FRONTIER COMMUNICATIONS OF IOWA, LLC

SERVICE CATALOG

Terms, conditions, rates and charges applying to the provision of intrastate Exchange and Network Services within the operating territory of Frontier in the State of Iowa as defined herein.

Effective June 22, 2026, all services subject to this Product Guide that are provided to any location in this state wholly or in part over copper facilities are no longer available for new purchase by any customers. Effective September 8, 2026, all services subject to this Product Guide that are provided to any location in this state wholly or in part over copper facilities are discontinued, subject to a reasonable period for existing customers to transition off the services. (N) (N)

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DEFINITION OF TERMS

ABANDONMENT OF SERVICE

Customer vacation of the premises without notice to the Company.

ACCESS LINE

See “Central Office Access Line Service.”

ACCESSORIES

Devices which are mechanically attached to, or used with, the facilities by the Company and which are independent of, and not electrically, acoustically or inductively connected to the communications path of the telecommunications systems.

AUTHORIZED PROTECTIVE CONNECTING MODULE

A protective unit approved by the Company and manufactured in accordance with the design set forth in Bell specifications and in compliance with the requirement set forth in the latest issue of AT&T specifications. This module is to be incorporated in a conforming answering device.

AUXILIARY LINE

An additional individual line main station used for one-way (inward to the customer) service.

BASE RATE

The term "base rate" is used as the basic or bare rate for each class of exchange service.

BASIC TERMINATION

See “Termination Charge.”

BUILDING (SAME)

The term “same building” is to be interpreted as a structure under one roof, or two or more structures under separate roofs but connected by passageways, for which the facilities of the Company terminate at the demarcation point.

DEFINITION OF TERMS

CALLING AREA

See "Local Service Area."

CANCELLATION CHARGE

A charge applicable under certain conditions when application for service and/or facilities is canceled in whole or in part prior to the completion of the work involved.

CENTRAL OFFICE

A central office is a local operating unit by means of which intercommunication is provided for customers within a specified area under contracts for exchange service. An essential characteristic of a central office is switching equipment to which telephone stations are connected by means of circuits known as "Central Office Lines."

CENTRAL OFFICE ACCESS LINE SERVICE

The circuit extending from the serving central office to the customer's premises through which access to the switched network is gained.

CLASS OF SERVICE

A description of telephone service furnished a customer in terms such as:

(1) Business Service
(2) Residence Service

COLLECT CALL

The procedure by which certain messages, upon request, may be reversed (charged to the called station) upon acceptance of the call at the called station.

COMMUNICATIONS SYSTEMS

Channels and other facilities that are capable, when not connected to telecommunication services, of communications between customer-premise terminal equipment.

DEFINITION OF TERMS

COMPANY

Wherever used in the Catalog, "Company" refers to Frontier Communications of Iowa, LLC, unless the context clearly indicates otherwise.

COMPLEX SERVICE

Service associated with multiline customer premises equipment, such as key telephone systems, PBX systems and Centrex Services.

CONFORMING ANSWERING DEVICE

A customer-premise device which automatically answers incoming calls, transmits a prerecorded voice message or appropriate audible signal to the calling party, records a voice message from the calling party if so designed and arranged, automatically disconnects from the line in a prearranged manner on completion of the functions for which it was designed and arranged, bears a valid conformance number, incorporates as authorized protective connecting module, and complies with the technical procedures and requirements set forth in the latest issue of AT&T specifications. The conforming answering device may include remote interrogation and/or device function control and must be approved by the Company.

CONFORMING DEVICE

A customer-premise terminal device, bearing a valid identification number, which has been approved by the Company for connection to Company equipment and facilities.

CONSTRUCTION CHARGE

A separate charge authorized in the Catalog for construction of pole lines, circuits, facilities, etc.

CUSTOMER

Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Company under the provisions and terms of its Catalog.

CUSTOMER PREMISE EQUIPMENT

Devices or apparatus and their associated wirings, provided by a customer that do not constitute a communications system, and which when connected to the communications path of the telecommunications system, are so connected either electrically, acoustically or inductively.

DEFINITION OF TERMS

DATA ACCESS ARRANGEMENT

A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth in Section 15 of this Catalog.

DEMARCATION POINT

The point of connection provided and maintained by the Company to which inside station wiring and inside plant becomes dedicated to an individual building or facility. Where a physical protector does not exist at the point of cable entrance into a building or facility, the demarcation point is the entrance point of the cable into the building or facility.

DIRECT ELECTRICAL CONNECTION

The term "Direct Electrical Connection" denotes a physical connection of the electrical conductors in the communications path.

DIRECTORY LISTING

The publication in the Company's directory and/or information records of information relative to a customer's telephone number, by which telephone users are enabled to ascertain the call number of a desired station.

a. Caption Listing: The listing of a customer's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business.

b. Dual Name Listing: Dual name listing provides for the listing of two persons' names, who share the same surname and who also reside at the same address, as the primary listing in the alphabetical pages of the directory. Dual name listing service is limited to residential service.

c. Foreign Exchange Listing: The listing of a customer in the alphabetical list of an exchange other than that for the exchange from which the customer is served.

d. Indented Listing: A directory listing indented under another listing.

e. Reference Listing: The list of a generally accepted name of a firm or corporation followed by a reference to another listing.

DEFINITION OF TERMS

DISCONNECTION OF SERVICE

An arrangement made at the request of the customer or initiated by the Company for violation of Catalog terms and conditions by the customer, for a permanent interruption of telephone service. Once affected, telephone service will no longer be provided to the customer's premises and a "final" bill would be rendered showing monies owed to the Company the date service was disconnected.

DROP WIRE

Wires used to connect the circuits of open wire, aerial or underground distribution facilities to the point of demarcation on the customer's premises.

EXCHANGE

A central office or group of central offices, together with the customers' stations and lines connected thereto, forming a local system furnishing means of telephonic intercommunication without toll charges between customers within a specified area, usually a single city, town or village.

When an exchange includes only one central office, it is termed a single office exchange, but when it includes more than one central office, the exchange is termed a multi-office exchange.

EXCHANGE LINE

A line (circuit) directly or indirectly connecting an exchange station with a central office.

a. See "Central Office Access Line"

b. Trunk Line: The circuit extending from the central office to a Key or PBX system.

c. Station Line: The circuit portion of a station.

d. PBX Station Line: The circuit portion of a PBX station; the PBX station line extends from the PBX station service located to the PBX switchboard or dial switching equipment.

e. Tie Line: A circuit connecting PBX and/or Automatic Call Distributor Systems.

DEFINITION OF TERMS

EXCHANGE SERVICE AREA

The territory, including the base area, suburban and rural areas served by an exchange, within which local telephone service is furnished at the exchange rates applicable within that area.

EXCHANGE SERVICE

The general telephone service rendered in accordance with Catalog provisions. Exchange service is a general term describing as a whole the facilities provided for local intercommunication, together with the right to originate and receive an unlimited number of local messages at charges in accordance with the provisions of this Catalog.

a. Flat Rate Service

   Flat Rate Service: A classification of exchange service for which a stipulated charge is made, regardless of the amount of use.

b. Individual Line Service

   Individual Line Service: A grade of exchange service that provides that only one central office access line shall be served by the circuit connecting such station with the central office or other switching unit.

EXCHANGE STATION

See "Station."

EXISTING INSIDE STATION WIRING AND INSIDE PLANT

Wiring or plant installed on the customer's premise beyond the demarcation point prior to the transition date.

EXTENDED AREA SERVICE

A type of telephone service furnished under Catalog provisions whereby customers of a given exchange may complete calls to, and where provided by the Catalog, receive messages from one or more exchanges without the application of long distance message telecommunications charges.

DEFINITION OF TERMS

EXTENSION RINGER

An additional ringer on the same premises and on the same line and generally operated in connection with the ringer at the station location.

EXTENSION SERVICE, OFF PREMISES

Extension service provides the capability of connecting stations and terminal equipment at a location other than the main location. Charges for extension service apply in accordance with this Catalog for each additional terminal equipment location.

FACILITIES

All items for the provision of telecommunications service up to and including the demarcation point. For the purpose of this definition, facilities as used in this Catalog does not include any item classified and defined elsewhere in this Catalog as customer premise equipment.

FLAT RATE SERVICE

See "Exchange Service."

FOREIGN EXCHANGE LISTING

See "Directory Listing."

GENERAL CUSTOMER SERVICE CATALOG

Wherever used in this Catalog, "Catalog" refers to the General Customer Service Catalog, unless the context clearly indicates otherwise.

GRADE OF SERVICE

A description of individual telephone line service furnished a customer. (See also "Primary Class of Service.")

INDENTED LISTING

See "Directory Listing."

DEFINITION OF TERMS

INITIAL CHARGE

See "Installation Charge."

INITIAL SERVICE PERIOD

The minimum period of time for which service and facilities are provided.

INSIDE PLANT

All equipment or appurtenances associated with inside station wiring, located within buildings or between buildings on the same premises, on the customer's side of the demarcation point.

INSIDE STATION WIRING

Simple wiring, complex wiring, or cable located within buildings or between buildings on the same premises on the customer's side of the demarcation point.

INSTALLATION CHARGE

A nonrecurring charge applying to the provision of certain facilities as distinguished from the service charge applicable for establishment of basic telephone service. The installation charge is normally associated with optional service features and may sometimes be called an "Initial" charge.

INSTRUMENT

See "Station."

INTERCEPT SERVICE

A service arrangement that provides new-number or explanatory information to callers who dial changed or disconnected telephone numbers.

INTERIOR STATION

See "Private Branch Exchange Service (PBX Service)."

DEFINITION OF TERMS

KEY TELEPHONE SYSTEMS

An arrangement of equipment in combination with telephone sets and associated keys, to connect the associated telephone to any one of a limited number of exchange, PBX, intercommunicating or private lines. Line indicating, signaling, holding features, etc., are or may be, incorporated.

LINE

See "Exchange Line."

LISTING

See "Directory Listing."

LISTING

See "Directory Listing."

LOCAL CALLING AREA

See "Local Service Area."

LOCAL SERVICE

A type of localized calling whereby a customer can complete calls from his station to other stations within a specified area without the payment of long distance charges.

LOCAL SERVICE AREA

The area within which telephone service is furnished customers under a specific schedule of exchange rates and without long distance charges. A local service area may include one or more exchange service areas.

DEFINITION OF TERMS

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

The furnishing of facilities for customers' communications on an individual message basis between rate centers, or in connection with toll stations, within the same rate center.

a. Station-to-Station Call

A service whereby the person originating the call either dials the telephone number desired, or gives to the operator the telephone number of the desired station, Miscellaneous Common Carrier connecting circuit, PBX, or PBX station which is reached directly rather than through a PBX attendant, or gives only the name and address under which such number is listed, and does not specify a particular person to be reached, nor a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, nor a particular station, department or office to be reached through a PBX attendant.

b. Person-to-Person Call

A service whereby the person originating the call specifies to the operator a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, or a particular station, department or office to be reached through a PBX attendant.

MAIN STATION

See "Station."

MESSAGE

A communication between two stations. Messages may be classified as follows:

a. Local Message: A message between stations within the same local service area.
b. Long Distance Message: A message between stations in different exchange areas for which a long distance message charge is made.

MILEAGE CHARGES

A charge applying for the use of part or all of a line furnished by the Company as specified elsewhere in this Catalog.

a. Air Line Measurement: The shortest distance between two points.
b. Route Measurement: The actual length of a circuit between two points.

DEFINITION OF TERMS

MISCELLANEOUS FACILITIES

Facilities furnished at additional charges associated with the various classes of customer service.

NETWORK CONTROL SIGNALING

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

NETWORK CONTROL SIGNALING UNIT

The term "Network Control Signaling Unit" denotes the terminal equipment for the provision of network control signaling.

NEW INSIDE STATION WIRING AND INSIDE PLANT

Wiring or plant, in whole or in part, installed on the customer's premise on or after the transition date.

NONPUBLISHED NUMBER SERVICE

A nonpublished telephone number is one for which no listing appears in the alphabetical section of the directory or in the "Directory Assistance" records. Calls are completed to such stations only when the number is given to the calling party.

PAY TELEPHONE EQUIPMENT

Equipment utilized in the provision of pay telephone service to the public for compensation. This equipment includes telephone sets, housings, booths, signs and associated features.

PAY TELEPHONE SERVICE

The provision of service for compensation through the use of pay telephone equipment installed at locations that is accessible to the public.

DEFINITION OF TERMS

PERSON-TO-PERSON CALL

See "Long Distance Message Telecommunications Service."

PORTABLE TELEPHONE

A telephone instrument equipped with a plug-ended cord for use with a jack terminated circuit.

PREMISES (SAME)

The space occupied by an individual customer in a building not intersected by a public corridor or by space occupied by others; in adjoining buildings occupied entirely by that customer; or, on contiguous property owned by the customer, separated only by a public thoroughfare, a railroad right of way, or natural barrier.

PRIMARY CLASS OF SERVICE

Any of those classes of exchange service which the Company undertakes to furnish at any point within the exchange area at a rate common to all applicants for the same class.

PRIVATE BRANCH EXCHANGE SERVICE (PBX SERVICE)

A type of service providing an arrangement of switching equipment and stations for intercommunicating among the stations and for connections through the local and long distance message telephone network to other customers.

Lines (circuits), terminal equipment and facilities ordinarily used in connection with PBX service include the following:

a. PBX Station: A station connected with a PBX switchboard or PBX dial switching equipment.
b. PBX Interior Station: A PBX station that cannot originate or receive local or long distance calls either directly or through the PBX attendant.
c. PBX Trunk: A central office access line (circuit) connecting a PBX system with a central office.
d. Tie Line: See "Exchange Line."

ROUTE MEASUREMENT

See "Mileage Charges."

DEFINITION OF TERMS

SERVICE CONNECTION CHARGE

A nonrecurring charge applying to the establishment of basic telephone service for a customer and certain subsequent additions to that service.

STATION

A telephone, apparatus or instrument, which complies with Federal Communication Commission Regulations, so arranged as to permit sending and receiving messages through the exchange and long distance network.

STATION LINE

See "Exchange Line."

STATION-TO-STATION CALL

See "Long Distance Message Telecommunications Service."

SUSPENSION OF SERVICE

An arrangement made at the request of the customer or initiated by the Company for violation of Catalog terms and conditions by the customer, for temporarily interrupting service. During the period of suspension, the Company's facilities remain connected at the customer's location; the service is rendered inoperable at the central office frame and billing continues. Facilities are reserved in anticipation that normal service will be resumed at some future date.

(D)
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(D)

TELECOMMUNICATIONS SERVICES

The various services offered by the Company as specified in this.

TELEPHONE NUMBER

A designation assigned to a telephone service for convenience in operating.

TERMINAL EQUIPMENT

Telephone instruments, the common equipment of Key and PBX systems, and other devices and apparatus, which are intended to be connected electrically, acoustically or inductively to the telecommunication system of the Company.

DEFINITION OF TERMS

TERMINATION CHARGE

A charge applying when a customer discontinues an item of service prior to the expiration of the initial service period designated for such item. The basic termination charge is an amount established for an individual item of service from which the termination charge is computed.

TIE LINE

See "Exchange Line."

TOLL BLOCKING

A service that lets consumers elect not to allow the completion of outgoing toll calls from their telecommunications channel.

TOLL MESSAGE (LONG DISTANCE MESSAGE)

See "Message."

TOLL SERVICE

See "Long Distance Message Telecommunications Service."

TRANSITION DATE

The effective date whereby the repair and maintenance of existing inside station wiring, and installation, repair and maintenance of new inside station wiring, are no longer provided as regulated utility services. For inside station wiring the transition date is April 1, 1983. For cable and plant within buildings or between buildings on the same premise the transition date is July 1, 1986.

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS) [1] - Grandfathered (C)

The furnishing of facilities for a dial type telephone communication between a wide area service access line and other exchange and toll station telephones in the area prescribed in the Catalog.

[1] Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

DEFINITION OF ACRONYMS

AC - Alternating Current

AD-LINTER - Additional Interexchange Channel

CENTREX - Centralized Exchange for Business Customer Services

CO - Central Office

DC - Direct Current

DID - Direct Inward Dialing

DTMF - Dual Tone Multi-Frequency

EAS - Extended Area Service

FCC - Federal Communications Commission

FXS - Foreign Exchange Service

INC - Initial Nonrecurring Charge

INTEXCHNL - Interexchange Channel

KTS - Key Telephone System

LOCALCHNL - Local Channel

NPA - Numbering Plan Area

PBX - Private Branch Exchange

SCC - Service Connection Charge

SNCHL - Single Channel Dial Intercommunication Line

WATS - Wide Area Telecommunications Service

TRADE NAMES

CustomNet - U S West Communications, Inc. Trademark

Frontier Freedom Package - Citizens Communications Company Service Mark

Frontier Choices – Citizens Communications Company Service Mark

Frontier Feature5 Pack – Citizens Communications Company Service Mark

Frontier Privacy - Citizens Communications Company Service Mark

FrontierWorks - Citizens Communications Company Service Mark

Frontier T-Advantage - Citizens Communications Company Service Mark (N)

GENERAL REGULATIONS

Effective June 22, 2026, all services subject to this Product Guide that are provided to any location in this state wholly or in part over copper facilities are no longer available for new purchase by any customers. Effective September 8, 2026, all services subject to this Product Guide that are provided to any location in this state wholly or in part over copper facilities are discontinued, subject to a reasonable period for existing customers to transition off the services. (N)

2.1 GENERAL

The following general terms and conditions are in addition to the terms and conditions contained in other sections of this Catalog.

2.2 EXPLANATION OF SYMBOLS

(C) - Changed terms and conditions
(D) - Discontinued rate or term or condition
(I) - Increase in rate
(M) - Relocate material with no changes
(N) - New rate, term or condition
(O) - Obsolete
(R) - Reduction in rate
(T) - Text change only

2.3 LIMITATIONS AND USE OF SERVICE

1. Use of Customer's Service

   a. The telephone facilities furnished shall be carefully used and cared for by the customer and shall be surrendered to the Company upon termination of the customer's right of use in as good condition as when received, ordinary wear and tear alone excepted. All ordinary expense of maintenance and repair, unless otherwise specified in the Company's Catalogs or in the contract for the use of the facilities, will be borne by the Company. In case of damage to, or destruction of, any of the said facilities, due to negligence of the customer, the customer shall pay either the cost of replacing the facilities or the cost of restoring the facilities to their original condition.

   b. With the exception of pay telephone service and shared tenant service, such facilities are not to be used for performing any part of the work of transmitting, delivering or collecting any message where any toll or consideration has been or is to be paid any party other than the Company, without the written consent of the Company.

   c. Customer's service, other than pay telephone service, is furnished only for use by the customer, his family, employees or representatives, persons residing in the customer's household, or guests of the customer, except as the use of the service may be extended to persons temporarily subleasing a customer's residential premises.

GENERAL REGULATIONS

2.3 LIMITATIONS AND USE OF SERVICE (Cont'd)

1. Use of Customer's Service (Cont'd)

   c. (Cont'd)

      With the exception of pay telephone service the Company will decline to install customer service, or to permit such service to remain, on premises open to the public where the instrument is so located that the public in general or the patrons of the customer may make use of the service.

   d. With the exception of pay telephone service or shared tenant service, the service is intended only for communications in which the customer has direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by him from any other person, firm or corporation for such use, or in the collection, transmission or delivery of any communication for others. Misuse of facilities as herein defined shall be subject to termination, with the proper charges applied.

   e. The Company reserves the right to limit the length of conversation when necessary in times of emergency resulting in a shortage of facilities.

2. Unlawful Use of Service

   a. Service is furnished with the understanding that it will be used only for lawful purposes. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law, and requests that such service be denied.

   b. The Company will, if it has knowledge that the service is being used for unlawful purposes, disconnect or deny service.

3. Unauthorized Attachments or Connections

   No equipment, apparatus, circuits or device not furnished by the Company shall be attached to or connected with the facilities furnished by the Company, whether physically, by induction or otherwise, except as provided in this Catalog. In case such unauthorized attachment or connection is made, and prior written notice is provided, the Company shall have the right to remove or disconnect the same; or to suspend the service during the continuance of said attachment or connection; or to terminate the service.

GENERAL REGULATIONS

2.3 LIMITATIONS AND USE OF SERVICE (Cont'd)

4. Refusal or Cancellation of Service for Cause

a. The Company may either temporarily deny service or terminate the service without notice:

(1) In the event of a condition on the customer's premises determined by the Company to be hazardous.

(2) In the event of the customer's use in such a manner as to adversely affect the Company's facilities or the Company's service to others.

(3) In the event of tampering with facilities furnished and owned by the Company.

(4) In the event of unauthorized use.

b. In addition to the reasons set forth in subparagraph a above, the Company may temporarily deny or terminate service after providing at least five (5) days, twelve (12) days in the case of deposits) prior written notice for any of the following reasons:

(1) Abandonment of the service.

(2) Failure of a customer to make a suitable deposit as required by this Catalog.

(3) Impersonation of another with fraudulent intent.

(4) Nonpayment of any sum due, with the exception of terminal equipment, new inside station wiring, 900/976 information services, other merchandise or yellow page advertising.

(5) Use of foul or profane language.

(6) The exchange service of a subscriber whose bill for such services is unpaid at the end of 20 days from the date of such bill, with the exception of preferred payment customers, shall be given written notice that service is subject to suspension and unless the amount is paid within five days, service may be suspended without further notice.

