

(D) Equal Access Recovery Charge

The Equal Access Recovery Charge is a charge to recover the costs that the Company has directly incurred in connection with the implementation of intraLATA toll presubscription. The Equal Access Recovery Charge is billed to intraLATA toll providers.

(E) End User Charge Discrepancy

- (1) When a discrepancy is determined regarding an end user's designation of a preferred intraLATA toll carrier, the following applies depending upon the situation described:

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(E) (Cont'd)

(1) (Cont'd)

- A signed letter of authorization takes precedence over any order other than subsequent, direct customer contact with the Telephone Company.
- When two or more orders are received for an end user line generated by telemarketing, the date field on the mechanized record used to transmit PIC change information will be used as the PIC authorization date. The order with the latest application date/time determines customer choice.
- If an end user denies requesting a change in intraLATA toll presubscription is submitted by an ITP, and the ITP is unable to produce a letter of authorization, signed by the end use, the ITP will be assessed all applicable change charges. The nonrecurring change charges are provided herein. The ITP will also be assessed the intraLATA toll presubscription change charge as specified herein, which was previously billed to the end user.

(2) Verification of Orders for Telemarketing

Neither the ITP or the Telephone Company shall submit a PIC change order generated by outbound telemarketing unless and until the order has first been confirmed in accordance with the FCC's current anti-slamming practices and procedures.

(F) PIC Switchback Option-Business/Residence

PIC Switchback is an option under which no investigation activities are performed by the Telephone Company when an end user denies requesting a change in

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(Cont'd)

billed the PIC Switchback Charge, and the presubscription change charge, as specified

When the Telephone Company is contacted by an end user who denies requesting a change in ITP primary carrier, the end user will be credited the charge assessed for the

If this service is made available by the Telephone Company, ITPs may subscribe to or submitting a written request. A letter of authorization from the ITP will not be requested or accepted at a later date in the event of dispute of the charges assessed under

This option in no way relieves the ITP of the F.C.C. requirements for:

Verifying all PIC orders obtained by
those orders, or
instituting steps to obtain verification of
Company.

In addition, the end user has the option of initiating a complaint to the FCC or the

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(G) Rates and Charges

(1) The charge for a change in intraLATA Toll Presubscription for:

a) An End User which is presubscribed shall be:

| | |
|---|------------------|
| Frontier Communications of Breezewood, Inc. | \$10.00 per line |
| Frontier Communications of Canton, Inc. | \$10.00 per line |
| Frontier Communications of Lakewood, Inc. | \$10.00 per line |
| Frontier Communications of Oswayo River, Inc. | \$10.00 per line |
| Frontier Communications of Pennsylvania, Inc. | \$10.00 per line |

b) For a customer's centrex lines which is presubscribed shall be:

| | |
|---|-------------------|
| Frontier Communications of Breezewood, Inc. | \$26.00 per order |
| Frontier Communications of Canton, Inc. | \$26.00 per order |
| Frontier Communications of Lakewood, Inc. | \$26.00 per order |
| Frontier Communications of Oswayo River, Inc. | \$26.00 per order |
| Frontier Communications of Pennsylvania, Inc. | \$26.00 per order |

(2) The charge for an unauthorized Business or Residence service change in intraLATA Toll Presubscription for:

| | |
|---|------------------|
| Frontier Communications of Breezewood, Inc. | \$30.00 per line |
| Frontier Communications of Canton, Inc. | \$30.00 per line |
| Frontier Communications of Lakewood, Inc. | \$30.00 per line |
| Frontier Communications of Oswayo River, Inc. | \$30.00 per line |
| Frontier Communications of Pennsylvania, Inc. | \$30.00 per line |

(3) The charge for a Business/Residence PIC Switchback change in intraLATA Toll Presubscription (Reserved for future use)

(4) Equal Access Recovery Charge (Reserved for future use)