GENERAL REGULATIONS

2.3 LIMITATIONS AND USE OF SERVICE (Cont'd)

4. Refusal or Cancellation of Service for Cause (Cont'd)

b. (Cont'd)

(7) For failure of the customer or prospective customer to furnish service, equipment, permits, certificates or rights of way specified to be furnished in the Company's rules as conditions for obtaining service, or for the withdrawal of that same equipment or the termination of those permissions or rights, or for the failure of the customer or prospective customer to fulfill the contractual obligations imposed upon him or her as conditions of obtaining service by a contract filed with and subject to the regulatory authority of the Board.

(8) For failure of the customer to permit the Company reasonable access to its facilities.

(9) For installation of inside wiring or inside plant across exchange boundaries in order to obtain service from an exchange other than which the customer would normally be served; excluding installation of inside wiring to obtain foreign exchange service or adjacent exchange service. At least ten (10) days written notice will be provided.

(10) Any other violation of the Company's terms and conditions on file with the Board, the requirements of municipal ordinances or law pertaining to the service.

c. If the Company has provided five (5) days, or in the case of a deposit, twelve (12) days prior written notice and has made a reasonable attempt to effect collection, service may be temporarily denied or discontinued for nonpayment of a bill (excluding nonpayment's for terminal equipment, new inside station wiring, other merchandise or yellow page advertising) or deposit.

d. Despite the prior written notice provisions as contained in these rules, disconnection may take place prior to the expiration of the notice period if the Company determines, from verifiable data, that usage during the notice period is so abnormally high that a risk of irrevocable revenue loss is created.

e. Only one (1) written notice will be provided to the customer if multiple violations occur under subparagraph b. above.

GENERAL REGULATIONS

2.3 LIMITATIONS AND USE OF SERVICE (Cont'd)

4. Refusal or Cancellation of Service for Cause (Cont'd)

f. The notice of pending disconnection required by these rules shall be a written notice setting forth the reason for the notice, and the final date by which the account is to be settled or specific action taken. The notice shall be considered rendered to the customer when deposited in the U.S. mail with postage prepaid. If delivery is by other than U.S. mail, the notice shall be considered rendered when delivered to the last known address of the person responsible for payment for the service. The final date shall be not less than five (5) days after the notice is rendered, or in the case of a new or additional deposit, not less than twelve (12) days after notice is rendered.

g. Notwithstanding any other provision of these rules, the Company shall postpone the disconnection of service to a residential customer for a reasonable time, not in excess of thirty (30) days, if the customer produces verification from a physician, or a public health or social service official, which states that telephone service is essential due to an existing medical emergency of the customer, a member of the customer's family or any permanent resident of the premises where service is rendered. This written verification shall identify the emergency and specify the circumstances. Initial verification may be by telephone if written verification is forwarded to the Company within five (5) days. If the written verification is not received within five (5) days, service may be disconnected prior to the expiration of the thirty (30) day period for postponement.

5. Disputes

In the event of a dispute concerning a bill, the Company may require the customer to pay a sum of money equal to the amount of the undisputed portion of the bill. Following payment of the undisputed amount, efforts to resolve the complaint, using complaint procedures in the Company's Catalog, shall continue and for not less than forty-five (45) days after the rendering of the disputed bill, the service shall not be disconnected for nonpayment of the disputed amount. The forty-five (45) days may be extended by up to sixty (60) days if requested of the Company by the Board in the event the customer files a written complaint.

6. Termination or Re-origination of Calls Received Over a Data Service (N)

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)

GENERAL REGULATIONS

2.4 ESTABLISHMENT AND FURNISHING OF SERVICE

1. Application for Service

An application for service becomes a contract upon the establishment of service. Neither the contract nor any rights acquired there under may be assigned or in any manner transferred. Request for additional service, upon the establishment thereof, becomes a part of the original contract except that each item of additional service is furnished subject to payment of charges.

Notwithstanding any other provision in this product guide, the Company will not provide any product or service discontinued in accordance with FCC technology-transition standards and procedures. (N) | (N)

2. Availability of Facilities

The Company's obligation to furnish service is dependent upon its ability to secure and retain without unreasonable expense suitable facilities and rights for the construction and maintenance of the necessary lines, circuits and equipment. Where it is unable to do so, the additional cost will be charged to the prospective customer subject to construction charges.

3. Initial Contract Periods

a. Unless otherwise specified, the minimum service period for all services offered in this Catalog is one (1) month.

b. The length of contract period for extra directory listings and nonpublished number service is the directory period.

c. For rural line service initial contract period, see Rural Line Extensions.

4. Application of Rates for Business and Nonprimary Residence Service

Although the location at which a customer's telephone service is established or the type of directory listing desired may in most cases serve as a satisfactory basis for determining whether business or residence rates apply, determination whether such service should be classified as business or residence depends on the character of use to be made of the service.

a. Business Rates

Service is classified and charged for as business service at all locations where the use is primarily or substantially of a business, professional, institutional or occupational nature, or where a business listing is furnished.

GENERAL REGULATIONS

2.4 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

4. Application of Rates for Business and Nonprimary Residence Service (Cont'd)

b. Nonprimary Residence Rates

Service is classified and charged for as residence service where the primary use is of a social or domestic nature and where the business use, if any, is merely incidental. When it is determined that a customer to residence service uses the service in such a manner it should be classified and charged for as business service under the above provisions, the Company will discontinue the service of such customer in the event he refuses to permit his service to be classified as business service and pay the applicable business rates.

The nonprimary residence service line is the second residential line installed at a given location, unless the customer designates a different line as nonprimary. Only one residential line at a given service location will be considered primary and billed the primary residence rate out of the Company Service Catalog; all other residential lines at the same service location will be considered nonprimary. (T)

5. Provision and Ownership of Equipment and Facilities

Equipment furnished by the Company on the premises of a customer, authorized user or agent are the property of the Company except as otherwise specifically provided in its Catalogs and are provided upon the condition that such equipment must be installed and maintained by the Company (except as specified in Section 4) and that the Company's employees and agents may enter said premises at any reasonable hour for the purpose of installing, inspecting or repairing its facilities.

6. Provision of Customer Premise Equipment

Effective June 4, 1983, the Company will not lease, install, repair or maintain customer premise equipment on a regulated basis. It is the responsibility of the customer to procure customer premise equipment either through purchase or lease arrangement from any supplier. If the Company is requested by the customer to provide, install, maintain or repair customer premise equipment, applicable nonregulated charges will be billed to the customer.

GENERAL REGULATIONS

2.4 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

7. Provision and Ownership of Telephone Directories

   a. Upon issuance, telephone directories become the property of the Company's customers. However, the Company has the exclusive property right to the information contained in its directories and expressly retains its copyrighted interest in the contents included therein.

   b. The Company distributes to each customer, without additional charge, copies of each issue of the directory as required by the customer but not to exceed one copy for each telephone.

   c. Replacement directories will be furnished at cost.

8. Provision and Ownership of Telephone Numbers

   a. The customer has no property right in the telephone number which is assigned by the Company nor any right to continuance of service through any particular central office, and the Company reserves the right to change the telephone number or the central office designation, or both, of the customer whenever it deems it necessary to do so in the conduct of its business, after providing prior notice. Except when a change in telephone number is required by the Company due to nonpayment of yellow page advertising, customers assigned a new number within the exchange will be placed on adequate former working number intercept for not less than thirty (30) days. (C)(D)
   (D)

   b. No telephone number shall be reassigned to a different customer within sixty (60) days from the date of permanent removal of service by a customer to whom the telephone number was previously assigned.

9. Maintenance and Repair

   The Company undertakes to maintain and repair the facilities that it furnishes to customers. The customer shall be responsible for damages to facilities of the Company caused by the negligence or willful act of the customer or authorized user. The customer or authorized user may not attempt to repair, or permit others to attempt to repair, any facilities installed by the Company, except upon written consent of the Company, or in the case of emergency, oral consent of the Company. This provision does not apply to new or existing inside station wiring.

GENERAL REGULATIONS

2.4 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

10. Supersedure of Service

An applicant may supersede the service of an outgoing customer when the applicant is to take the existing telephone number on the premises where that service is being rendered. A service charge will be required to transfer said service to the applicant.

An agreement signed by the customer and the applicant must be presented to and accepted by the Company including contracts and agreements which will be assumed by the applicant after the effective date. The outgoing customer will be responsible for all charges outstanding against the service prior to the effective date of the agreement.

In the case of a customer who has been disconnected or for whom credit action is pending, service will not be reconnected or continued in the name of another occupant or user on the premises if the previous customer or any other person liable for payment of the delinquent bill(s) continues to occupy or receive benefit of the service provided on the premises, unless arrangements are made to pay for the unpaid service on the premises.

11. Temporary Suspension of Service (Vacation Rate) [1] – Grandfathered as of May 7, 2020 (C)

a. Upon request of a customer, central office access line service or private branch exchange access line service, may be temporarily suspended for periods of a minimum of one (1) month and not to exceed a maximum of six (6) months.

b. The reduction in rate for the period of suspension is 50 percent of the exchange service charges, including additional charges for directory listings.

c. No reduction in rate will apply to Adjacent Exchange Service.

d. Bills are rendered at the suspended service rate, as set forth in paragraph b above, and shall be paid for the suspended period in advance.

e. Originating local service may be provided at the option of the Company.

[1] This service offering is limited to all existing subscribers at their existing locations as of May 7, 2020. (N)

GENERAL REGULATIONS

2.4 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

12. Vacation Get Away Service

a. General

Vacation Get Away Service provides for temporary discontinuance of service at the customer's request without termination of the service.

b. Conditions

1. Vacation Get Away Service applies to customers of Residential Exchange Access Service as well as vertical features, bundles and other basic services. (D)

2. No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls.

3. Vacation Get Away Service will not be made available for periods of less than two (2) months.

4. Vacation Get Away Service is available to a customer for a maximum period of nine (9) consecutive months. The customer's number must be working for at least 90 days in a calendar year.

5. During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.

6. The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months. A service order confirmation will be sent to the customer at the time of restoral.

8. Vacation Get Away Service will be available where technically feasible.

9. Charges for Vacation Get Away Service will be a monthly recurring fee.

c. Rates and Charges

	Recurring Charge
Vacation Get Away Service	$5.00

GENERAL REGULATIONS

2.4 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

13. Termination of Service (T)

Service may be terminated prior to the expiration of the initial contract period upon notice being given to the Company a reasonable period in advance (five (5) days unless stated otherwise) and upon payment of the termination charges shown in addition to all charges due for service which has been furnished.

a. When the initial contract period is one (1) month, termination charges will be due for the balance of the month.

b. When the initial contract period is more than one (1) month termination charges will be due for the balance of the contract period.

c. Directory listings service.

For directory listings, the charges will be due to the end of the directory period, except that in the following cases termination charges will be the charges due to the end of the current month.

(1) In case the contract for the main service is terminated.

(2) In case the listed party becomes a customer to some class of exchange service in his own name.

(3) In case the listed party moves to another building or to a new location, at which he is not readily accessible to the customer's station.

(4) In case of the death of the listed party.

14. Telephone Concession for Retired Employees (T)

a. Retired employees residing in the service area.

Retired Company employees who reside in an area served by the Company will be eligible for concession at the rate that was in effect on their retirement dates.

b. Retiree concessions are grandfathered to those former employees who retired prior to March 1, 1991. No new retiree concessions will be provided after that date.

GENERAL REGULATIONS

2.5 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES

1. Advance Payments

   a. At the time of application for service, each new customer may be required to pay any service connection charges applicable in consideration of the establishment of service under his contract if the customer is also required to pay a deposit as set forth elsewhere in Section 2 of this Catalog.

   b. An applicant is also required to pay in advance the recurring rates and charges for the first month under his contract.

   c. The amount of the advance payment specified in paragraph b is applied on charges subsequently accruing under the contract for any exchange service or facilities.

      NOTE: Paragraphs a, b and c do not apply in any case when such payment in advance is prohibited by statute, or under special agreement as in the case of the Federal, State or Municipal Governments.

2. Deposits

   a. Losses due to unpaid accounts or loss of and damage to telephone property directly affect the cost of furnishing service and because of this, the customers who pay their bills, as well as the Company, are mutually interested in keeping these losses at a minimum. For the purpose of minimizing such losses to the greatest degree practicable, the Company may require from customers, as set forth in paragraph b below, a cash deposit to ensure against such losses. The Company furthermore reserves the right to apply such cash deposits on unpaid accounts. Such cash deposits may be required either at the time of application for service or subsequent thereto.

   b. Any applicant who has not previously had telephone service or established a prompt payment record may be required to pay a deposit. In determining credit worthiness and the necessity of a deposit, the Company will consider such credit factors as prior telephone service, prior payment history with other telephone companies, employment status, home ownership and any additional sources of income.

GENERAL REGULATIONS

2.5 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

2. Deposits (Cont'd)

c. In cases where, from information given the Company by the customer concerned, or otherwise secured by the Company, there is a probability that the use of exchange service will be more extensive than the average monthly local usage, the deposit required will be based upon such probable use of the service. In no case shall cash deposits be required in amounts exceeding two (2) months local exchange service bill.

d. A new or additional deposit may be required when a deposit has been refunded or is found to be inadequate by virtue of increased toll or nonpayment. Written notice shall be mailed advising the customer of any new or additional deposit requirement. The customer shall have no more than twelve (12) days from the date of mailing to comply. The new or additional deposit shall be payable at any of the Company's business offices or local authorized agents. An appropriate receipt shall be provided. No written notice is required to be given of a deposit required as a prerequisite for commencing initial service.

e. In the event a customer is required to pay a deposit, a receipt will be issued for the full amount of the deposit. Deposit records will be maintained and secured by the local business office for an indefinite period of time. Replacement copies of lost receipts will be provided to customers upon request if Company records substantiate the deposit.

f. The furnishing of a deposit or other security will not constitute a waiver or any modification of the rule of the Company providing for discontinuance of service for nonpayment of any sums which may become due for service rendered. Deposits may be refunded at any time the customer has proven himself to be a good credit risk and shall be refunded after twelve (12) consecutive months of prompt payment, which may be 11 timely payments and one automatic forgiveness of late payment. The account shall be reviewed after 12 months of service and if the deposit is retained it shall again be reviewed at the end of the utility's accounting year or on the anniversary date of the account. In no case must a deposit be refunded if the customer's credit standing is not satisfactory to the Company.

GENERAL REGULATIONS

2.5 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

2. Deposits (Cont'd)

g. The Company will pay customers, who furnish cash deposits, interest for the periods and per annum rates compounded annually, as shown below:

Rate Periods	Per Annum Rate	
July 14, 1982 to April 20, 1994	12.0%	
April 21, 1994 to July 7, 2009	7.5%	(T)
July 8, 2009 to present	4.0%	(N)

Interest will be paid for the period beginning with the date of deposit to the date of refund or to the date that the deposit is applied to the customer's account, or to the date the customer's bill becomes permanently delinquent. The date of refund is that date on which the refund or the notice of deposit refund is forwarded to the customer's last known address. Unclaimed deposits, together with accrued interest, shall be credited to the appropriate account and shall be disposed of in accordance with the law.

3. Payment for Service

The customer is responsible for payment of all charges for facilities and services furnished the customer, including charges for services originated, or charges accepted at such facilities. When a customer is connected or disconnected, or for other cause service deviates by more than twenty-four (24) consecutive hours from the normal billing period, the bill shall be prorated. Payment is due not later than twenty (20) days after the bill is rendered and is payable at any business office of the Company or at any other location designated by the Company. The bill shall be considered rendered to the customer when deposited in the U.S. mail with postage prepaid. If delivery is by other than U.S. mail, the bill shall be considered rendered when delivered to the last known address of the party responsible for payment. Failure to receive a bill does not exempt the customer from prompt payment of his account.

GENERAL REGULATIONS

2.5 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

4. Preferred Payment Dates

All residential customers shall be permitted a last date for timely payment changeable for good cause in writing. The preferred payment date will not be more than fifteen (15) days following the approximate date each month upon which income is received by the party responsible for payment.

5. Provision for Certain Local Taxes and Fees

When a municipality or political subdivision imposes upon the Company any license, occupation, franchise, permit, inspection or other similar tax, such tax, fee or charge shall be billed to the telephone customers receiving service within the municipal or political subdivision, allocated uniformly on the basis of each such subscriber's monthly charges for the types of service made subject to such tax, fee or charge.

6. Allowances for Interruptions

In view of the possibility of errors and difficulties in the transmission of messages by telephone and the impossibility of fixing in all cases the causes thereof, the subscriber assumes all risks connected with the service, as the Company cannot guarantee uninterrupted working of its facilities. When a subscriber's service is interrupted and remains out of service for more than 24 consecutive hours, the Company shall make appropriate adjustments to the subscriber's account upon customer's request. If due to an interruption an allowance is warranted, the allowance shall be accomplished by bill credit. No other liability shall in any case attach to the Company. (T) (T)

GENERAL REGULATIONS

2.5 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

7. Billing Periods

a. All charges covering service provided for in the Local Exchange Catalog and the General Exchange Catalog are rendered for a period of one (1) month from the date of the bill. Toll charges are billed monthly in arrears.

b. Primary billing dates for exchanges of the Company in the State of Iowa are as follows:

Exchange		Date of Billing	Toll Cut-Off Date
Brunsville	Latimer	1st	25th
George	Meservey	1st	25th
Ida Grove		1st	25th
Belmond	Corning	4th	29th
Denison	Otho	7th	Month End
LeMars	Sheffield	7th	Month End
Battle Creek	Charter Oak	10th	5th
Carson	Fort Dodge (576)	10th	5th
Kingsley	Sharpsburg	13th	8th
Nemaha	Swaledale	13th	8th
Pierson	Thornton	13th	8th
Rowan	Treynor	13th	8th
Fort Dodge (573)	Orange City	16th	11th
Oakland		16th	11th
Alexander	Coulter	19th	14th
Bedford	Goodell	19th	14th
Dow City	Holstein	22nd	17th
Early	Lenox	22nd	17th
Ashton	Struble	25th	20th
Fort Dodge (955)	Washta	25th	20th
Sac City		25th	20th

GENERAL REGULATIONS

2.5 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

8. Application of Subsequent Rate Changes

Any change in rates or terms and conditions authorized by the legal constituted authorities acts as a modification of all contracts to that extent.

9. Installment Billing for Residence Customers

Residence customers may have nonrecurring charges billed in equal consecutive monthly installments over either three- or six-month periods, subject to the following conditions:

a. Installment billing is offered only to customers who are not known credit risks to the Company.

b. More than one installment billing plan may be in effect for the same customer at the same time. After an installment billing plan begins, the period of that plan may not be changed.

c. Installment billing shall be applied to the entire amount of the nonrecurring charges associated with a service order. A customer may not make partial payment of such charges and then receive installment billing for the remainder of such charges.

d. If a customer fails to pay any of the installments when due, the Company may, at its option, declare the entire balance accrued thereon immediately due and payable. Upon such default, the Company may exercise any and all remedies available to it including the right to terminate telephone service.

e. Installment billing will be continued even when service is temporarily suspended.

f. Installment billing is not available for nonrecurring charges billed back to the customer as a result of the customer's termination of a service before the end of a service commitment period that is established in conjunction with a promotion.

g. No interest or finance charges apply.

GENERAL REGULATIONS

2.5 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

10. Digital Billing

a. Digital billing provides a complete version of the bill, including bill detail bill messages and inserts. Digital billing is available online, by email and in mobile app. Digital billing customers will receive the digital bill based on preferences managed by the customer, including a notification when the bill is ready to view. Upon election to digital billing, the paper version will be discontinued. If a customer elects to receive both the digital bill and a paper bill, a monthly charge will apply. Digital bill payment and auto pay can also be managed online, in mobile app, or with Frontier's automated phone system.

b. Rates

	Monthly Rate	
	Residence	Business
Rate for Digital Billing with Duplicate paper bill	$5.00	$5.00

11. Late Payment Charge

a. Residential Customers - A Late Payment Charge of 1.5% or $9.00, (whichever is greater) will be applied to a customer's bill.

b. Business Customers - A Late Payment Charge of 1.5% plus $14.00 of the unpaid balance is applicable. (I)

GENERAL REGULATIONS

2.5 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

12. Convenience Fee

a. 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.

b. 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.

	Nonrecurring Charge	
Convenience Fee, per occurrence	$10.00	(I)

GENERAL REGULATIONS

2.6 LIABILITY OF THE COMPANY

1. Defacement of Premises

   The Company is not liable for any defacement or damage to the customer's premises for any reason when such defacement or damage is not the result of the negligence of the Company.

2. Provision of Service and Equipment in Explosive Atmospheres

   No liability shall attach to the Company for damages alleged to have arisen from the use of the Company's service in explosive atmospheres and the Company may refuse to provide, maintain or restore service in such atmospheres or at outdoor or other locations, which in its judgment, are not suitable for the location of its service and facilities, unless protective equipment or special devices as may be available for use in such location is provided by the customer.

3. Connections Involving Other Telephone Companies

   When the lines of other telephone companies are used in establishing connections to points not reached by Company lines, the latter company is not liable for any act or omission of the other company or companies.

4. Directory Errors or Omissions

   No liability shall accrue to the Company for errors or omissions in the making up or printing of its directories except in the case of listings for which rates apply. In such cases its liability shall be limited to a refund at the monthly rate for each listing for the time the error or omission continues after reasonable notice in writing to the Company.

5. Indemnifying Agreement

   The Company shall be indemnified and saved harmless by the customer against: claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over Company facilities or the use thereof, claims for infringement of patents arising from combining facilities furnished by the Company with, or using the facilities in connection with, apparatus and systems of the customer and all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Company.

GENERAL REGULATIONS

2.7 CUSTOMER COMPLAINT PROCEDURES

A customer or prospective customer may initiate a complaint with the Company on any relevant matter by telephone, in person or in writing directed to the Company at any of its offices. The Company's response to the complaint will generally be in the same form used by the customer. However, the Company may respond to written complaints by telephone or personal visits when it believes such communications will be effective in resolution of the issues.

The customer may at any point during resolution of the complaint seek review by a Supervisor or Manager. If the customer is still not satisfied, the nature of the complaint with sufficient detail to afford an investigation should be documented and addressed to: Customer Services Manager, P. O. Box 1038, Fort Dodge, Iowa 50501.

2.8 PROVISION OF INSIDE STATION WIRING AND INSIDE PLANT

1. General

   The Company does not install, repair or maintain inside station wiring on a regulated basis. Provision and maintenance of inside station wiring is the responsibility of the customer. Installation of new inside station wiring or repair and maintenance of existing inside station wiring may be performed by the customer, by the Company at the customer's request, or by any other party. If the Company is requested by the customer to provide the services, applicable nonregulated charges will be billed to the customer.

2. Indemnifying Agreement

   No liability shall attach to the Company for injury to person or property for damages alleged to have arisen from the installation, connection, maintenance, repair and use of inside station wiring on the customer's premises, when such injury or damage is not the result of negligence of the Company or its employees. The customer indemnifies and save the Company harmless from any and all liability, damages, losses, claims or demands of any kind arising from combining facilities furnished by the Company with, or using inside station wiring in connection with, the facilities provided by the Company, and all other claims arising out of any act or omission of the customer or any other person or relation to the installation, connection, removal, maintenance or repair of inside station wiring or inside plant.

GENERAL REGULATIONS

RESERVED FOR FUTURE USE (T)

(D)

(D)

GENERAL REGULATIONS

2.9 Reserved for future use (C)

(D)

(D)

GENERAL REGULATIONS

2.10 TOLL BLOCKING SERVICE

1. General

   A. Toll blocking service provides denial of outgoing 0+ and 1+ long distance calls for central office access lines or trunks.

   B. This service is provided only where central office capabilities permit the offering.

2. Rates

	Month Rate	Nonrecurring Charge
Toll Blocking Service (outgoing calls only)	No Charge	No charge

3. Conditions

   A. The customer shall not be permitted to place outgoing calls to an operator or any part of the 0+ or 1+ long distance network when this service is in effect.

   B. Incoming calls are not restricted.

GENERAL REGULATIONS

2.11 COMPETITIVE RESPONSE

1. RESIDENCE COMPETITIVE RESPONSE PROGRAM

A. Description

The Residence Competitive Response Program is an offering to residence customers who have left the Company for another telecommunications provider for their local exchange service and are now returning.

The Company will offer incentives to customers who return for their telecommunications needs.

B. Terms and Conditions

1. This competitive response offering will only be offered to customers returning to the Company from a competing telecommunications provider.

2. Residence customers will receive the waivers only on their initial return to the Company for their local exchange service.

3. Periods and provisions of this offer will be determined by the Company.

4. The Company reserves the right to discontinue this offer, without further proceedings or approvals, upon thirty days' notice to the Iowa Utilities Board.

5. A reseller will receive from the Company any combination of the recurring or nonrecurring waivers available under the Residence Competitive Response Program that the reseller, in its sole discretion, offers to a customer returning to the reseller from the Company. With respect to customer nonrecurring charges that are waived by the reseller, the reseller will receive from the Company a waiver of any customary or contractual nonrecurring charges associated with migrating the customer to the reseller, including but not limited to customer change charges; provided, however that the amount of such waived nonrecurring charges will not exceed the lesser of (1) the amount waived by the reseller, (2) the amount of the Company nonrecurring charges, or (3) the Residence Competitive Response program maximum. Waivers shall be available to the reseller based on the characteristics of the end-user customer involved, regardless of the service purchased by the reseller to provide service to the customer.

GENERAL REGULATIONS

2.11 COMPETITIVE RESPONSE (Cont'd)

1. RESIDENCE COMPETITIVE RESPONSE PROGRAM (Cont'd)

C. Rates and Charges

1. Customers returning to the Company for their local exchange service will receive either a waiver of the current nonrecurring charge, up to two months of recurring rates, or both, on selected services determined by the Company. Amounts and types of the waivers will vary.

2. Total local exchange service charges waived will not exceed $100.00 per customer location.

2. BUSINESS COMPETITIVE RESPONSE PROGRAM

A. Description

The Business Competitive Response Program is an offering to business customers who have terminated or canceled all or part of their services with the Company and established service with another telecommunications provider, and such business customers are reestablishing some material part of their services with the Company.

In accordance with the terms of this Business Competitive Response Program, the Company may offer incentive(s) to such returning business customers.

B. Terms and Conditions

1. The Business Competitive Response Program may be offered only to business customers returning to the Company from a competing telecommunications provider.

2. The Company may offer returning business customers incentives in the form of a credit on the business customer's bill after the business customer actually reestablishes the agreed upon service with the Company.

3. Business customers may not obtain the incentive(s) or any credits after their first or initial return to the Company for which incentive credit(s) have been provided.

GENERAL REGULATIONS

2.11 COMPETITIVE RESPONSE (Cont'd)

2. BUSINESS COMPETITIVE RESPONSE PROGRAM (Cont'd)

B. Terms and Conditions (Cont'd)

4. Business customers may receive the incentive credit(s) only in connection with services that are reestablished or established upon the initial return to the Company.

5. On contractual services, business customers are required to sign a contract in order receive a waiver.

6. A reseller will receive from the Company any combination of the recurring or nonrecurring waivers available under the Business Competitive Response Program that the reseller, in its sole discretion, offers to a customer returning to the reseller from the Company. With respect to customer nonrecurring charges that are waived by the reseller, the reseller will receive from the Company a waiver of any customary or contractual nonrecurring charges associated with migrating the customer to the reseller, including but not limited to customer change charges; provided, however that the amount of such waived nonrecurring charges will not exceed the lesser of (1) the amount waived by the reseller, (2) the amount of the Company nonrecurring charges, or (3) the Business Competitive Response program maximum. Waivers shall be available to the reseller based on the characteristics of the end-user customer involved, regardless of the service purchased by the reseller to provide service to the customer.

C. Rates and Charges

1. Customers returning to the Company for their local exchange service will receive either a waiver of the current nonrecurring charge, up to two months of recurring rates, or both, on selected services determined by the Company. Amounts and types of the waivers will vary.

2. Total local exchange service charges waived will not exceed $100.00 per customer location.

GENERAL REGULATIONS

2.11 COMPETITIVE RESPONSE (Cont'd)

3. RESIDENCE CUSTOMER INCENTIVE PROGRAM (N)

A. Description

The Customer Incentive Program is an offering for potential new residence local exchange customers and existing residence local exchange customers to encourage the retention or continuation of existing services by those existing customers.

B. Terms and Conditions

1. This Customer Incentive Program may be offered to potential new residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.

2. For a potential new residence customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.

3. To qualify for these offers, a residence customer is required to have a satisfactory credit rating with the Company.

4. For a potential new residence local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the residence customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be terminating service early if the customer moves to another Company service of equal or greater value. (N)

GENERAL REGULATIONS

2.11 COMPETITIVE RESPONSE (Cont'd)

3. RESIDENCE CUSTOMER INCENTIVE PROGRAM (Cont'd)

B. Terms and Conditions (Cont'd)

5. The recipients of the Customer Incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in C.1., following.

6. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange residence customer is not inconsistent with the provisions of this Service Catalog and the amount does not exceed the maximum amount set forth in C.1. following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate. (T) (T)

7. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:

(a) The sales channel through which the products are sold.
(b) A specific geographic area.
(c) Existing customers who request to have one or more products disconnected.
(d) Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under C.1., following.
(e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.

8. The Company reserves the right to discontinue this offer. However, existing incentive arrangements will continue under their terms.

GENERAL REGULATIONS

2.11 COMPETITIVE RESPONSE (Cont'd)

3. RESIDENCE CUSTOMER INCENTIVE PROGRAM (Cont'd) (N)

C. Rates and Charges

1. The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

(a) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s), or

(b) A waiver of up to three months of the recurring rate(s) or charge(s), or

(c) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or

(d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of non-cash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of C.1.(c) above, shall be used.

2. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time or spread over a period of up to 12 months in a fashion determined by the Company.

3. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s). (N)

GENERAL REGULATIONS

2.11 COMPETITIVE RESPONSE (Cont'd)

4. BUSINESS CUSTOMER INCENTIVE PROGRAM

A. Description

The Customer Incentive Program is an offering for potential new business local exchange customers and to existing business local exchange customers to encourage the retention or continuation of existing services by those existing customers.

B. Terms and Conditions

1. This Custom Incentive Program may be offered to potential new business local exchange customers. In addition, the Company may provide a retention benefit to any existing business customer who has retained a service for some period of time.

2. For a potential new business customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.

3. To qualify for these offers, a business customer is required to have a satisfactory credit rating with the Company.

4. For a potential new business local exchange customer, the Company may condition its offers upon the customer remaining with the Company for a minimum of one year. Any minimum period of time shall be identified to the business customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be terminating service early if the customer moves to another Company service of equal or greater value.

5. The recipients of the Customer Incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in C.1., following.

GENERAL REGULATIONS

2.11 COMPETITIVE RESPONSE (Cont'd)

4. BUSINESS CUSTOMER INCENTIVE PROGRAM (Cont'd)

B. Terms and Conditions (Cont'd)

6. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange business customer is not inconsistent with the provisions of this Service Catalog and the amount does not exceed the maximum amount set forth in C.1., following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate. (T) (T)

7. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:

(a) The sales channel through which the products are sold.

(b) A specific geographic area.

(c) Existing customers who request to have one or more products disconnected.

(d) Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under C.1., following.

(e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.

8. The Company reserves the right to discontinue this offer. However, existing incentive arrangements will continue under their terms.

GENERAL REGULATIONS

2.11 COMPETITIVE RESPONSE (Cont'd)

4. BUSINESS CUSTOMER INCENTIVE PROGRAM (Cont'd) (N)

C. Rates and Charges

1. The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

(a) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s), or

(b) A waiver of up to three months of the recurring rate(s) or charge(s), or

(c) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or (N)

(d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of non-cash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of C.1.(c) above, shall be used.

2. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time or spread over a period of up to 12 months in a fashion determined by the Company.

3. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

2.12 SPECIAL PRICING

A customer may be charged, under contract, a price other than a price in this Service Catalog when market conditions or differences in the cost of providing a service or service element justify a different price for a particular customer.

BASIC LOCAL EXCHANGE SERVICE

3.1 GENERAL

Local exchange service rates are established under a statewide grouping plan recognizing both value and cost of service and based upon the number of telephones (as defined later) available, without toll charge, within the local calling service area. In this manner, local exchange service rates are applied uniformly throughout the state by size of exchange and scope of service available to customers.

3.2 STATEWIDE RATE SCHEDULES

1. Flat Rate Schedule

   a. Rates for the principle classes of service for each exchange are established by rate groups, which are determined by the total number of central office access lines within the local calling area as detailed in 3.4, which can be called without a toll charge from any exchange telephone of such exchange.

   b. The rates specified for flat rate service entitle customers to an unlimited number of messages to all stations bearing the designation of central offices within the serving exchange. Calling to additional exchanges as shown in Section 3.4, Local Calling Areas, Extended Area Service is provided at the applicable EAS additive as specified herein.

   c. Flat rates for Primary Residence Service and Basic Business Service are regulated and can be found in the Company's Service Catalog. (T)

   d. Rate Group Classification

Rate Group	Central Office Access Lines and Equivalents	Exchange(s)
1	0 - 2,000	Ashton, Bedford, Charter Oak, Corning, Coulter, Dow City, Early, George, Holstein, Kingsley, Latimer, Lenox, Pierson, Sac City, Sharpsburg, Sheffield, Swaledale, Thornton, Washta
2	2,001 - 40,000	Alexander, Battle Creek, Belmond, Brunsville, Denison, Fort Dodge, Goodell, Ida Grove, Le Mars, Meservey, Nemaha, Orange City, Otho, Rowan, Struble
3	40,001 and above	Carson, Oakland, Treynor

BASIC LOCAL EXCHANGE SERVICE

3.2 STATEWIDE RATE SCHEDULES (Cont'd)

1. Flat Rate Schedule (Cont'd)

d. Reclassification

When it develops that the number of access lines or equivalents in any exchange calling area has exceeded or fallen below the limit of its rate group, the Company shall proceed to reclassify any such exchange to its proper rate group and make appropriate Catalog filings with the existing state regulatory authority. Such excess or deficit in access lines or equivalents will be considered to have been reached for rate group reclassification purposes when the access lines or equivalents of the exchange calling area has exceeded or has fallen below the limits of its rate group, for a period of six consecutive months and when the total number of access lines deviates more than five (5) percent from the range of its current rate group as specified in the following tables:

Rate Group	Deviation Limits
1	0 - 2,100
2	1,900 - 42,000
3	38,000 - and above

e. Local Exchange Rates

Grade of Service	RATE GROUP 1	2	3
BUSINESS SERVICE			
One Party	$71.75 (I)	$76.60 (I)	$90.50 (I)
Key Trunk	61.75 (I)	41.60	66.60 (I)
Data Trunk	21.75	26.60	41.60
PBX Trunk	140.95	148.00	148.00
Pay Tel	21.79	48.61 (I)	26.60
NONPRIMARY RESIDENCE SERVICE			
One Party	$20.00	$20.00	$25.00
R1 Rotary	$20.00	$20.00	$25.00
Key Trunk	17.79	23.61	39.60

BASIC LOCAL EXCHANGE SERVICE

3.2 STATEWIDE RATE SCHEDULES (Cont'd)

2. Extended Area Service

a. General

(1) Extended Area Service, herein termed as EAS, is provided by means of special EAS trunks from the exchange hereinafter listed to the related exchanges or service areas appearing under the heading "Local Calling Area." If a customer elects to use message toll facilities, the message rates indicated in this Company's toll Catalog apply in addition to monthly recurring EAS charges.

b. The application of EAS rates and schedules as set forth in this Section is grandfathered for route(s) particular to each exchange. Rates for new EAS routes will be based on the cost of providing the service plus any loss of any interexchange access revenues resulting from the establishment of a new EAS route.

(1) Rates based on cost plus loss of interexchange access revenues for a new EAS route are subject to prior approval of the Iowa State Utilities Board. Rates must be approved prior to the conduct of an EAS survey in the particular exchange involved. Customers will be informed of the new EAS rate component at the time the survey seeking approval of the new EAS route is conducted.

(2) The new EAS rate component will not be implemented unless the customers in the exchange involved vote in favor of establishing the new EAS route. The new EAS rate component will become effective on the date the new EAS route is in service between the exchanges involved.

(3) The new EAS rate component will be in addition to any existing rate component for existing EAS routes.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service

ALEXANDER, IOWA
Rate Group 2
EAS to Belmond, Coulter, Latimer, Meservey, Rowan

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	41.60	5.54	47.14	(I)
Data Trunk	DA	26.60	5.54	32.14	
PBX Trunk	PB	148.00	5.54	153.54	(I)
Pay Tel **	CP	48.61	5.54	54.15	(I)
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	3.09	23.09	
R1 Rotary *	R1	20.00	3.09	23.09	
Key Trunk	KY	23.61	3.09	26.70	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

ASHTON, IOWA
Rate Group 1
EAS to George

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	61.75	3.72	65.47	(I)
Data Trunk	DA	21.75	3.72	25.47	
PBX Trunk	PB	140.95	3.72	144.67	(I)
Pay Tel **	CP	21.79	3.72	25.51	
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	2.19	22.19	
R1 Rotary *	R1	20.00	2.19	22.19	
Key Trunk	KY	17.79	2.19	19.98	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

BATTLE CREEK, IOWA
Rate Group 2
EAS to Ida Grove

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	41.60	3.51	45.11	(I)
Data Trunk	DA	26.60	3.51	30.11	
PBX Trunk	PB	148.00	3.51	151.51	(I)
Pay Tel **	CP	48.61	3.51	52.12	(I)
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	1.97	21.97	
R1 Rotary *	R1	20.00	1.97	21.97	
Key Trunk	KY	23.61	1.97	25.58	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

BEDFORD, IOWA
Rate Group 1
EAS to Gravity

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	61.75	2.31	64.06	(I)
Data Trunk	DA	21.75	2.31	24.06	
PBX Trunk	PB	140.95	2.31	143.26	(I)
Pay Tel **	CP	21.75	2.31	24.06	
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	1.34	21.34	
R1 Rotary *	R1	20.00	1.34	21.34	
Key Trunk	KY	17.79	1.34	19.13	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

BELMOND, IOWA
Rate Group 2
EAS to Alexander, Goodell, Meservey, Rowan

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	61.60	4.06	65.66	(I)
Data Trunk	DA	26.60	4.06	30.66	
PBX Trunk	PB	148.00	4.06	152.06	(I)
Pay Tel **	CP	48.61	4.06	52.67	(I)
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	2.31	22.31	
R1 Rotary *	R1	20.00	2.31	22.31	
Key Trunk	KY	23.61	2.31	25.92	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

BRUNSVILLE, IOWA
Rate Group 2
EAS to Le Mars, Struble

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	41.60	4.57	46.17	(I)
Data Trunk	DA	26.60	4.57	31.17	
PBX Trunk	PB	148.00	4.57	152.57	(I)
Pay Tel **	CP	48.61	4.57	53.18	(I)
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	2.52	22.52	
R1 Rotary *	R1	20.00	2.52	22.52	
Key Trunk	KY	23.61	2.52	26.13	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

CARSON, IOWA
Rate Group 3
EAS to Council Bluffs, Macedonia, Oakland, Omaha NE, Treynor

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	66.60	---	66.60	(I)
Data Trunk	DA	41.60	---	41.60	
PBX Trunk	PB	148.00	---	148.00	(I)
Pay Tel **	CP	26.60	---	26.60	
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	25.00	---	25.00	
R1 Rotary *	R1	25.00	---	25.00	
Key Trunk	KY	41.60	---	41.60	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

CHARTER OAK, IOWA
Rate Group 1

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	61.75	--	61.75	(I)
Data Trunk	DA	21.75	--	21.75	
PBX Trunk	PB	140.95	--	140.95	(I)
Pay Tel **	CP	21.79	--	21.79	
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	--	20.00	
R1 Rotary *	R1	20.00	--	20.00	
Key Trunk	KY	17.79	--	17.79	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

CORNING, IOWA
Rate Group 1

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	61.75	--	61.75	(I)
Data Trunk	DA	21.75	--	21.75	
PBX Trunk	PB	140.95	--	140.95	(I)
Pay Tel **	CP	21.79	--	21.79	(I)
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	--	20.00	
R1 Rotary *	R1	20.00	--	20.00	
Key Trunk	KY	17.79	--	17.79	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

COULTER, IOWA
Rate Group 1
EAS to Alexander, Latimer

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	61.75	3.72	65.47	(I)
Data Trunk	DA	21.75	3.72	25.47	
PBX Trunk	PB	140.95	3.72	144.67	(I)
Pay Tel **	CP	21.75	3.72	25.47	
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	2.19	22.19	
R1 Rotary *	R1	20.00	2.19	22.19	
Key Trunk	KY	17.79	2.19	19.98	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

DENISON, IOWA
Rate Group 2

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	41.60	--	41.60	(I)
Data Trunk	DA	26.60	--	26.60	
PBX Trunk	PB	148.00	--	148.00	(I)
Pay Tel **	CP	48.61	--	48.61	(I)
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	--	20.00	
R1 Rotary *	R1	20.00	--	20.00	
Key Trunk	KY	23.61	--	23.61	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

DOW CITY, IOWA
Rate Group 1

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	61.75	--	61.75	(I)
Data Trunk	DA	21.75	--	21.75	
PBX Trunk	PB	140.95	--	140.95	(I)
Pay Tel **	CP	21.79	--	21.79	
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	--	20.00	
R1 Rotary *	R1	20.00	--	20.00	
Key Trunk	KY	17.79	--	17.79	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

EARLY, IOWA
Rate Group 1
EAS to Nemaha

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	61.75	2.73	64.48	(I)
Data Trunk	DA	21.75	2.73	24.48	
PBX Trunk	PB	140.95	2.73	143.68	(I)
Pay Tel **	CP	21.79	2.73	24.52	
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	1.55	21.55	
R1 Rotary *	R1	20.00	1.55	21.55	
Key Trunk	KY	17.79	1.55	19.34	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

FORT DODGE, IOWA
Rate Group 2
EAS to Otho

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	41.60	1.75	43.35	(I)
Data Trunk	DA	26.60	1.75	28.35	
PBX Trunk	PB	148.00	1.75	149.75	(I)
Pay Tel **	CP	48.61	1.75	50.36	(I)
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	.98	20.98	
R1 Rotary *	R1	20.00	.98	20.98	
Key Trunk	KY	48.61	.98	49.59	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

GEORGE, IOWA
Rate Group 1
EAS to Ashton, Little Rock

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	61.75	3.51	65.26	(I)
Data Trunk	DA	21.75	3.51	25.26	
PBX Trunk	PB	140.95	3.51	144.46	(I)
Pay Tel **	CP	21.75	3.51	25.26	
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	1.97	21.97	
R1 Rotary *	R1	20.00	1.97	21.97	
Key Trunk	KY	17.79	1.97	19.76	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

GOODELL, IOWA
Rate Group 2
EAS to Belmond, Meservey

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	46.60	4.06	50.66	(I)
Data Trunk	DA	26.60	4.06	30.66	
PBX Trunk	PB	148.00	4.06	152.06	(I)
Pay Tel **	CP	48.61	4.06	52.67	(I)
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	2.31	22.31	
R1 Rotary *	R1	20.00	2.31	22.31	
Key Trunk	KY	23.61	2.31	25.92	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

HOLSTEIN, IOWA
Rate Group 1

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	61.75	--	61.75	(I)
Data Trunk	DA	21.75	--	21.75	
PBX Trunk	PB	140.95	--	140.95	(I)
Pay Tel **	CP	21.75	--	21.75	
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	--	20.00	
R1 Rotary *	R1	20.00	--	20.00	
Key Trunk	KY	17.79	--	17.79	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

IDA GROVE, IOWA
Rate Group 2
EAS to Battle Creek

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	41.60	2.73	44.33	(I)
Data Trunk	DA	26.60	2.73	29.33	
PBX Trunk	PB	148.00	2.73	148.73	(I)
Pay Tel **	CP	48.61	2.73	51.34	(I)
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	1.55	21.55	
R1 Rotary *	R1	20.00	1.55	21.55	
Key Trunk	KY	23.61	1.55	25.16	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

KINGSLEY, IOWA
Rate Group 1
EAS to Pierson

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	61.75	2.73	64.48	(I)
Data Trunk	DA	21.75	2.73	24.48	
PBX Trunk	PB	140.95	2.73	143.68	(I)
Pay Tel **	CP	21.75	2.73	24.48	
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	1.55	21.55	
R1 Rotary *	R1	20.00	1.55	21.55	
Key Trunk	KY	17.79	1.55	19.34	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

LATIMER, IOWA
Rate Group 1
EAS to Alexander, Coulter

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	61.75	3.09	64.84	(I)
Data Trunk	DA	21.75	3.09	24.84	
PBX Trunk	PB	140.95	3.09	144.04	(I)
Pay Tel **	CP	21.75	3.09	24.84	
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	1.75	21.75	
R1 Rotary *	R1	20.00	1.75	21.75	
Key Trunk	KY	17.79	1.75	19.54	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

LE MARS, IOWA
Rate Group 2
EAS to Brunsville, Struble

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	41.60	2.31	43.91	(I)
Data Trunk	DA	26.60	2.31	28.91	
PBX Trunk	PB	148.00	2.31	150.31	(I)
Pay Tel **	CP	48.61	2.31	50.92	(I)
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	1.34	21.34	
R1 Rotary *	R1	20.00	1.34	21.34	
Key Trunk	KY	23.61	1.34	24.95	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

LENOX, IOWA
Rate Group 1
EAS to Sharpsburg

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	61.75	2.73	64.48	(I)
Data Trunk	DA	21.75	2.73	24.48	
PBX Trunk	PB	140.95	2.73	143.68	(I)
Pay Tel **	CP	21.75	2.73	24.48	
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	1.55	21.55	
R1 Rotary *	R1	20.00	1.55	21.55	
Key Trunk	KY	17.79	1.55	19.34	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

MESERVEY, IOWA
Rate Group 2
EAS to Alexander, Belmond, Goodell, Thornton

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	41.60	5.54	47.14	(I)
Data Trunk	DA	26.60	5.54	32.14	
PBX Trunk	PB	148.00	5.54	153.54	(I)
Pay Tel **	CP	48.61	5.54	54.15	(I)
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	3.09	23.09	
R1 Rotary *	R1	20.00	3.09	23.09	
Key Trunk	KY	23.61	3.09	26.70	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

NEMAHA, IOWA
Rate Group 2
EAS to Early, Sac City

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	41.60	4.57	46.17	(I)
Data Trunk	DA	26.60	4.57	31.07	
PBX Trunk	PB	148.00	4.57	152.57	(I)
Pay Tel **	CP	48.61	4.57	53.18	(I)
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	2.52	22.52	
R1 Rotary *	R1	20.00	2.52	22.52	
Key Trunk	KY	23.61	2.52	26.13	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

OAKLAND, IOWA
Rate Group 3
EAS to Carson, Council Bluffs, Macedonia, Omaha NE, Treynor

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	66.60	--	66.60	(I)
Data Trunk	DA	41.60	--	41.60	
PBX Trunk	PB	148.00	--	148.00	(I)
Pay Tel **	CP	26.60	--	26.60	
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	25.00	--	25.00	
R1 Rotary *	R1	25.00	--	25.00	
Key Trunk	KY	42.50	--	42.50	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

ORANGE CITY, IOWA
Rate Group 2
EAS to Alton, Hospers, Maurice, Sioux Center

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	41.60	4.53	46.13	(I)
Data Trunk	DA	26.60	4.53	31.13	
PBX Trunk	PB	148.00	4.53	152.53	(I)
Pay Tel **	CP	48.61	4.53	53.14	(I)
PRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	2.50	22.50	
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	2.50	22.50	
R1 Rotary *	R1	20.00	2.50	22.50	
Key Trunk	KY	24.61	2.50	27.11	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

OTHO, IOWA
Rate Group 2
EAS to Fort Dodge

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	41.60	4.57	46.17	(I)
Data Trunk	DA	26.60	4.57	31.17	
PBX Trunk	PB	148.00	4.57	152.57	(I)
Pay Tel **	CP	48.61	4.57	53.18	(I)
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	2.52	22.52	
R1 Rotary *	R1	20.00	2.52	22.52	
Key Trunk	KY	23.61	2.52	26.13	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

PIERSON, IOWA
Rate Group 1
EAS to Kingsley, Washta

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	61.75	4.06	65.81	(I)
Data Trunk	DA	21.75	4.06	25.81	
PBX Trunk	PB	140.95	4.06	145.01	(I)
Pay Tel **	CP	21.75	4.06	25.81	
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	2.31	22.31	
R1 Rotary *	R1	20.00	2.31	22.31	
Key Trunk	KY	17.79	2.31	20.10	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

ROWAN, IOWA
Rate Group 2
EAS to Alexander, Belmond

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	41.60	4.57	46.17	(I)
Data Trunk	DA	26.60	4.57	31.17	
PBX Trunk	PB	148.00	4.57	152.57	(I)
Pay Tel **	CP	48.61	4.57	53.18	(I)
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	2.52	22.52	
R1 Rotary *	R1	20.00	2.52	22.52	
Key Trunk	KY	23.61	2.52	26.13	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

SAC CITY, IOWA
Rate Group 1
EAS to Nemaha

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	61.75	2.31	64.06	(I)
Data Trunk	DA	21.75	2.31	24.06	
PBX Trunk	PB	140.95	2.31	143.26	(I)
Pay Tel **	CP	21.79	2.31	24.10	
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	1.34	21.34	
R1 Rotary *	R1	20.00	1.34	21.34	
Key Trunk	KY	17.79	1.34	19.13	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

SHARPSBURG, IOWA
Rate Group 1
EAS to Lenox

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	61.75	3.51	65.26	(I)
Data Trunk	DA	21.75	3.51	25.26	
PBX Trunk	PB	140.95	3.51	144.46	(I)
Pay Tel **	CP	21.75	3.51	25.26	
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	1.97	21.97	
R1 Rotary *	R1	20.00	1.97	21.97	
Key Trunk	KY	17.79	1.97	19.76	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

SHEFFIELD, IOWA
Rate Group 1

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	61.75	--	61.75	(I)
Data Trunk	DA	21.75	--	21.75	
PBX Trunk	PB	140.95	--	140.95	(I)
Pay Tel **	CP	21.75	--	21.75	
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	--	20.00	
R1 Rotary *	R1	20.00	--	20.00	
Key Trunk	KY	17.79	--	17.79	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

STRUBLE, IOWA
Rate Group 2
EAS to Brunsville, Le Mars

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	41.60	4.78	46.38	(I)
Data Trunk	DA	26.60	4.78	31.38	
PBX Trunk	PB	148.00	4.78	152.78	(I)
Pay Tel **	CP	48.61	4.78	53.39	(I)
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	2.73	22.73	
R1 Rotary *	R1	20.00	2.73	22.73	
Key Trunk	KY	23.61	2.73	26.34	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

SWALEDALE, IOWA
Rate Group 1
EAS to Thornton

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	61.75	2.73	64.48	(I)
Data Trunk	DA	21.75	2.73	24.48	
PBX Trunk	PB	140.95	2.73	143.68	(I)
Pay Tel **	CP	21.75	2.73	24.48	
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	1.55	21.55	
R1 Rotary *	R1	20.00	1.55	21.55	
Key Trunk	KY	17.79	1.55	19.34	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

THORNTON, IOWA
Rate Group 1
EAS to Meservey, Swaledale

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	61.75	3.09	64.84	(I)
Data Trunk	DA	21.75	3.09	24.84	
PBX Trunk	PB	140.95	3.09	144.04	(I)
Pay Tel **	CP	21.75	3.09	24.84	
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	1.75	21.75	
R1 Rotary *	R1	20.00	1.75	21.75	
Key Trunk	KY	17.79	1.75	19.54	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

TREYNOR, IOWA
Rate Group 3
EAS to Carson, Oakland, Council Bluffs, Omaha

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	66.60	0.00	66.60	(I)
Data Trunk	DA	41.60	0.00	41.60	
PBX Trunk	PB	148.00	0.00	148.00	(I)
Pay Tel **	CP	26.60	0.00	26.60	
NONPRIMARY ESIDENCE SERVICE					
One Party	R1	25.00	0.00	25.00	
R1 Rotary *	R1	25.00	0.00	25.00	
Key Trunk	KY	41.60	0.00	41.60	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.3 MONTHLY EXCHANGE RATES (Including EAS rates where applicable)

1. Flat Rate Service (Cont'd)

WASHTA, IOWA
Rate Group 1
EAS to Pierson

CLASSES AND GRADES OF SERVICE

Class of Service	Service Type	ACCESS LINE Rate (1)	EAS ADDITIVE Rate (2)	EAS ADDITIVE Total (1+2)	
BUSINESS SERVICE					
Key Trunk	KY	61.75	3.09	64.84	(I)
Data Trunk	DA	21.75	3.09	24.84	
PBX Trunk	PB	140.95	3.09	144.40	(I)
Pay Tel **	CP	21.79	3.09	24.88	
NONPRIMARY RESIDENCE SERVICE					
One Party	R1	20.00	1.75	21.75	
R1 Rotary *	R1	20.00	1.75	21.75	
Key Trunk	KY	17.79	1.75	19.54	

* Rotary Line Service rate also applies, as specified in Section 3.
** Also includes SP and PP service.

BASIC LOCAL EXCHANGE SERVICE

3.4 LOCAL CALLING AREAS

The Local Calling Area includes the Home Exchange and EAS exchanges, if applicable.

BILLING RATE GROUP	HOME EXCHANGE	EAS EXCHANGES
2	Alexander	Belmond, Coulter, Latimer, Meservey, Rowan
1	Ashton	George
2	Battle Creek	Ida Grove
1	Bedford	Gravity
2	Belmond	Alexander, Goodell, Meservey, Rowan
2	Brunsville	Le Mars, Struble
3	Carson	Council Bluffs, Macedonia, Oakland, Omaha NE, Treynor
1	Charter Oak	
1	Corning	
1	Coulter	Latimer, Alexander
2	Denison	
1	Dow City	
1	Early	Nemaha
2	Fort Dodge	Otho
1	George	Ashton, Little Rock
2	Goodell	Belmond, Meservey
1	Holstein	
2	Ida Grove	Battle Creek
1	Kingsley	Pierson
1	Latimer	Alexander, Coulter
2	Le Mars	Brunsville, Struble
1	Lenox	Sharpsburg
2	Meservey	Alexander, Belmond, Goodell, Thornton
2	Nemaha	Sac City, Early
3	Oakland	Carson, Council Bluff, Omaha NE, Treynor, Macedonia
*	Orange City	Alton, Hospers, Maurice, Sioux Center
2	Otho	Fort dodge
1	Pierson	Kingsley, Washta
2	Rowan	Belmond, Alexander
1	Sac City	Nemaha
1	Sharpsburg	Lenox
1	Sheffield	
2	Struble	Brunsville, Le Mars
1	Swaledale	Thornton
1	Thornton	Meservey, Swaledale
3	Treynor	Carson, Council Bluffs, Omaha NE, Oakland
1	Washta	Pierson

*Unique

BASIC LOCAL EXCHANGE SERVICE

3.5 ROTARY LINE SERVICE

1. General

   a. Rotary line service provides a means whereby calls made to the first number of a rotary group will be automatically completed over the first idle line in the rotary group. If all lines are busy the calling party will receive the busy signal.

   a. This service is furnished only when the rotary numbers are available and only in connection with individual lines.

2. Rates and Charges

   Rotary line service will have a rate for the customer's class of service and exchange, in addition to the rate for local access service as outlined in Section 3.3, for each line so arranged. This rotary rate will not be applicable on PBX trunks, PBX station lines or Centrex station lines. Rotary service will be billed by means of a monthly rate adder.

	Monthly Rate
Rotary Line Rate	$5.91

SERVICE CHARGES

4.1 DEFINITIONS

1. Service Charges

A service charge consists of one or more of the following nonrecurring charges for work required due to customer request. The charges below are separately established in order to provide a reasonable basis for an equitable recovery of the costs incurred in the required operations.

a. Service order Charge – Applicable for receiving information and taking action in connection with a subscriber's or applicant's request. Service Order Charges are classified as either initial or subsequent. (T)

1. Service Order Charge - Initial (N)

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

2. Service Order Charge - Subsequent

Applicable to work done in receiving, recording and processing information necessary to execute an applicant's request for additions, moves, or changes to existing service. (N)

b. Central Office Connection Charge (T)

Applicable to 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.

c. Access Line Work Charge (N)

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

d. Reconnect Charge

A restoral charge is applicable to each reconnection of service that is temporarily disconnected for nonpayment. (N)

SERVICE CHARGES

4.2 APPLICATION

1. General

a. Service charges are applicable for all facilities and services furnished to the customer as indicated throughout this Catalog except as provided hereinafter.

b. Where the service desired requires more than one of the multi-element charges described in this Catalog, the total charge is the sum of the separate charges for each function required except as hereinafter provided. All line connection work requested at the same time for service on one premise will be covered by one service order charge.

c. When service is re-established at a location which has been destroyed by fire or made untenable by fire, service charges do not apply. If the customer desires service at the new location for a temporary period, the service charge will apply for the establishment of service at the temporary location.

e. Service charges may be required to be paid at the time of application for service, when the customer is also required to pay a deposit in advance as set forth in Section 2 of this Catalog. If an applicant is not required to make a deposit, service charges will not be charged earlier than the first regular monthly bill.

e. Service charges are not applicable for:

(1) Normal maintenance and repair of the Company's facilities and service.

(2) Change or correction in billing name or address when there is not a change in responsibility and no connection, disconnection, move or change in the service except as provided for dual name listing requests.

(3) Customer-premise equipment connected by the customer when no line connection or customer premises work is required.

(4) Change in features or services selected by subscribers to the Frontier Choice service package.

(5) Changes from Caller ID Number to Caller ID Name.

(6) Subsequent Service Order Charges on orders by existing customers for Custom Calling Services and packages thereof, Advanced Custom Calling Services and packages thereof, and the Service Packages specified in Section 11. Subject to the exclusion in Section 4.2.1.e. (5) above, the otherwise applicable service charge will be subsequently charged if the customer does not subscribe to the service for at least 12 continuous months. (T)

SERVICE CHARGES

4.2 APPLICATION (Cont'd)

1. General (Cont'd)

   f. Changes in the locations of terminations to points outside the customer's premises are considered new installations at the new location.

   g. In no case shall the combination of charges applicable for a move or change of equipment or services exceed the charges applicable for a new installation of those equipment or service items.

   h. The Company offers an installment billing option to residential customers. This installment billing option offered under the terms and conditions specified in Section 2., provides for billing one-time charges in three (3) equal monthly installments. (C) | (C)

2. Service Order Charges

   a. A service order charge will be applicable in addition to the appropriate line connection work, and/or installation charge(s).

   b. The initial service order charge is applicable for requests for initial connection of service and connection of additional local exchange lines, private, and leased line services and channels, off-premises station lines, or tie lines to an established service, and transfer of service involving change in name and responsibility whether or not there is a lapse in service. (T)

   c. The subsequent service order is applicable for requests for number change, directory service and change from business to residence service or residence to business service. (T)

   d. The initial service order charge and the subsequent service order charge cannot be applied on the same order. When an order requires work for which both the primary and subsequent service order charges would otherwise be applied, only the initial service order charge is applicable. (T) (T)

SERVICE CHARGES

4.2 APPLICATION (Cont'd)

2. Service Order Charges (Cont'd)

e. A complex service order charge applies for processing information relative to multi-line customer premises equipment, such as a key system or PBX, and Digital Centrex services.

f. For customers who request initial connection of Basic Local Exchange Service, the subsequent service order charge shall not apply to subsequent services that are ordered within 30 days after the installation of initial service. (T)

3. Central Office Connection Charge (T)

a. The Central Office Connection Charge is applicable for work in the central office and for work done in providing or rearranging the drop wire or outdoor circuit on the customer's premises required in: (T)

(1) Connection or reconnection of local exchange lines, local private lines, off-premises station lines and tie lines.

(2) Number changes on local exchange lines and trunks.

b. One Central Office Connection Charge applies for each line connected, and for each telephone number changed. (T)

When two or more segments of a local private line, tie line or off-premises station line are bridged in the central office, only one (1) Central Office Connection Charge will apply for each line. (T) (T)

c. The Central Office Connection Charge does not apply for transfer of service when there is no lapse in service. (T)

d. A complex Central Office Connection Charge applies for each line installed where a customer has multi-line customer premises equipment, such as a key system or PBX, or Digital Centrex services. (T)

SERVICE CHARGES

4.3 SCHEDULE OF SERVICE CHARGES

		Residence	Business	Complex	
1.	Schedule of Charges				
a.	Service Order Charges				
	1. Initial Order, each	$22.00	$23.00	$9.99	(I)
	2. Subsequent Order, each	$20.00	$22.00	$6.60	
b.	Central Office Connection Charge Per line, per central office	$20.00	$29.00	$16.77	
c.	Access Line Work Charge	$15.00	$15.00		
d.	Reconnect Charge	$45.00	$50.00		(I)
e.	Return Check Charge, per occasion	$25.00	$25.00		

4.4 RECONNECT CHARGE

When the service of a customer has been temporarily denied for nonpayment in accordance with the rules as set forth in Section 2, but the contract has not been terminated or the order to remove service has not been issued and completed, such service will be restored upon payment of the reconnect charge. In case service has been denied for nonpayment of charges due, in addition to the reconnect of service charge, the customer will be required to pay all the last past due current exchange bill, any advance required, applicable service connection charges, and any new or additional deposit at the time of restoration of service. Nonpayment or past due current exchange bill, as used herein, do not include charges for terminal equipment, new inside station wiring, other merchandise or yellow page advertising.

4.5 RETURN CHECK CHARGE

A service charge will be applied in each case where a check issued for deposit or payment on an account is returned by a bank unpaid.

SERVICE CHARGES

4.6 FRONTIER ROAD WORK RECOVERY SURCHARGE

1. General

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

2. Regulations

   a. Surcharge will be assessed at the time of billing.

   b. There will be no proration of charges.

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

3. Rates

	Monthly Rate Per Account	
Business	$4.00	(I)
Residence	$4.00	(I)

SERVICE CHARGES

4.7 DUAL PARTY RELAY SURCHARGE (N)

1. General

   This charge is per-access line assessment to fund the dual party relay service and equipment distribution program. The charge will apply to end user accounts who obtain local exchange service from the Telephone Company under its Local Exchange Service Catalog. The surcharge will be billed monthly per access line.

2. Regulations

   a. Surcharge will be assessed at the time of billing.

   b. There will be no proration of charges.

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

3. Rates

	Monthly Rate Per Access Line	
Business	$0.03	
Residence	$0.03	(N)

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 CONSTRUCTION CHARGES

1. Line Extensions (C)

An extension of Telephone Company facilities in locations where Telephone Company facilities currently do not exist will generally be made as follows:

a. Requests by service applicants

In situations where the Company believes that its costs to install facilities to provide services may not be recovered through subscription to such services, the Company may assess construction charges to the service applicant.

(1) Construction charges may include the recovery of all costs associated with placement of facilities, including direct and indirect engineering costs, material costs, costs of securing right-of-way, contractor costs and facility placement costs.

(2) Payment of construction charges may be required prior to the commencement of the work with which such construction charges are associated.

(3) The party paying for construction costs does not obtain any rights, of ownership or otherwise, in facilities provided by the Company. All facilities provided by the Company shall be under its exclusive control.

b. Real Estate Developments, Subdivisions and Apartment Complexes Placement of facilities to serve areas of subdivided land which may have only limited subscription to Company services results in an unreasonable risk to the Company that these costs may not be recovered through subscription to such services.

(1) "Subdivision" means the division of a lot, tract, or parcel of land into two or more lots, plats, sites, or other divisions of land for the purpose, whether immediate or future, of sale of or of building development.

(2) The Company may assess construction charges to the land developer, individual or party, requesting service or placement of facilities to serve any previously unserved portion of a subdivision.

(3) Construction charges may include the recovery of all costs associated with placement of facilities, including direct and indirect engineering costs, material costs, costs of securing right-of-way, contractor costs and facility placement costs. (C)

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 CONSTRUCTION CHARGES (Cont'd)

1. Line Extensions (Cont'd)

(C)

b. (Cont'd)

(4) Payment of construction charges may be required prior to the commencement of the work with which such construction charges are associated.

(5) The party paying for construction costs does not obtain any rights, of ownership or otherwise, in facilities provided by the Company. All facilities provided by the Company shall be under its exclusive control.

c. Provision of Private Right-of-Way

Where required by the conditions, applicants shall provide without expense to the Telephone Company, private right-of-way parallel to the public highway; such right-of-way shall be free from tree interference and otherwise suitable.

d. Distribution Plant on Private Property, Other Than Service Drops

When the customer desires that distribution plant on the customer's private property be placed underground - the Telephone Company having determined from the conditions that aerial facilities should be provided or having provided such facilities - the customer may pay the excess of the installed cost to the Telephone Company of the underground (buried) wire or cable over the cost of the aerial facilities and pays the cost of dismantling and removing any aerial facilities being changed.

(C)

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 CONSTRUCTION CHARGES (Cont'd)

2. Construction Charges, Special (C)

a. Special construction, based on cost in the form of installation charges, monthly charges, or both, may be applied in addition to the usual service connection charges and monthly rates when, because of unusual investment or expense, the revenue does not reasonably compensate the Company i.e. (1) when facilities are provided beyond the standard allowance, (2) when conditions require the provision of special equipment or unusual plant construction, installation or maintenance, or (3) when the customer's location requires annual payment for licenses or agreement for the use of Public or Private land.

b. Except as specified, title to all construction provided wholly or partly at a customer's expense is vested in the Company.

c. The cost to the Company for attachments to structures of other companies, made in lieu of providing construction for which the customer would be charged under the provisions hereof, is borne by the customer. The customer is required to pay construction charges made by another company providing facilities connecting with the facilities of the Company. (C)

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 CONSTRUCTION CHARGES (Cont'd)

3. Service Drops

a. Facilities Provided of Type Determined by Telephone Company

Service Drops are provided either by aerial facilities - on poles of the Telephone Company or of other companies - or by underground facilities (buried), and, except as covered in 2. below, the type of facilities used is determined by the Telephone Company from the conditions involved. For facilities of the type so determined, the following treatment applies:

(1) A Service Drop measuring not more than 250 feet is provided without construction charge. For the measured distance in excess of the 250 foot allowance, a facility charge may apply as described elsewhere in the Company's Service Catalog. (T)

(2) The measurement is the airline distance from the center of the highway paralleling the general distribution plant (located on or off the highway) to the terminal or drop at the customer's building, or the airline distance from the distribution plant to that terminal, whichever is shorter.

b. Facilities Provided of Different Type Than 1 Above

When from the conditions involved the Telephone Company determines that an aerial Service Drop should be provided and in lieu thereof the applicant desires underground or buried facilities, or when aerial facilities are used to provide service or channels to a customer and subsequently the customer requests that such facilities be placed underground, the following applies:

(1) Where cable is laid in conduit, the underground conduit shall be constructed and maintained by or at the expense of the customer and, in addition, the customer may pay the cost of the underground cable - including the cost of installing it - less the estimated cost to the Telephone Company of installing such aerial facilities (not in excess of the 250 foot allowance specified in C.1.a.) as would be (or is) required to furnish the same service. The underground conduit shall be constructed in accordance with plans and specifications furnished by the Telephone Company; ownership of the conduit is retained by the customer.

The duct or ducts required in the underground conduit by the Telephone Company to furnish service shall be reserved for its exclusive use.

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 CONSTRUCTION CHARGES (Cont'd)

4. Facility Relocation

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

5.2 CHARGES APPLICABLE FOR FACILITY EXTENSION (N)

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

5.3 CHARGES FOR OVERTIME WORK PERFORMED AT THE CUSTOMER'S REQUEST (T)

The rates and charges specified in the various sections of this Catalog and in the other Catalogs of this Company contemplate that all work on the customer's premises be performed during regular working hours and that such work once begun will not be interrupted by the customer. If a customer requests that such work be performed outside of regular working hours, either to meet his convenience or because the time allowed is insufficient to permit construction during regular working hours, or interrupts such work which has begun, the customer may be required to bear any additional costs incurred.

5.4 SPECIAL SERVICE ARRANGEMENTS (T)

1. General

a. Where practicable, special service arrangements, not otherwise provided for in this Catalog, are furnished if they are in accord with authorized service offerings and if they are to be used in connection with and not detrimental to any of the services furnished by the Company. Charges for such special service arrangements will be based on the estimated costs of furnishing them.

b. Initial service periods exceeding one (1) month may be necessary for facilities and equipment provided under a special service arrangement.

c. The rates, charges and contract terms for the following items have been established to meet the particular requirements of certain customers at the locations indicated.

DIRECTORY LISTINGS

6.1 GENERAL

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

a. Only information necessary to identify the customer is included in these listings.

b. The Telephone Company may use abbreviations in listings when, in its judgment the clearness of the listing or the identification of the subscriber is not impaired.

c. The Telephone Company may reject a residence listing, which is judged to be business or advertising. The Telephone Company may reject a listing, which it judges to be objectionable or fictitious and contrived.

d. Special arrangement of names designed to secure a preferential position in the alphabetical list or listings which otherwise are objectionable are not acceptable.

e. A name made up by adding a term such as Company, Shop Agency, Works etc to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.

f. Listing charges date from the day the time it is available in directory assistance and continue until the expiration date of the printed directory in which they appear.

g. Incoming calls to Non-Publish service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. In the absence of willful misconduct, no liability for damages arising from publishing the telephone number of a Non-Publish service customer in the directory or disclosing a Non-Publish number to any calling party shall attach to the Company and where such number is published or disclosed by a Company employee, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such Non-Publish listing service.

h. The Company reserves the right to forward the name, address and telephone number of Non-Publish telephone number service customers to government agencies authorized by ordinance to establish E911 service and/or subscribing to or providing E911 service.

i. Non-Publish directory service telephone numbers associated with the line used by the calling party to place outgoing calls may be forwarded to subscribers of calling number ID. (C)

DIRECTORY LISTINGS

6.2 COMPOSITION OF LISTINGS (C)

1. Name

   a. Business Service

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

      1. The name of a subscriber
      2. The name of each business enterprise, which the subscriber conducts
      3. The name of a corporation, which is the parent or subsidiary of the subscriber

   b. Residence Service

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

2. Designation

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

3. Address

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

DIRECTORY LISTINGS

6.3 TYPES OF LISTING (N)

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

b. Additional Listing – A general term to denote any listing, regardless of the form, in addition to the primary listing. It may be a second listing of the primary number with different name or a listing for a telephone number for the same customer service. It may also be a cross reference listing which is a referral without a telephone number to another listing i.e. JC Penney's see Penney's. A business class of service may have a residential additional listing in order to populate a record in the residential section of a directory.

c. Foreign Exchange Listing – A listing appearing in a directory other than the directory in which local exchange service if furnished or associated with a service provider that does not have a directory listing agreement in place.

d. Extra Lines of Information – descriptive text that does not have a telephone number.

e. Non-Listing - A listing that is available in directory assistance but not printed in the telephone directory.

f. Non-Publish – A telephone number that is not listed in either directory assistance or in the telephone directory. (N)

DIRECTORY LISTINGS

6.4 RATES

	Monthly Rates Business		Residential
Primary Listing	No Charge		No Charge
Additional Listing	$44.00	(I)	$6.00
Foreign Exchange Listing	$11.50		$6.00
Extra Lines of Information	$44.00	(I)	$5.50
Non-Listing	$6.50		$6.50
Non-Publish	$7.00		$7.00

PAYPHONE SERVICE

7.1 GENERAL

1. Provision of Service

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

b. Any customer may provide payphones in locations that are accessible to the public by complying with applicable state and federal laws and the terms and conditions set forth herein. In addition to the terms and conditions contained in this section, the customer is subject to all other terms and conditions, plus rates and charges, contained in other sections of this Catalog.

c. Connection of payphone equipment to the local exchange network shall be in compliance with Section 12 of this Catalog and Part 68 of the Federal Communications Commission's Registration program. Payphone equipment must either be registered or connected behind an FCC registered coupler.

d. One listing in the white pages and one listing in the yellow pages of the Telephone Company directory will be provided for each Payphone Service line furnished. Alternatively, Payphone Service subscribers are allowed Non-Publish Service at no charge. (T)

PAYPHONE SERVICE

7.2 RESPONSIBILITY OF THE CUSTOMER

1. General Obligations

   a. The customer is responsible for the installation, operation, repair and maintenance of any payphone equipment used in connection with payphone service.

   b. It is the customer's obligation to ensure compliance with any applicable state or federal laws governing the installation and use of payphone equipment, such as, but not limited to, hearing aid compatibility and accessibility by the handicapped.

   c. The customer is responsible for the payment of all rates and charges incurred at the customer's premise through the provision of pay telephone service. These rates and charges include, but are not limited to toll, directory assistance and operator assistance charges where applicable, and any local service elements assessable to the customer.

2. Indemnifying Agreement

   a. No liability shall attach to the Telephone Company for injury to person or property for damages alleged to have arisen from the installation, connection, maintenance, repair and use of pay telephone equipment on the customer's premises, when such injury or damage is not the result of negligence of the Telephone Company or its employees. The customer indemnifies and saves the Telephone Company harmless from any and all liability, damages, losses, claims or demandsof any kind arising from combining facilities furnished by the Telephone Company with, or using pay telephone equipment in connection with, the facilities provided by the Telephone Company, and all other claims arising out of any act or omission of the customer or any other person in relation to the installation, connection, removal, maintenance or repair of payphone equipment.

3. Violation of Regulations

   a. Where the provision of payphone service is in violation of this Catalog, the Telephone Company will promptly notify the customer of the violation and will take whatever action is necessary for the protection of telecommunications network and Telephone Company employees.

   b. Failure of the customer to eliminate or correct the violation will result in suspension or permanent disconnection of the customer's service pursuant to Section 2 of this Catalog, until such time as any violation is cured.

PAYPHONE SERVICE

7.3 RATES AND CHARGES

1. Rates

   a. Applicable business rate as set forth in Section 3 of this Catalog.

   b. Extended area service and any other monthly recurring rates, as set forth throughout this Catalog, will apply where applicable.

   c. In addition to the rates and charges rate set forth in a. and b. above, a "Coin Supervision Additive", below, will apply when the Coin Supervision functionality must be provided by the Company.

	Per Month
Coin Supervision Additive, per line	$1.80

2. Charges

   b. In addition to monthly recurring rates, nonrecurring charges will apply, as set forth throughout this Catalog, for work performed on the customer's behalf.

ADJACENT EXCHANGE SERVICE

8.1 ADJACENT EXCHANGE SERVICE

1. General

a. Adjacent exchange service is a form of telephone service offered to meet certain customer requirements for telephone service from a contiguous exchange in addition to service from the exchange in which the customer is located.

b. Definition of Terms

(1) Primary Exchange - the exchange in which the customer is located.

(2) Adjacent Exchange - an exchange which is contiguous to the customer's primary exchange and from which the customer desires to receive telephone service.

(3) Interconnecting Point - the interconnecting point is the point at which the plant facility crosses the exchange boundary line between the primary and adjacent exchanges.

c. Adjacent exchange service will be furnished between any of this Company's exchanges and an adjacent exchange in the state of Iowa, whether the customer is located in an exchange of this Company or in an exchange of another company.

d. Installation, maintenance and ownership of the telephone plant and miscellaneous facilities shall be the responsibility of the telephone company in whose exchange area such plant and facilities are located. The customer is responsible for paying the full cost of establishing and maintaining the adjacent exchange service.

e. These adjacent exchange service rules shall not affect the terms under which a customer receives adjacent exchange service, if that customer subscribed to the service prior to April 26, 1988.

f. The customer shall subscribe to local service in the primary exchange in addition to the adjacent exchange. Primary exchange service may not be discontinued without also discontinuing adjacent exchange service.

Notice: The information contained in this document is subject to change.

ADJACENT EXCHANGE SERVICE

8.1 ADJACENT EXCHANGE SERVICE (Cont'd)

1. General (Cont'd)

   g. All long distance (toll) messages must be placed through the primary exchange, unless there is a service outage in the primary exchange.

   h. Adjacent Exchange Service is limited to individual line service and is furnished by means of facilities which best meet the plant and operating requirements of the Company.

   i. Violations of any Terms and Conditions of this Company will be cause for suspension or termination of the Adjacent Exchange Service, after appropriate notice.

   j. All negotiations for the establishment of Adjacent Exchange Service shall be between the prospective customer and the telephone company operating the exchange from which he normally is served. Billing for Adjacent Exchange Service shall be between the customer and the telephone company in whose exchange the central office facilities that provide the Adjacent Exchange Service are located, unless the primary exchange and adjacent exchange agree to a different billing arrangement.

2. Rates and Charges

   a. Where a customer located in an exchange of this Company requests service from an adjacent exchange of this Company:
   the individual line rate in effect at the adjacent exchange applies plus the mileage charge computed as shown under e. following, if applicable.

   b. Where a customer located in an exchange of another company requests service from an adjacent exchange of this Company: the individual line rate in effect at this adjacent exchange applies plus the mileage charge specified by the other company (primary exchange), if applicable.

   c. Where a customer located in an exchange of this Company requests service from an adjacent exchange of another company: the service rate in effect at the adjacent exchange applies, plus the mileage charge computed as shown under e. following, if applicable.

ADJACENT EXCHANGE SERVICE

8.1 ADJACENT EXCHANGE SERVICE (Cont'd)

2. Rates and Charges (Cont'd)

d. Rates for supplemental service and facilities furnished by the Company shall be as specified in the Local and General Exchange Catalog of this Company.

e. Mileage Charges

In addition to the rates and charges for rural service of the adjacent exchange, mileage charges based on route measurement from the customer's location in an exchange of this Company to the interconnecting point on the exchange boundary apply as follows:

		Monthly Rate
(1)	First one mile or fraction thereof	$9.65
(2)	Each additional quarter mile or fraction thereof	$2.35

DIRECTORY ASSISTANCE AND OPERATOR SERVICES (T)

9.1 GENERAL

1. Provision of Service

a. Operator services is the provision of certain types of operator assistance features for the convenience of the Company's customers. These features include, but are not limited to, such items as verification service, credit card calling, operator assisted calls and CustomNet service. The types of available features offered may be expanded or deleted from time to time when determined to be in the best interest of the Company or its customers.

b. The Company does not undertake to actually provide the services as set forth in this section. As a service to its customers the Company has contracted with third parties to make the offerings contained herein available for those customers requiring them. The rates and charges apply only when costs are passed onto the Company by the Contractor(s).

c. No liability shall accrue to the Company for errors or omissions during the use of operator services except for the rates and charges for each type of service, in which case its liability shall be limited to a refund at the nonrecurring charge or monthly rate for the time the error or omission occurred, after reasonable notice in writing to the Company.

d. The customer indemnifies and holds the Company harmless from any and all liability, damages, losses, claims or demands arising from any actions, omissions, mistakes, or negligence of any kind occurring from the use of operator services.

DIRECTORY ASSISTANCE AND OPERATOR SERVICES

9.2 LIVE OPERATOR FEE

1. General

In addition to other operator service charges set forth in this section (or wherever the other operator service charges reside in the Service Catalog), a Live Operator fee is applied when the customer chooses to speak with a live operator. The customer is informed by the automated system of the applicable charges prior to connection to the operator. The charge will be collected at the time of payment processing.

This fee will not apply if:

- The automated payment systems are unavailable due to system outages.
- Customer is requesting a call to an emergency service.
- Call cannot be made by the automated system.

2. Rates and Charges

	Nonrecurring Charge	
Live Operator Fee, per occurrence	*	(C)

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

DIRECTORY ASSISTANCE AND OPERATOR SERVICES (T)

9.3 OPERATOR ASSISTANCE

1. General

a. Operator assistance is furnished to customers upon request in order to complete local.

b. Three classes of operator assistance service are offered; namely, Dial Station-to-Station Service; i.e., local measured and flat rate, Operator Station-to-Station Service, Person-to-Person, Collect Call and Bill to Third Party Service. These definitions appear below and apply to local calls as well.

1. Credit Card Calls - Customer dialed "0+" calls which are completed by the caller (caller enters own credit card number) or completed by the operator (operator enters credit card number) that will be billed to the caller's credit card instead of the telephone originating the call.

2. Operator Station Calls - Customer dialed "0-" calls where the operator completes the call and arranges billing. Can be billed to the originating telephone number, credit card, collect, or to a third number. Includes operator placed calls to Directory Assistance.

NOTE: Operator Station Calls also include 0+ calls when the customer is placing a collect or billed to third number call.

3. Person-to-Person - Customer dialed "0-" or "0+" calls where the operator completes the call to a designated person or extension. Can be billed to the originating telephone number, credit card, collect, or to a third number.

4. Collect - A billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called station.

5. Bill to Third Party - A billing arrangement by which a call may be charged to an authorized station other than the station originating the call or station where the call is terminated.

c. Dial Station-to-Station class of service applies to operator station-to-station calls placed sent paid from the residence service lines or trunks which are certified by a qualified authority as services of persons who are disabled and unable to dial telephone numbers. All station-to-station calling card calls charged to the certified line are subject to the charges in 9.3.2.

DIRECTORY ASSISTANCE AND OPERATOR SERVICES

9.3 OPERATOR ASSISTANCE (Cont'd)

1. General (Cont'd)

   c. (Cont'd)

      Certification is provided upon the customer's written application to the Telephone Company for each residence line or trunk to be included. Certification becomes effective with the bill following approval of the application. Requests to change to or from certification are not subject to charge. Customers may verbally identify themselves as being unable to dial a call because of their disability. Only the Dial Station-to-Station charges will apply to these sent-paid calls.

   d. Customers who identify themselves as being disabled and unable to dial the call will not be required to pay the operator-assisted charge for sent-paid Station-to-Station calls from payphones.

   e. When an operator is used to complete a call, the charges appearing in 9.3.2, following apply.

2. Charges

   a. Operator assistance charges on calls will be in addition to any usage charges and any service charges.

   b. Local operator assistance charges will not apply to calls placed to the Telephone Company Business Office, Telephone Company Repair Service, or emergency agencies, such as police, fire rescue or ambulance.

   c. This charge will not be subject to any discounts.

	Charge	
Station-to-Station	*	(C)
All other Station-to-Station, a charge will be assessed per call.	*	
Person-to-Person, a charge will be assessed per call.	*	
Collect	*	
Bill to Third Party	*	
Operator Assisted Time and Charges	*	
Operator Assisted – Corrections	*	(C)

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

DIRECTORY ASSISTANCE AND OPERATOR SERVICES

9.4 CUSTOMNET SERVICE * ** (C)

1. General

   a. CustomNet service offers a customer the option of restricting the classes of chargeable calls (1+/0+) originating over local access line service.

   b. 1+/0+ screening is provided in equipped offices that allow for company-provided blocking.

   c. By means of a Telephone Company operator only those chargeable calls will be allowed which are charged to the called telephone (reverse charges), a third number or an accepted credit card.

   d. All local calls and calls to Telephone Company numbers such as repair service, Directory Assistance Service and public emergency service numbers such as 911 will be permitted from the establishment.

   e. This service is available to business and residential customers only where facilities permit.

   f. Change or addition charges apply when customers add or change the existing call screening on a line or trunk.

2. Rates and Charges

   The following charges are in addition to the applicable service charges.

   a. Nonrecurring Charges

	INC
Establishment, addition or change of existing line or trunk, per occasion	$76.25

   b. Monthly Rate

	Per Month
Per toll access trunk or line equipped	$1.80

* CustomNet is a trademark of U S West Communications, Inc.
** CustomNet Service is grandfather and no longer offered. (N)

DIRECTORY ASSISTANCE AND OPERATOR SERVICES

9.5 DIRECTORY ASSISTANCE SERVICE

1. General

   a. Directory Assistance service will provide the customer with directory listings for numbers within the customer's Local Access and Transport Area (LATA) from the Company's directory assistance database.

   b. Rates specified in subparagraph 9.5.2 are not applicable to:

      1. Calls placed from hotels and motels.

      2. Calls from hospitals that have, as their principal undertaking, the medical and surgical care of the sick and disabled and which provide telephones in the majority of the patient rooms.

      3. Calls placed from residence telephones where a member of the customer's household has been certified by a qualified authority as unable to use a directory or from the business telephone of a certified customer where other assistance is not available.

      4. Calls placed to Directory Assistance by the Operator in connection with operator-handled local and long distance calls.

2. Rates and Charges

   Dialed calls or requests placed through the operator (when normal Directory Assistance service is available) shall be billed to the customer.

   Directory Assistance, Per Call * (C)

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

DIRECTORY ASSISTANCE AND OPERATOR SERVICES

9.6 NATIONAL DIRECTORY ASSISTANCE (NDA)

1. General

NDA will provide the customer with directory listings for numbers outside of the customer's Local Access and Transport Area (LATA) from the Company's directory assistance database.

2. Regulations

a. The customer will receive a maximum up to two listings per call, i.e., two NDA numbers, one NDA number and one CNA listing or two CNA listings.

b. The Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.

c. Charges for NDA Service are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.

d. NDA Service will only be furnished where facilities and operating conditions permit.

3. Rates and Charges

	Per Call	
National Directory Assistance (NDA)	*	(C)

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

DIRECTORY ASSISTANCE AND OPERATOR SERVICES

9.7 DIRECTORY ASSISTANCE CALL COMPLETION (DACC)

1. General

DACC Allows customers the option to have their local or intralata calls completed to a requested number by either Directory Assistance Operator or Directory Assistance Audio Response System that provides the requested directory listed number.

2. Regulations

a. The Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.

b. Charges for DACC are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.

c. DACC will only be furnished where facilities and operating conditions permit.

d. The calling party will incur a * usage charge for all toll calls completed between the calling station and the station connected via DACC. No usage plan discounts will apply to calls connected via DACC. (C)

IntraLATA calls completed through the use of DACC will be carried by the Telephone Company, notwithstanding the identity of the presubscribed IntraLATA carrier (ILC PIC) selected by the customer.

3. Rates and Charges

	Per Call	
DACC	*	(C)

* Services are provided by WiMacTel. Applicable rates can be found at https://www.wimactel.comtariffs/. (N)

SWITCHED DIGITAL SERVICES

10.1 Switched 56 Digital Service

1. General

Switched 56 Digital Service (SW56) provides the customer with circuit switched digital transmission at the speed of 56 kilobits per second. SW56 allows videoconferencing units, computers and other types of data equipment to communicate by means of a dial connection through the public switched network.

2. Regulations

a. SW56 is offered only in central office areas where facilities are available. Service availability will be subject to certain distance limitations.

b. The customer must provide a compatible digital Channel Service Unit/Data Service Unit.

c. Operator-handled calls cannot be completed through SW56. Access to 911, 411, and 611 (repair) is not available with this service.

d. Telephone numbers assigned to SW56 circuits will not be published in the Company's telephone directories.

3. Rates and Charges

The following rates and charges are in addition to applicable service charges and in addition to the rates and charges for other associated services.

	Monthly Rate
SW56, per line [1]	$12.00

[1] In addition to the one-party rate for Basic Local Exchange Service as specified in Section 3.3.

SWITCHED DIGITAL SERVICES

10.2 Switched DS1 Service

1. General

Switched DS1 Service (SWDS1) provides digital exchange service at a DS1 level. SWDS1 includes a SWDS1 facility, common equipment, local exchange switching and trunks for access to the local exchange and toll networks. Each SWDS1 facility utilizes 24 channels.

2. Definitions and Application of Services

A. SWDS1 Facility and Common Equipment

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

B. Basic Trunks

1. In-Only Trunk

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

2. Out-Only Trunk

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

3. Two-Way Trunk

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

SWITCHED DIGITAL SERVICES

10.2 Switched DS1 Service (Cont'd)

3. Terms and Conditions

A. SWDS1 is provided subject to the availability of central office facilities.

B. The type of SWDS1 facility installed will be determined by the Company.

C. Each SWDS1 facility enables the customer to install up to a maximum of 24 trunks per SWDS1 facility. The customer is billed for the actual number and types of trunks in service on each SWDS1 facility.

D. The minimum service period for the SWDS1 facility and common equipment is one month.

E. When Outward WATS [1], Two-Way WATS [1]or 800 Service terminates on a SWDS1 facility, the Outward WATS [1], Two-Way WATS [1] or 800 Service access lines are classified as basic trunks for the application of SWDS1 facility and common equipment rates and charges. Outward WATS [1], Two-Way WATS [1] or 800 Service rates and charges also apply. (C) (C) (C) (C)

G. The following services will not be provided within the SWDS1 facility:

1. Local flat rate trunks and other access line services.
2. Feature Groups A, B, C or D.
3. Other private line/access services and facilities unless specified herein.
4. Switched 56 Service.

H. Suspension of service is only available for trunks and only if all trunks within the facility are suspended. It is not available for the SWDS1 facility and common equipment.

I. Customers are required to provide muxing/demuxing, at the customer premises, for analog trunks riding the SWDS1 facility.

J. SWDS1 offerings are not available for use by FCC Part 90 and Part 22 carriers in the provision of services to their customers. Other digital services are offered by the Company for interconnection specifically for these carriers.

[1] Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

SWITCHED DIGITAL SERVICES

10.2 Switched DS1 Service (Cont'd)

4. Rates and Charges

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

	Nonrecurring Charge	Monthly Rate	
1. Standalone SWDS1 facility and common equipment, per 24 channel facility.	$1,155.00	$225.00	(T)
2. Basic trunks each			
- In-only trunk (1)(2)	102.00	20.00	
- Out-only trunk	102.00	20.00	
- Two-way trunk (1)(2)	102.00	20.00	(T)

B. Nonrecurring change charges apply as follows:

	Nonrecurring Charge	
Trunk Change Charges		(T)
- Miscellaneous changes	$44.00	(T)
- Add, change to or from, or rearrange hunting arrangement within a trunk group.	46.00	(T)

(1) Rotary Line Service is available at the rates and charges specified in Section 11.

(2) Direct Inward Dialing Service is available at the rates and charges specified in Section 11.

SWITCHED DIGITAL SERVICES

10.2 Switched DS1 Service (Cont'd)

4. Rates and Charges (Cont'd)

C. Rate Stability Plan

1. The Rate Stability Plan is an optional arrangement whereby subscribers who agree to continue to subscribe to SWDS1 for a designated period of time are guaranteed against Company-initiated changes in monthly rates for service during the designated period.

2. Regular nonrecurring charges, specified in 10.2.4 A. preceding, apply except that the nonrecurring charge specified in 10.2.4.A.1. for the stand-alone SWDS1 facility and common equipment shall not apply.

3. Rates and charges, specified in 10.2.4 A. preceding, apply to all SWDS1 trunks. Any reduction of SWDS1 trunks during the term of the Rate Stability Plan will not reduce the monthly payments for SWDS1 trunks for the duration of the term.

4. Any addition of SWDS1 facilities and common equipment to existing equipment with a Rate Stability Plan is permitted with charges as specified in 10.2.4 B. preceding or a separate Rate Stability Plan.

5. Any reduction of SWDS1 facilities and common equipment furnished under the Rate Stability Plan, will not reduce the Rate Stability Plan payments for the duration of the term unless otherwise specified.

6. Termination charges may apply if a Rate Stability Plan contract is terminated in whole or in part by the subscriber or is terminated for cause by the Company prior to expiration of the agreed-upon payment period.

7. Stabilized Monthly Rates

SWDS1 facility and common equipment, per 24 channel facility.

	Monthly Rate
- Three-Year Plan	$205.00
- Five-Year Plan	$190.00

SWITCHED DIGITAL SERVICES

10.3 FRONTIER T-ADVANTAGE[sm] Digital Service

1. General

A. FRONTIER T-ADVANTAGE[sm] is a form of digital common line service that provides 24 switched DS0 channels with integrated functionality over a single high-capacity DS1 digital facility.

B. The service includes the following functionalities:

Direct Inward Dialing (DID) including 40 DID telephone numbers per increment of 24 DS0 channels.

Direct Inward-Outward Dialing.

C. The service may be ordered to also include Primary Rate Interface Integrated Services Network (PRI ISDN) Service, as described elsewhere in this Service Catalog.

2. Regulations

A. FRONTIER T-ADVANTAGE[sm] is provided subject to availability of central office and cable and wire facilities.

B. The service is only available by term contracts for the periods designated below. If the Service Catalog term rate changes during the term of the contract, the contract rate will continue to apply during the remainder of the term. If the customer terminates the service prior to fulfillment of the contractual commitment, the customer shall pay a termination charge equal to the contract rate multiplied by the number of remaining months of the contractual commitment. (T)

C. Each additional increment of 24 DS0 channels shall be ordered through separate contract.

D. Suspension of service, at no or reduced rate during suspension, is not available during the term of the contract.

E. FRONTIER T-ADVANTAGE[sm] is a service mark of Citizens Communications Company.

SWITCHED DIGITAL SERVICES

10.3 FRONTIER T-ADVANTAGE[sm] Digital Service (Cont'd)

3. Rates and Charges

A. Extended Area Service rates do not apply.

B. Service Connection Charges, as specified in Section 4 do not apply.

C. Unless otherwise specified, the following rates and charges are in addition to the rates and charges for other associated services.

	Nonrecurring Charge	Monthly Rate
1. FRONTIER T-ADVANTAGE[sm] Digital Service, 24 Channels		
a. One-Year Term	$750.00	$929.20
b. Two-Year Term	$500.00	$729.20
c. Three-Year Term	None	$629.20
2. FRONTIER T-ADVANTAGE[sm] Digital Service, 24 Channels, with PRI ISDN (The rates and charges for PRI ISDN specified elsewhere in this Service Catalog do not also apply.)		(T)
a. One-Year Term	$1,250.00	$1,204.00
b. Two-Year Term	$1,050.00	$1,004.00
c. Three-Year Term	None	$904.00
3. Service Change Charge		
Applies to any change to the existing configuration of the service, per order	$150.00	
4. Each additional block of 20 DID telephone numbers, after the first 40 DID numbers in in a 24-channel facility, per month.		$5.00

SWITCHED DIGITAL SERVICES

10.4 FrontierWorks ABC Solutions[sm] (N)

1. General

FrontierWorks ABC Solutions[sm] provides the Customer voice and data service provisioned over an integrated digital DS1 (T-1) facility. The service provides the Customer with switched local service and one or more data transmission paths to a data service provider's facility at the Customer's Digital Access Cross-Connect System (DACS) location.

2. Regulations

A. FrontierWorks ABC Solutions[sm] is available only where technically feasible within the following exchange, with delivery of the data transmission path to the corresponding DACS location:

Exchange	DACS Location
Ft. Dodge	Fort Dodge, Iowa

B. FrontierWorks ABC Solutions[sm] requires the subscription to a minimum of four (4) switched voice channels and one (1) data circuit of at least 256 Kbps, per customer premises.

C. FrontierWorks ABC Solutions[sm] is offered only under a term commitment plan of one (1), three (3), or five (5) years.

D. A termination liability applies for termination of service prior to the subscribed term commitment period. The termination liability is equal to the monthly recurring charge for four (4) switched voice channels times the remaining months of the commitment period, plus the rate for one (1) 256 Kbps DACS times the remaining months of the commitment period.

E. Nonrecurring charges (NRCs) apply for installation of services contained in this offering, as described within this Section. In addition, a Service Order Charge applies.

F. Local access line rates do not include Interstate End User Subscriber Line Charges, any applicable Local Number Portability Surcharges, EAS additives, or other taxes and surcharges. The access line rate includes rotary hunting. The access line rate for the Analog Direct Inward Dialing (DID) Trunk includes a block of 40 DID numbers. (N)

SWITCHED DIGITAL SERVICES

10.4 FrontierWorks ABC Solutions℠ (Cont'd)

2. Regulations (Cont'd)

G. The DACS service element provides a data transmission path, at a subscribed bit rate, from the FrontierWorks ABC Solutions℠ facility to a data service provider's facility (either physical or leased) located at the provisioning wire center. The DACS service element is offered in the following data speeds: 256 Kbps; 512 Kbps; 768 Kbps, 1024 Kbps, or 1280 Kbps. A minimum of one (1) DACS transmission path must be purchased with FrontierWorks ABC Solutions℠. Combinations of available DACS transmission path bit rates may be ordered, not to exceed a total bit rate of 1280 kbps.

H. Frontier is responsible for provision and maintenance of the Integrated Access Device (IAD) to multiplex and demultiplex the integrated facility to individual services at the customer premise.

1. Local Access Line (ABCLN) Rates

Type of Line	Term Commitment	Monthly Rate	
Analog Line	1 year	$64.61	(I)
	3 years	$18.83	
	5 years	$17.65	
Analog Trunk	1 year	$64.61	(I)
	3 years	$18.83	
	5 years	$17.65	
Analog DID Trunk	1 year	$34.27	
	3 years	$32.90	
	5 years	$30.84	
Digital Trunk	1 year	$26.55	
	3 years	$25.49	
	5 years	$23.89	

SWITCHED DIGITAL SERVICES

10.4 FrontierWorks ABC Solutions[sm] (Cont'd)

3. Rates and Charges

A. Digital Access Cross-Connect System (DACS) Rates (T)

Data Speed	Term Commitment	Monthly Rate
256 Kbps	1 year	$170.00
256 Kbps	3 years	$145.00
256 Kbps	5 years	$135.00
512 Kbps	1 year	$224.00
512 Kbps	3 years	$190.00
512 Kbps	5 years	$175.00
768 Kbps	1 year	$308.00
768 Kbps	3 years	$260.00
768 Kbps	5 years	$240.00
1024 Kbps	1 year	$348.00
1024 Kbps	3 years	$292.00
1024 Kbps	5 years	$272.00
1280 Kbps	1 year	$390.00
1280 Kbps	3 years	$330.00
1280 Kbps	5 years	$310.00

B. Installation Charges

	Nonrecurring Charge
Line/Trunk Installation, per Line or Trunk	$25.00
Data Installation Per Term Commitment Plan	
1 year	$299.00
3 years	$199.00
5 years	$000.00
Service Order Charge	$25.00 (T)

MISCELLANEOUS SERVICE ARRANGEMENTS

11.1 EXTENSION, PBX STATION AND TIE LINES

1. General

   a. Mileage charges applicable to off premise stations are based upon routes between the buildings in which the main access service is located and the location of the station or other termination of such lines. Mileage charges also apply to connect customer-premise terminal equipment and communications systems which are located on different premises subject to the provisions of Section 12 of this Catalog.

   b. Mileage charges applicable to tie lines are based upon routes between the buildings in which the private branch exchange switchboards are located. Mileage charges also apply to connect customer-premise communications systems subject to the provisions in Section 12 of this Catalog. Tie lines are intended as a means of communication between off premise stations directly connected with and in the immediate vicinity of the switchboards in which the tie lines terminate.

   c. Extension service may be located on different premises to provide for the answering of calls at such time as the customer is not available at the main location. When such extension service is located on the premises of someone other than the customer, it is furnished only with the understanding that a separate class of exchange service is also located at the second premises.

   d. When either the main or off premise extension service is located at a business classification, business rates apply to both locations.

   e. Off premise extension, PBX station and tie line loop offerings are not offered for pay telephone service arrangements.

2. Rates and Charges

   The monthly rates for station and tie line loops are as follows:

For each 1/4 mile or fraction thereof, per month (MT1/4)	$2.35

MISCELLANEOUS SERVICE ARRANGEMENTS

11.2 BRIDGED LINE SERVICE

1. General

Bridged service may be employed where one (1) station is at a business location and the other at a residence, or where both stations are at either business or residence locations.

(However, such an arrangement is permitted only on the premises of the same customer or where the customer at the residence location is associated in business with or is an employee of the customer at the business location and one individual is responsible for both services.)

2. Rates and Charges

Each access line is charged for at the individual line business or residence rate as set forth in Section 3.

MISCELLANEOUS SERVICE ARRANGEMENTS

11.3 CUSTOM CALLING SERVICES

1. General

Custom Calling Services are optional telephone service arrangements, which may be provided only from central offices equipped to provide one (1) or more of the following custom calling features:

a. Basic Call Forward (T)

This feature provides an arrangement for transferring incoming calls to another telephone number within the local area by dialing a code and the number of the service to which calls are being transferred. Enables the customer to forward incoming calls to another telephone number by dialing *72 and the number to which calls are being forwarded to.

b. 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.

c. Call Forwarding Busy/No Answer

A permanently activated service which automatically redirects calls placed to a customer's telephone number to another predetermined telephone number if the caller encounters either a no-answer condition after a specified number of rings or a normal busy-line condition.

d. 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. (T)

MISCELLANEOUS SERVICE ARRANGEMENTS

11.3 CUSTOM CALLING SERVICES (Cont'd)

1. General (Cont'd)

e. Frontier Privacy℠ [1] (T)

Enables a customer to transfer answered, but unwanted, telemarketing calls to an announcement that requests the caller to place the customer's name and telephone number on a "Do Not Call" List.

f. Call Waiting/Cancel Call Waiting (T)

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 switch hook, 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.

g. 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.

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

h. Speed Call 8 [1]

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.

i. 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)

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

MISCELLANEOUS SERVICE ARRANGEMENTS

11.3 CUSTOM CALLING SERVICES (Cont'd)

2. Rates and Charges

The following rates and charges apply in addition to the established rates and charges for the service with which these features are associated:

	Monthly Rate		Pay Per Use	
	Residence	Business	Residence	Business
a. Individual Services, per Line				
Basic Call Forward	$9.50	$14.00 (I)		
Call Forward Busy	$9.50	$9.00		
Call Forward Busy/No Answer	$9.50	$14.00 (I)		
Call Forward No Answer	$9.50	$9.00		
Call Waiting/Cancel Call Waiting	$10.25	$34.75		
3 Way Calling	$10.00	$15.00 (I)	$3.50 [1]	$3.00 [1]
Speed Call 8 [2]	$6.50	$5.50		
Speed Call 30	$6.50	$6.60		
Frontier Privacy[sm] [2]	$3.00	$3.00	$0.95	$0.95

[1] The maximum monthly pay per use charge is $15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

[2] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

MISCELLANEOUS SERVICE ARRANGEMENTS

11.3 CUSTOM CALLING SERVICES (Cont'd)

2. Rates and Charges (Cont'd)

	Monthly Rate Residence	Business	
b. Packaged Services, per Line			
(1) Any two (2) custom calling features [1]	$4.25	$7.65	(T)
(2) Any three (3) custom calling features [1]	$5.60	$10.15	|
(3) Any four (4) custom calling features [1]	$6.60	$11.85	(T)

c. Installation Charges

(1) The applicable service order charge shown in Section 4 of this Catalog will apply for changing existing features or when the customer's telephone number is changed at his request and/or for his convenience.

(2) The service order charge will apply when changing the code capacity of Speed Call Service

(3) The service order charge will not apply on outside moves of service if there is no telephone number change or if a telephone number is changed for company reasons.

d. Special Promotions

(1) Customers who for the first time have custom calling services available due to technological changes will be included in a 30 day trial period at the time of the change without payment of any applicable recurring rates.

(2) Other promotions may be made available to customers who subscribe to Custom Calling Services. The periods and provisions will be determined by the Company. The promotion(s) shall not exceed 90 days annually.

e. Monthly Minimum on Per-Activation Charges

(1) When Frontier Privacy[sm] [1] is provided on a charge-per-activation basis, the monthly charge shall not exceed six dollars ($6.00) per line.

[1] These services are grandfathered, limited to existing customers at existing locations as of July 20, 2014. (T)
(T)

MISCELLANEOUS SERVICE ARRANGEMENTS

11.4 ADVANCED CUSTOM CALLING SERVICES (ACCS)

1. General

Advanced Custom Calling Services (ACCS) consist of the following central office-based call management services:

a. *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.

b. *66 Busy Number Redial (T)

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.

Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

MISCELLANEOUS SERVICE ARRANGEMENTS

11.4 ADVANCED CUSTOM CALLING SERVICES (ACCS) (Cont'd)

1. General (Cont'd)

c. Priority Call (T)

Allows a customer to assign a maximum of 15 callers' telephone numbers to a special list. A Distinctive Ring pattern accompanies incoming calls from numbers on that list. If the customer is engaged in another call, and a call from one of the designated numbers arrives, a distinctive Call Waiting tone accompanies the incoming call.

d. Distinctive Ring (T)

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.

e. Selective Call Forward (T)

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 Forward list will be forwarded to the predetermined telephone number. Selective Call Forward 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 Forward list, as well as the forward-to telephone number, can be changed at any time.

f. Selective Call Rejection (T)

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.

MISCELLANEOUS SERVICE ARRANGEMENTS

11.4 ADVANCED CUSTOM CALLING SERVICES (ACCS) (Cont'd)

1. General (Cont'd)

g. Selective Call Acceptance (T)

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.

h. Call Trace (T)

Allows a customer to automatically activate (*57 or 1157 from a rotary phone) 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 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.

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.

i. Caller ID with Name (T)

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 code.

MISCELLANEOUS SERVICE ARRANGEMENTS

11.4 ADVANCED CUSTOM CALLING SERVICES (ACCS) (Cont'd)

1. General (Cont'd)

j. Caller ID Number Only [1] (T)

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.

k. Caller ID Blocking - per call (T)

Allows the calling customer to permit or withhold delivery of the customer's telephone number on each call. To block delivery of the number, the customer first dials an access code, then the customer dials the telephone number.

l. Caller ID Blocking - per line (T)

Provides default blocking of delivery of the calling customer's telephone number. Blocking can be deactivated by the customer by dialing an access code before each call. When the customer hangs up, the default blocking is reinstated.

m. Anonymous Call Block/Rejection (ACR) (T)

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. 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.

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

MISCELLANEOUS SERVICE ARRANGEMENTS

11.4 ADVANCED CUSTOM CALLING SERVICES (ACCS) (Cont'd)

1. General (Cont'd)

n. Multiple Simultaneous Call Forwarding (T)

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 Forward 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.

o. Remote Call Forward (RCF) (T)

A service whereby a call placed from a station (the originating station) to a customer's (the RCF customer) telephone number (the call forwarding location) is automatically forwarded by Company Central Office equipment to another station designated by the RCF customer (the Terminating station). The RCF customer does not have any premises service associated with the RCF number. Terminating stations must have incoming call capability.

1. Regulations

a) Remote Call Forward service is offered subject to availability of suitable facilities and provided no unusual expense is involved.

b) Remote Call Forward service is not offered where the terminating station is a coin telephone.

c) The Company will not provide identification of the originating telephone number to the Remote Call Forward customer.

1) Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.

2) Remote Call Forward is not represented as suitable for satisfactory transmission of data.

MISCELLANEOUS SERVICE ARRANGEMENTS

11.4 ADVANCED CUSTOM CALLING SERVICES (ACCS) (Cont'd)

1. General (Cont'd)

o. Remote Call Forward (RCF) (Cont'd) (T)

2. Remote Call Forward is available between the call forwarding location and another station within the same exchange or in another exchange and may be used in conjunction with EAS, Long Distance Telecommunications Service and Interstate or Intrastate Inward WATS[1] lines. The RCF customer is responsible for payment of any charges for calls forwarded from his RCF telephone number. Remote Call Forward is programmed in the Company's central office. The calls will be forwarded to any number the customer specifies.

3. Remote Call Forward is provided on the condition that the customer subscribe to sufficient RCF services and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company.

4. One listing without charge, covering the exchange in which the call forwarding Central Office is located, is provided. Additional directory listings may be obtained under Service Catalog rates; refer to Section 9 of this Service Catalog.

5. The message charges applicable to remotely forwarded calls shall be comprised of two separate charges; (1) a charge for that portion of the call from the originating station to the call forwarding location and (2) a charge for that portion of the call from the call forwarding location to the terminating station. The respective charge for each portion shall be as follows:

Between the originating station and call forwarding location. The charge for this portion of a remotely forwarded call shall be the charge specified in this Service Catalog, or any other applicable Service Catalog, for the type of call involved. Between the call forwarding location and the Terminating station. The Remote Call Forward customer is responsible for the applicable customer-dialed station-to-station charges or WATS [1] charges specified in interstate, intrastate/intralata, or intrastate/interlata Long Distance Message Telecommunications Service Tariffs and Wide Area Telecommunications Service (WATS) [1] Tariffs. The aforementioned charges apply to all calls answered at the terminating station, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

[1] Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

MISCELLANEOUS SERVICE ARRANGEMENTS

11.4 ADVANCED CUSTOM CALLING SERVICES (ACCS) (Cont'd)

2. Terms and Conditions

a. ACCS is offered only from central offices where facilities are available, as determined by the Company. (T)

b. The customer and the other party involved in a call to be processed through ACCS must be served from the same central office or served from different central offices that are linked by facilities that can send the parties' telephone numbers between the central offices.

c. ACCS is not available in connection with the following services:

1. Pay Telephone Service
2. Direct Inward Dialing

ACCS may not be available to certain key systems and PBX systems.

MISCELLANEOUS SERVICE ARRANGEMENTS

11.4 ADVANCED CUSTOM CALLING SERVICES (ACCS) (Cont'd)

3. Rates and Charges (Cont'd)

a. The following rates and charges apply in addition to the rates and charges for all services with which these services are associated:

	Monthly Rate		Pay Per Use	
	Residence	Business	Residence	Business
*66 Busy Number Redial	$6.50	$6.50	$3.50 [2]	$3.00 [2]
*69 Call Return	$6.50	$6.99	$3.50 [2]	$3.00 [2]
Priority Call	$5.50	$6.50		
Distinctive Ring	$6.99	$5.20		
Selective Call Forward	$6.50	$6.99		
Selective Call Rejection	$6.50	$6.50		
Selective Call Acceptance	$6.50	$6.50		
Call Trace			$7.00 [3]	$7.00 [3]
Caller ID with Name	$13.75	$39.75 (I)		
Caller ID Number Only [1]	$10.50	$10.50		
Caller ID Blocking - per call	$0.00	$0.00		
Caller ID Blocking - per line	$0.91	$1.83		
Anonymous Call Block/Rejection	$6.00	$5.50		
Multiple Simultaneous Call Forward		$6.75		
Remote Call Forward	$27.00	$38.00		
Remote Activated Call Forward	$7.00	$6.99		

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
[2] The maximum monthly pay per use charge is $15.00 for residential and business customers, regardless of the number of times the service is activated within a month.
[3] The maximum monthly pay per use charge is $32.50 for residential and business customers, regardless of the number of times the service is activated within a month.

MISCELLANEOUS SERVICE ARRANGEMENTS

11.4 ADVANCED CUSTOM CALLING SERVICES (ACCS) (Cont'd)

3. Rates and Charges (Cont'd)

b. Packaged Services [1]

The applicable monthly rates specified in Section 11 preceding are discounted as follows when business customers subscribes to more than one ACCS service on a line.

Number of ACCS Services on the Line	Discount Applied to the Monthly Rates
One	None
Two	15 percent
Three or More	20 percent

c. Promotions

Promotions may be made available to customers who subscribe to Advanced Custom Calling Services. The periods and provisions will be determined by the Company. The promotion(s) shall not exceed 90 days annually.

11.5 PBX FEATURES

1. Dial toll trunk terminal - outward traffic only.
(Bus. access line) each (TT)

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

MISCELLANEOUS SERVICE ARRANGEMENTS

11.6 DIRECT INWARD DIALING (DID)

1. General

Direct Inward Dialing (DID) is a service, which allows incoming dialed calls from the exchange network to reach a specific key telephone or PBX system station line without the attendant's assistance.

a. The service is furnished subject to the availability of central office facilities telephone numbers and compatibility of PBX facilities.

b. Provision of this service includes central office switching equipment necessary for in-dialing from the exchange and toll network directly to stations associated with switching equipment located on the customer's premises.

c. The service must be provided on all lines in a trunk group arranged for inward service.

d. The minimum contract period for the service is five (5) years. In case of discontinuance or reduction of service within the minimum contract period, a termination charge as shown in the rates below, reduced by 1/60 for each full month of service provided, shall be applied.

e. The rates herein contemplate the use of standard equipment and serving arrangements and are in addition to rates and charges for the service with which it is furnished.

f. Where applicable, operational characteristics of interface signals between the Company provided connecting arrangements and the customer provided switching equipment must conform to the terms and conditions the Company considers necessary to maintain proper standards of service.

g. The Company shall not be responsible to the customer or authorized user if changes in any of the facilities, operations or procedures of the Company render any facilities provided by a customer, authorized user or joint user obsolete or require modification or alteration of such equipment or system or otherwise affect is use or performance.

h. The providing of directory listings will be in accordance with the terms and conditions of the "Directory Listings" section of this Catalog. DID numbers furnished herein are not entitled to free directory listings.

MISCELLANEOUS SERVICE ARRANGEMENTS

11.6 DIRECT INWARD DIALING (DID) (Cont'd)

1. General (Cont'd)

   i. Customer provided switching systems must provide for the intercepting of assigned but unused station numbers in a manner consistent with Company standards.

   j. The Company will not modify its equipment from the original manufacturer's specifications in an effort to render it compatible with customer provided equipment.

   k. Customers are prohibited from sharing DID service as it is provided on per customer basis only.

   l. Temporary suspension of service as specified in Section 2 does not apply to DID service.

   m. DID service is provided only from the central office which serves the geographic area in which the customer is located.

2. Rates and Charges

	Monthly Rate	Termination Liability
a. Trunk and Number Groups		
Each DID Trunk	$28.50	$1,675.80
Each 100 DID telephone numbers	$149.90	$8,817.00
Each 20 DID telephone Numbers	$59.96	$3,526.50

3. Availability of Service

   DID service is provided only in exchanges where facilities permit.

* In addition to Basic Local Exchange Trunk rate.

MISCELLANEOUS SERVICE ARRANGEMENTS

11.7 CENTRAL OFFICE BLOCKING SERVICE

1. General

   a. Central Office Blocking Service is an offering that allows a customer to restrict selected outgoing calls on each access line or trunk. This offering does not apply to local calls, calls to Company numbers such as repair service, directory assistance and emergency service (911).

   b. Central Office Blocking Service is provided subject to the availability of suitable central office facilities.

   c. Central Office Blocking Service allows customers to restrict outgoing calls on the following:

      1 + 900, 0 + 900, 1 + 976, 0 + 976

   d. Central Office Blocking Service is available only for blocking access to all 900 and 976 telephone numbers from a particular access line, and not for blocking access to a specific 900 or 976 telephone number.

2. Rates and Charges

   a. When Central Office Blocking is initially ordered by a customer, nonrecurring charges do not apply.

   c. Subsequent requests, where the initial blocking was discontinued at the customer's request, are subject to the applicable subsequent service ordering charge as set forth in Section 4 of this Catalog.

MISCELLANEOUS SERVICE ARRANGEMENTS

11.8 TOLL RESTRICTION SERVICE

1. General

   Toll Restriction Service is a service which blocks originating calls beginning with 1+, 0+, 0- (operator completed), or 011+.

2. Options Available

   a. Option 1 blocks any direct-dialed one-plus (1+) call, including 10XXX, or direct-dialed international (011+) call. Also blocked is any local or long-distance zero-plus (0+) or zero-minus (0-) call. Where technically feasible, calls to 800 series numbers will not be restricted. Examples of blocked numbers are:

      1+NPA+XXX+XXXX
      1+XXX+XXXX
      5-digit carrier access code + 1+NPA+XXX+XXXX
      5-digit carrier access code + 1+XXX+XXXX
      0+NPA+XXX+XXXX
      0+XXX+XXXX
      0-
      011+
      01+

   b. Option 2 blocks any direct-dialed international (011+) call, any international zero-plus (01+) call, any other zero-plus (0+) call or any zero-minus (0-) call. Examples of blocked calls are:

      011+
      01+
      0+
      0-

MISCELLANEOUS SERVICE ARRANGEMENTS

11.8 TOLL RESTRICTION SERVICE (Cont'd)

3. Regulations

a. The service is furnished subject to the availability of central office facilities.

b. The customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss, claims, demands, suits, other actions including reasonable attorney's fees or any liability whatsoever, whether suffered, made instituted or asserted by the customer or any other party or person, for any personal injury or death of any person(s) or for any loss, damage, or destruction of any property whether owned by the customer or others.

4. Rates and Charges

The following rates and charges apply in addition to the appropriate service charges described in Section 4 of this Catalog and to all other rates and charges applicable to the associated telephone service.

	Monthly Rate	
	Residence	Business
Toll Restriction Service, per line or trunk.		
Option 1	$1.80	$1.80
Option 2	$1.80	$1.80

MISCELLANEOUS SERVICE ARRANGEMENTS

11.9 MESSAGE WAITING INDICATION

1. General

   a. For a customer who forwards calls to a text messaging or voice mail service, this feature provides an indication at the customer's station that messages are waiting. Depending on the capabilities of the central office and customer premises equipment, the indication is provided as intermittent dial tone or as visual indication, except for Digital Centrex business sets, which are provided visual indication.

   b. Message Waiting Indication is offered only in central offices equipped to provide such service.

2. Rates and Charges

   The following rates and charges are in addition to the applicable service charges specified in Section 4 of the and to all other rates and charges applicable to associated service.

	Monthly Rate
Message Waiting Indication, Per Line	
-Station	$1.00
-Digital Centrex Business Set	$1.35

MISCELLANEOUS SERVICE ARRANGEMENTS

11.10 INTRAGROUP ACCESS LINE SERVICE (IALS)

1. General

Intragroup Access Line Service (IALS) provides communication paths only within a Digital Centrex Service customer's user group. IALS does not include Digital Centrex Service features.

2. Rates and Charges

The following rates and charges are in addition to applicable service charges and in addition to the rates and charges for other associated services.

Number of IntraGroup Lines in User Group	Monthly Rate per Intragroup Line
2-5	$13.40
6-20	$12.90
21-100	$50.05 (I)
101-200	$36.40
201-Over	$46.50 (I)

MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 SERVICE PACKAGES

1. General

The following service packages are available:

A. Frontier Freedom Package℠ Version 1 [1]

Caller ID with Name (T)
Call Forward Direct
Basic Call Forward
Call Waiting/Cancel Call Waiting
*66 Busy Number Redial
*69 Call Return (T)
Message Waiting Indication
Speed Call 8 [1] (T)
3 Way Calling (T)

B. Frontier Freedom Package℠ Version 2 [1]

Caller ID with Name (T)
Basic Call Forward
Call Waiting/Cancel Call Waiting
*66 Busy Number Redial
*69 Call Return
Speed Call 8 [1]
3 Way Calling (T)

C. The Frontier Savers Pack [1]

Caller ID with Name (T)

Any two of the following Custom Calling Services:

Basic Call Forward (T)
Call Waiting/Cancel Call Waiting
*66 Busy Number Redial
*69 Call Return
Speed Call 8 [1]
3 Way Calling (T)

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 SERVICE PACKAGES (Cont'd)

1. General (Cont'd)

The following service packages are available: (Cont'd)

D. Frontier Choices[sm] [1]

Call Forward Busy (T)
Call Forward Direct
Call Forward No Answer
Basic Call Forward
Fixed Call Forward
Call Waiting/Cancel Call Waiting
Selective Ring Service
Speed Call 8 [1]
Speed Call 30 (T)
Frontier Privacy[sm]
3 Way Calling (T)
Caller ID with Name
*66 Busy Number Redial
*69 Call Return (T)
Priority Call
Selective Call Acceptance
Selective Call Forward (T)
Selective Call Rejection
Message Waiting Indication

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 SERVICE PACKAGES (Cont'd)

1. General (Cont'd)

The following service packages are available: (Cont'd)

E. Frontier Feature5 Pack[sm] (Business Customers Only) [1]

1. Two constant features:
   a. Caller ID with Name (T)
   b. Call Forward – Choice of one of the following: (T)

      Call Forward Busy
      Call Forward Direct
      Call Forward No Answer
      Basic Call Forward
      Fixed Call Forward

2. Choice of three of the following other features:

   *66 Busy Number Redial (T)
   *69 Call Return
   Call Waiting/Cancel Call Waiting (T)
   Rotary Line Service
   Speed Call 8 [1] (T)
   3 Way Calling (T)

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 SERVICE PACKAGES (Cont'd)

2. Regulations

A. Frontier Freedom Package[sm] Versions 1 and 2 and the Frontier Savers Pack. [1] (C)

1. A service package is offered to only customers who are served from a central office in which all services in the package are offered.

2. The customer must subscribe to all services in the package.

3. The service packages are offered to only residential customers.

B. Frontier Choices[sm] [1] (C)

1. The service package is offered to only customers who are served from a central office in which all services in the package are offered.

2. The customer may select any number of compatible services or features that are listed for the package.

3. The customer may subsequently add or delete services or features, as listed for the package, at no additional charge. Service charges will not apply to such changes.

4. When Frontier Choices is provided at the same time as the installation or move of Basic Local Exchange Service, the customer will receive a $10.00 credit per lien for each line on which the service package is ordered.

C. Frontier Feature5 Pack[sm] [1]

(C)

1. The customer must subscribe to the two constant features and three of the other features in the package.

2. The service package is offered only to customers who are served from a central office where the two constant features and a minimum of three of the other features are offered.

3. The service package is offered only to business customers.

4. The customer may subsequently change features within the package at no additional charge. The Subsequent Service Order Charge will not apply to such changes.

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)
(N)

MISCELLANEOUS SERVICE ARRANGEMENTS

11.11 SERVICE PACKAGES (Cont'd)

3. Rates and Charges

A. The following rates and charges apply in addition to rates and charges applicable to other associated service.

	Monthly Rate, per Line Residence	Business	
1. Frontier Freedom Package[sm] Version 1 [1]	$15.95	N/A	(C)
2. Frontier Freedom Package[sm] Version 2 [1]	15.50	N/A	
3. The Frontier Savers Pack [1]	9.95	N/A	
4. Frontier Choices[sm] [1]	17.95	$17.95	
5. Frontier Feature5 Pack[sm] [1]	N/A	11.95	(C)

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

MISCELLANEOUS SERVICE ARRANGEMENTS

11.12 FRONTIER EMERGENCY CONNECT SERVICE (N)

1. General

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

2. Regulations

   - This service is available where technically feasible and subject to availability of existing facilities.
   - All attempted inbound calls will receive a recording saying the number is not in service.
   - Customers will not be given a telephone number of the service and no directory listing services will be available.
   - The customer only has the following dialing options:
     - 911 and
     - Where technically feasible, the ability to dial 611 and/or a Frontier Call Center.
     - All other calling patterns will receive re-order tone.
   - The call origination telephone number (ALI information) going to the 911 center will indicate NO CALL BACK allowed.
   - Applicable Non-Recurring charges may apply.
   - NO LIABILITY SHALL ATTACH TO THE COMPANY REGARDING USE OF SERVICES OR THE FAILURE OF OR INABILITY TO USE THE SERVICES. FURTHER, COMPANY SHALL NOT BE LIABLE FOR DAMAGES (INCIDENTIAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY OR ATTORNEY'S FEES) ARISING FROM ERRORS, MISTAKES, OMISSIONS, INTERRUPTIONS, OR DELAYS OF THE COMPANY, ITS AGENTS, SERVANTS OR EMPLOYEES, IN THE COURSE OF ESTABLISHING, FURNISHING, REARRANGING, MOVING, TERMINATING, OR CHANGING THE SERVICE OF FACILITIES (INCLUDING THE OBTAINING OR FURNISHING OF INFORMATION IN RESPECT THEREOF OR WITH RESPECT TO THE CUSTOMERS OR USERS OF THE SERVICE OR FACILITIES).

3. Rates

   Monthly Rate $4.99 (N)

MISCELLANEOUS SERVICE ARRANGEMENTS

11.13 DUPLICATE BILL CHARGE (N)

1. 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.

2. Rates

	Residence	Business	
Duplicate Bill Charge, per copy of bill requested	$5.00	$5.00	(N)

CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

12.1 GENERAL

1. Basis of Connection

a. Customer premises equipment and wiring may be used with the facilities furnished by the Telephone Company for telecommunications service as set forth in this Section and Section 2 of the General Regulations.

These Catalogs shall not be construed as to prohibit connection of registered or grandfathered customer premises equipment or protective circuitry which may be directly connected to the telecommunications network in accordance with Part 68 of the F.C.C. Terms and Conditions.

b. The magnitude and the character of the voltages and currents delivered from customer premise equipment and the operation and maintenance of such equipment shall be such as not to interfere with any of the services offered by the Company or interfere with others. Such equipment shall operate in such a manner as to avoid hazard or damage to Company plant or of injury to Company employees or customers because of the character or location of the customer-premise equipment and of sources of power to which it is connected. Upon notice from the Company that the equipment of the customer is causing or is likely to cause hazard or interference, the customer shall make such changes as may be necessary to remove or prevent such hazard or interference.

c. Customer premise recording, reproducing and automatic answering and recording equipment may be connected with facilities of the Company only when and for so long as the customer subscribes to a sufficient number of telephone lines to handle adequately the volume of telephone calls received without interfering with the services offered by the Company. In the event that the use of customer premise equipment causes such interference, the Company shall have the right to discontinue service without prior notification to the customer.

d. Services interrupted - a pro rata allowance at the Catalog rate for the service shall be made for the time such interruption continues after notice when requested by the customer if service is interrupted for more than twenty-four (24) hours provided such interruption is not caused by customer premise equipment. The pro rata allowance will be made at the minimum rate for the class of service of the telephone facilities involved for such time as the interruption continues. No other liability shall accrue to the Company in consideration of such service interruption.

CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

12.1 GENERAL (Cont'd)

2. Responsibility of the Customer

a. The customer must provide all of the terminal equipment and inside wiring on the customer's side of the demarcation point.

b. The customer indemnifies and saves the Company harmless against claim for libel, slander or infringement of copyright arising from the improper use of material transmitted over its facilities.

c. Where a telecommunications service is available under this Catalog for use in connection with customer premise equipment or communications systems, the operating characteristics of such equipment or system shall be such as not to interfere with any of the services offered by the Company. Such use is subject to the further provisions that the customer premise equipment or system does not endanger the safety of Company employees or the public; damage, require change in or alteration of, the facilities of the Company; interfere with the proper functioning of such facilities; impair the operation of the telecommunications system or otherwise injure the public in its use of the Company's services. Upon notice from the Company that the customer premise equipment or system is causing or is likely to cause such hazard or interference the customer shall make such changes as shall be necessary to remove or prevent such hazard or interference. Failure to make such necessary changes will result in disconnection of service until such changes are completed to the satisfaction of the Company.

d. Access to and control of the local exchange and message toll telecommunications network by computer by any other similar device that generates repetitive attempts automatically is prohibited.

e. When a customer elects to interconnect a communications system, he must agree to provide sufficient dial network access facilities to provide no more than two busy conditions per 100 calls in order to provide for adequate access to his customer premise communications system in accordance with accepted communications industry standards.

f. The customer indemnifies and saves the Company harmless against claims of infringement of patents arising from combining such equipment or system with, or using it in connection with, facilities provided by the Company; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

12.1 GENERAL (Cont'd)

3. Responsibility of the Company

a. The Company shall not be responsible for the installation, operation or maintenance of any customer premise equipment or communications systems. Telecommunications service is not represented as adapted to the use of customer premise equipment and/or communications systems. Where such are connected to Company facilities the responsibility of the Company shall be limited to the furnishing of facilities suitable for telecommunications service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service subject to this responsibility. The Company shall not be responsible for (1) the through transmission of signals generated by the customer premise equipment or systems or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer premise equipment or systems.

b. The Company will not be responsible for any loss or damage, nor for any impairment or failure of the service, arising from or in connection with the use of facilities of customers and not caused solely by the negligence of the Company.

c. Where any customer premise equipment or system is used with telecommunications service in violation of any of the provisions in this Catalog, the Company will take such immediate action as necessary for the protection of the network and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or systems or correct the violation and shall confirm in writing to the Company within ten (10) days, following receipt of written notice from the Company, that such use has ceased or that the violation has been corrected.

Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in termination of the customer's service until such time as the customer complies with the provision of this Catalog. The Company reserves the right to disconnect at the coupling device any customer premise equipment which may prove to have harmful effect on the switching network.

CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

12.1 GENERAL (Cont'd)

3. Responsibility of the Company (Cont'd)

d. Telephone service furnished by the Company is not represented as adapted to the recording of telephone conversations or incoming messages, or to the transmission of prerecorded messages. The use of customer premise recording, reproducing and automatic answering and recording equipment in connection with the facilities of the Company is permitted only on the condition that the liability of the Company for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission, or failures or defects in the Company connecting equipment occurring in the course of furnishing service and not caused by the negligence of the customer or of the Company in failing to maintain proper standards of maintenance and operation shall in no event exceed an amount equivalent to the proportionate charge to the customer for a period of service during which such mistake, omission, interruption, delay, or error or defect in transmission, or failures or defects in the Company connecting equipment occurs.

e. The Company shall not be responsible to the customer or otherwise if changes in the criteria outlined herein or in any of the facilities, operations or procedures of the Company render any customer premise equipment or communications systems obsolete or require modification or alteration of such equipment or systems or otherwise affect its use or performance.

CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

12.2 CUSTOMER PREMISE EQUIPMENT

1. Recording, Reproducing and Automatic Answering and Recording Equipment

a. General

Customer premise recording, reproducing and automatic answering and recording equipment, which is directly, acoustically or inductively connected with the facilities of the Company may be used by the customer subject to the following conditions:

(1) Recording Requirements

The voice recording equipment must be arranged so that it can be connected or disconnected (or switched on or off) at the will of the customer. In addition, one of the following conditions must apply:

(a) All parties to the telephone conversation must give their prior consent to the recording of the conversation, and the prior consent must be obtained in writing or be part of, and obtained at the start of, the recording, or

(b) All parties to the telephone conversation must be verbally notified at the beginning of the conversation and the notification must be recorded as part of the call, by the recording party, or

(c) A distinctive recorder tone, repeated at intervals of approximately fifteen seconds, is required to alert all parties when the recording equipment is in use. The distinctive recording tone can be provided as part of (i) the recording equipment, or (ii) registered or grandfathered protective circuitry.

CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

12.2 CUSTOMER PREMISE EQUIPMENT (Cont'd)

1. Recording, Reproducing and Automatic Answering and Recording Equipment (Cont'd)

a. General (Cont'd)

(2) Exceptions

The following exceptions for the foregoing requirements apply:

(a) Recordings made of incoming calls to telephone numbers publicized for emergencies involving health or safety of life and property (e.g., emergency situations involving fire, health care, police, public utilities and emergency road service) and outgoing calls made in immediate response to such calls.

Included in this exception are:

(i) Recordings made at the United States Department of Defense Command Centers of emergency communications transmitted over the Department of Defense's private line system when connected to the facilities of the Company.

(ii) Recordings made by the United State Nuclear Regulatory Commission of the Department of Energy with respect to the telephone systems located at its Operations Center.

(b) Recordings of calls made for patently unlawful purposes, such as bomb threats, kidnap ransom requests and obscene telephone calls. Outgoing calls made in immediate response to such calls are also excepted. Included in this exception are:

(i) Recordings made by the United States Secret Service of the Department of the Treasury for recording of two-way telephone conversations which concern the security of the person of the Regulatory Staff Manager of the United States, members of his immediate family, or the White House and its grounds.

CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

12.2 CUSTOMER PREMISE EQUIPMENT (Cont'd)

1. Recording, Reproducing and Automatic Answering and Recording Equipment (Cont'd)

a. General (Cont'd)

(2) Exceptions (Cont'd)

(c) Recordings of calls made by Federal, State or local authorities, or federal intelligence authorities, acting under color of law.

(d) Recordings made by a broadcast licensee provided that at least one of the following requirements is met:

(i) the licensee informs each party to the call of its intent to broadcast the conversation; or

(ii) each party to the call is aware of the licensee's intent to broadcast the call; or

(iii) such awareness of the licensee's intent to broadcast the call may be reasonably imputed to the party.

(e) Recordings of calls made over private line communications systems which are not connected to the public switched network.

CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

12.3 SERVICES THROUGH MISCELLANEOUS COMMON CARRIERS

1. General

a. Miscellaneous Common Carriers are communications common carriers, which have been granted by the Federal Communications Commission a radio station license to operate as a Miscellaneous Common Carrier in the domestic Public Land Mobile Service, and which are not engaged in the business of providing either a public land line message telephone service or public message telegraph service.

b. Interconnected telephone service local messages are available to and from radiotelephone units of customers of a Miscellaneous Common Carrier (a) which has entered into an interconnection agreement with the Company and (b) which has filed Catalogs with the Iowa State Utilities Board. Such interconnected service is available only through interconnecting equipment and connecting circuits provided by the Company.

c. Interconnected Service Local Messages are messages between stations in the local service area of the exchange in which the system of the Miscellaneous Common Carrier is connected with the facilities of the Company and radiotelephone units within range of the Miscellaneous Common Carrier base station which services the area in which the point of connection is located.

d. The rates set forth in b. following are applicable to calls between radiotelephone units of customers of the Miscellaneous Common Carrier and telephones for the portion of the service between (1) the point of connection of the system of the Miscellaneous Common Carrier with the facilities of the Company and (2) telephones within the local service area of the Company's exchange in which the Miscellaneous Common Carrier is connected.

e. Additional charges, which the Miscellaneous Common Carrier bills to and collects from its customers, are applicable to its portion of the interconnected service as set forth in the Miscellaneous Common Carrier's Catalogs on file with the Iowa State Utilities Board.

f. One directory listing is provided without charge for each Miscellaneous Common Carrier radiotelephone system. Additional listings on the connecting channel number may be furnished subject to regular business additional listing terms and conditions, rates and charges.

CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

12.3 SERVICES THROUGH MISCELLANEOUS COMMON CARRIERS (Cont'd)

2. Rates and Charges

		INC *	Monthly Rate
a.	Connecting Circuits, each Rate in Applicable Exchange	$458.00	PBX Trunk
b.	Each block of 100 telephone numbers for one-way paging and/or 2-way mobile		$163.70

* In addition to the regular service connection charge as defined in Section 4 of this Catalog.

CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

12.4 CUSTOMER PREMISE REGISTERED EQUIPMENT

1. General

Connections of Customer Premise Protective Circuitry of Terminal Equipment

a. Customer Premise Protective Circuitry or Terminal Equipment may be connected to facilities furnished by the Company for use with Local Exchange Telecommunications Service on the same terms and conditions as set forth in Title 47, Code of Federal Regulations, Ch. 1, Pt. 68, as amended and interpreted from time to time by orders published in the Federal Register.

b. The use of customer premise circuitry or terminal equipment shall not require change in, or alteration of, the equipment or other facilities of the Company.

c. The Company may make changes in its communications facilities, equipment, operations or procedures, where such action is not inconsistent with applicable laws, terms and conditions.

d. Upon experiencing trouble, the customer shall disconnect all customer premise circuitry or terminal equipment from the line and analyze it for malfunction. If any such circuitry or terminal equipment is found defective, its use shall be immediately discontinued until correction is made.

e. In the event customer premise equipment causes harm, the Company will, when practicable, notify the customer that discontinuance of service may be required, however, where prior notice is not practicable, the Company may discontinue service forthwith. Where prior notice of discontinuance of service is not practicable, the Company will:

(1) Promptly notify the customer of such temporary discontinuance.

(2) Afford the customer the opportunity to correct the situation which gave rise to the temporary discontinuance.

(3) Inform the customer of his right to file a complaint with the Iowa State Utilities Board or with the Federal Communications Commission pursuant to Title 47, Code of Federal Regulations, Ch. 1, Pt. 68, or both. As used in this paragraph the term “harm” means: Electrical hazards to telephone company personnel, damage to Company facilities, malfunction of Company billing equipment and degradation of service to persons other than the user of the subject customer premise equipment, his calling or called party.

CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

12.4 CUSTOMER PREMISE REGISTERED EQUIPMENT (Cont'd)

2. Liability

a. Since the customer has exclusive control of his communications over the facilities furnished him by the Company, and of the other uses for which facilities may be furnished him by the Company, and since errors incident to the services and to the use of such facilities of the Company may be unavoidable, the services and facilities of the Company are furnished subject to the terms, conditions and limitations specified in b., c., and d. following.

b. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by (1) the negligence of the customer, or (2) the negligence of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, shall in no event exceed an amount equal to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay or defect in transmission, or failure or defect in facilities occurs. Refer to Section 2 for rules concerning credit for service interruptions.

c. The customer indemnifies and saves the Company harmless against claims for libel, slander, or infringement of copyright from the material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

d. The Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including, but not limited to, injuries to persons or property from voltages or currents transmitted over the facilities of the Company, (1) caused by customer premise equipment, or (2) not prevented by customer premise equipment but which would have been prevented had proper equipment been used.

CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

12.5 INTERCONNECTION OF CELLULAR MOBILE CARRIERS

1. General

   a. This Catalog provides for the Interconnection of Local Exchange Services for Cellular Mobile Carriers.

   b. The local exchange services described herein, and their rates pertain to exchange access trunk services of all Cellular Mobile Carriers. These services are either Type 1 or Type 2 interconnections as described in Bellcore Technical Reference TR-NPL-000145, and transmission characteristics that do not exceed a nominal 5dB loss for trunks. These will be the minimum grades of service for trunk arrangements offered under the provisions of this Catalog section. Different signaling arrangements or transmission characteristics other than those defined as standard may be provided at additional rates as a special assembly.

   c. These services may be arranged for one-way inward (to the customer), one-way outward (from the customer) and two-way central office trunk terminating equipment arranged for signaling to and/or from the customer as follows:

      (1) Incoming calls to the customer may use either multifrequency (MF) or dial pulse (DP) signaling. MF signaling requires interconnection on a central office trunk basis. Combinations of signaling options on the same trunk or group of trunks are not allowed.

      (2) Outward calls originated from the customer that use either DP, immediate dial pulse or MF signaling require interconnection on a central office trunk basis. Combinations of signaling options on the same trunk or group of trunks are not allowed.

   d. These services are offered at a uniform LATA-wide dialing rate for calls originating on the mobile network and terminating on the local exchange company's network.

   e. These services are offered at the rates specified from central offices where the necessary facilities are available.

CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

12.5 INTERCONNECTION OF CELLULAR MOBILE CARRIERS (Cont'd)

1. General (Cont'd)

f. The mileage to be used to determine the monthly rate for facilities is calculated on the airline mileage between the two locations involved. All mileage will be calculated on the basis of the V and H coordinates of the locations.

g. The rates contained in this Catalog section contemplate the use of equipment, service arrangements and service standards or capabilities normally provided by the Company. When nonstandard equipment or services such as transmission characteristics and signaling of a special type are requested, they may be provided via the special service arrangements as specified in Section 5, and the rates for these arrangements will be applied in addition to those applicable in this or other Catalog sections.

h. The conditions and rates specified in other Catalogs for services which may be associated with these services are in addition to those specified herein.

i. When Direct-Inward-Dialing (DID) is furnished in conjunction with these services, it will be provided only from central offices where DID is offered and where adequate equipment is available.

j. Directory listings for the mobile carriers to these services are provided in accordance with the terms, conditions and rates prescribed in Section 6 of this Catalog. Clients of subscribers to these services are provided listings at the rates specified for Additional Listings – Business in Section 6.

k. The appropriate service charges in Section 4 apply to the establishment and rearrangement of services provided under this Catalog section.

l. The services provided under this Catalog may not be used, switched or otherwise connected together, except on an ancillary basis such as call forwarding, by the mobile carriers for provision of through calling from a landline telephone to another landline telephone. Mobile carriers found to be in violation of this provision will be subject to disconnection. For purposes of enforcement, mobile carriers will make their records available for audit by the Company. The Company agrees to protect the confidentiality of all records made available for audit.

CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

12.5 INTERCONNECTION OF CELLULAR MOBILE CARRIERS (Cont'd)

1. General (Cont'd)

   m. The Company and mobile carriers will cooperate in jointly planning network interconnection and facility requirements.

   n. Usage Rate Service usage charges will not apply to calls to the Company Business Office, Repair Service, Directory Assistance, or for 911 Emergency Service.

   o. Subscribers of the customer shall report all cases of trouble to the customer. The customer shall handle such trouble reporting and advise the Company. The Company shall respond to trouble reports from mobile carriers on a high priority basis.

2. Type 1 Interconnection

   a. A Type 1 interconnection is a direct trunk connection with line side treatment between a mobile carrier's switching office and a Company central office. The mobile carrier establishes connections to the Company's other central offices and other carriers through the connecting central office.

   b. These services are offered at the rates specified herein. For the purposes of this Catalog section, the exchange trunk services specified in this Catalog are defined as: two (2) wire or four (4) wire circuits or their equivalency with MF address pulsing and E&M Supervision, and transmission characteristics that do not exceed a nominal 5dB loss for trunks. These will be the minimum grades of service for trunk arrangements offered under the provisions of this Catalog section. Different signaling arrangements or transmission characteristics other than those defined as standard may be provided at additional rates as a special assembly.

   c. These services may be arranged for two-way, one-way inward (to the mobile carrier), one-way outward (from the mobile carrier) central office trunk terminating equipment arranged for signaling to and or from the customer as follows:

      (1) Trunk Type: Two-way, four wire, wink start only, trunk with multifrequency (MF) address pulsing and E&M Supervision.

      (2) Trunk Type: One-way, two wire, wink start only, trunk with multifrequency (MF) address pulsing and E&M Supervision. This trunk can be arranged for either incoming (from Company) or outgoing (to Company) service.

CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

12.5 INTERCONNECTION OF CELLULAR MOBILE CARRIERS (Cont'd)

3. Type 2A Interconnection

a. Type 2A Interconnection

(1) Type 2A interconnection is provided as trunk side switching through the use of switched trunk equipment in an access tandem arranged for either two-way calling or one-way calling in either originating or terminating directions.

(2) Type 2A interconnection is only available at Company tandems.

b. At the mobile carrier's option and subject to Company's availability of facilities, landline intraLATA calls to the mobile carrier within the Company's territory and within the mobile carrier's which normally would be a toll call, will be charged:

(1) No charge to landline customer. Mobile carrier pays the Company's terminating intrastate access charges.

(2) Landline customer pays normal intrastate toll charges. There is no charge to the mobile carrier.

(3) The provision of this option is dependent upon the geographical area served, the location of the carrier's switch and the type of mobile interconnection being provided.

(4) Due to provisioning requirements, a substantial ordering interval may be necessary to perform this billing arrangement for a carrier.

4. Type 2B Interconnection

a. A Type 2B interconnection is a direct trunk connection between a mobile carrier's point of termination and a Company end office. With Type 2B interconnection the mobile carrier is able to establish connection through the Company's facilities only to and from those valid central office prefixes (NXXs) served by the end office at which the Type 2B service is provided.

b. For purposes of this Catalog, Type 2B services are defined as trunk side connections to an end office that are four (4) wire circuits using only E&M supervision with multifrequency (MF) address pulsing, controlled by wink start operation, and have transmission characteristics that comply with TR-EOP-000352.

CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

12.5 INTERCONNECTION OF CELLULAR MOBILE CARRIERS (Cont'd)

4. Type 2B Interconnection (Cont'd)

c. The mobile carrier's facilities shall provide the necessary on-hook, answer and disconnect supervision, and shall, in all cases, comply with the technical interconnection specifications described in BellCore Technical Reference TR-NPL-00145 and any subsequent revisions.

d. A Type 2 interconnection cannot be used to access Directory Assistance, Operator Services or 911 Service.

e. For Type 2A and Type 2B interconnections mileage charges between the normal Company serving wire center and the tandem or end office apply as per this Catalog for voice grade service or the Private Line Service Catalog for DS1 service.

5. Rates and Charges

a. Trunk and Number Groups

The rate specified in Section 11 apply for DID telephone numbers.

b. Local Network Usage

Local transport rates and local switching rates, as set forth in the Company's Intrastate Access Catalog, apply to calls originated by a cellular station and terminated on the Company's network. Terminating minutes of use for each telephone number used by the carrier will be accumulated on the basis of the call detail recorded by the Company. The accumulated minutes of use will be totaled at the end of the billing period and rounded to the next full minute.

c. Porting Charge

A rate of $3.00 will be assessed to the mobile carrier for each Type 1 number ported from the Company's switch.

"911" EMERGENCY SERVICE

13.1 BASIC "911" EMERGENCY SERVICE

1. General

   a. Because various central offices may require extensive modifications, the time frame for the provision of 911 service will need to be coordinated with the Company.

   b. The minimum contract period for the service is five (5) years. In case of discontinuance or reduction of service within the minimum contract period, a termination charge as shown in the rates following, reduced by 1/60 for each full month of service provided, shall be applied.

2. Regulations

   a. 911 emergency equipment offerings are limited to installations, which permit requests for police assistance, reports of fires and other emergencies.

   b. Since failures, delays or interruptions in transmission may occur without the fault of the Company, and since such service is furnished as an aid in fire and police protection and other emergencies, the liability of the Company for any damage caused by failures, delays or interruptions in transmission, or for any other damages arising out of the use of such service, shall be limited to an amount equal to the allowance for failure of service as specified in the General Terms and Conditions, unless caused by negligence of the Company in failing to maintain reasonable standards of maintenance and operation and to exercise reasonable supervision. The customer subscribing to this service agrees to indemnify the Company against all loss or injury to persons or property arising out of the use or the attempted use of such lines and facilities, unless caused by the negligence of the Company as aforesaid.

   c. The Company will furnish all lines required for 911 emergency systems.

   d. The "911" emergency number is not intended to replace the telephone service of the various public safety agencies which may participate in the use of this number.

   e. The Company does not undertake to operate the 911 service. Operation of the 911 service is the complete and sole responsibility of the participating local governmental authority. The Company shall not be liable to any person or entity for the acts or omissions of the participating local governmental authority in operating or failing to operate the 911 Service or any related or ancillary activities. The Company's sole undertaking is limited to providing facilities, as available, to the participating local governmental authority.

"911" EMERGENCY SERVICE

13.1 BASIC "911" EMERGENCY SERVICE (Cont'd)

3. Rates and Charges

a. All exchanges requiring Basic 911 Service

(1) Rates

	Monthly Rate	Termination Liability*
(a) 911 first trunk-providing called party hold and calling party forced disconnect	$88.64	$5,214.00
(b) Each additional 911 trunk	$22.71	$1,336.20

(2) Charges

(a) The charges for 911 Service will be determined on an individual case basis and will be in the form of nonrecurring charges, and annual charges. Individual features requested by the customer include, but are not limited to central office modifications, data base preparation, trunking and maintenance.

(b) Non-recurring charges for 911 Service will be made to one "entity" (normally a city or county) based on actual costs from job order closings. These charges will include, when applicable, one or more of the following expense items associated with the equipment or service provided.

(i) Maintenance expense.
(ii) Depreciation expense - including reusable and/or recoverable items.
(iii) Administrative expense.
(iv) Taxes - including Federal Income Tax.
(v) Any other specific items of expense that may be associated with the facility provided.
(vi) An approved return on investment.

*The initial service period for Basic "911" Emergency Service shall begin at the date the service is installed and shall continue for a period of five (5) years.

"911" EMERGENCY SERVICE

13.1 BASIC "911" EMERGENCY SERVICE (Cont'd)

3. Rates and Charges (Cont'd)

a. (Cont'd)

(2) Charges (Cont'd)

(c) The cost used in the derivation of the various expense items shall include the following.

(i) Material.
(ii) Material overhead.
(iii) Installation labor.
(iv) Installation labor overhead.
(v) Engineering labor.
(vi) Engineering overhead.

(d) Engineering costs incurred for the preparation of initial estimates and the installation of 911 equipment will be billed to the city or county regardless of whether the appropriate entity request the actual installation of 911 Service.

(e) Annual maintenance and administrative costs will be applied where capital additions were made, causing an increase in annual maintenance. These charges will be billed annually using the maintenance and administrative factors from the most current annual report.

(f) The above charges apply in addition to the applicable rates and charges for Private Line and Leased Line Services.

(g) Service charges as specified in Section 4 of the Catalog are applicable.

(3) Charges to subsequent applicants.

When a new applicant for 911 service is secured who can be served from a completed project for the same exchange, the charges for the entire project are recomputed to include the new applicant. The new applicant pays a prorate for any central office reconfiguration. When a project is recalculated on this basis existing customers will be refunded a prorate of the difference between the original charges and the refigured charges.

"911" EMERGENCY SERVICE

13.2 ENHANCED "911" EMERGENCY SERVICE (E911)

1. General

   a. Enhanced "911" Emergency Service, also referred to as E911, is a telephone exchange communication service whereby one or more Public Safety Answering Points (PSAP) designed by the customer may receive telephone calls dialed to the telephone number 911.

   b. Enhanced "911" service is offered subject to availability of facilities.

   c. The E911 customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire or other emergency services within the telephone central office area arranged for 911 calling.

   d. The minimum contract period for the service is five (5) years. In case of discontinuance or reduction of service within the minimum contract period, a termination charge, as shown in the rates following, reduced by 1/60 for each full month of service provided, shall be applied.

2. Definition of Terms

   a. Automatic Location Identification (ALI): A feature by which the name (business account only) and address associated with the calling party's telephone number (identified by ANI feature as defined following) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premise, etc.) will be identified with the address of the telephone number at the main premises.

   b. Automatic Number Identification (ANI): A feature by which the calling party's ANI telephone number is forwarded to the PSAP Display and Transfer Units via the E911 Control Office.

"911" EMERGENCY SERVICE

13.2 ENHANCED "911" EMERGENCY SERVICE (E911) (Cont'd)

2. Definition of Terms (Cont'd)

c. Public Safety Answering Point (PSAP): An answering location for 911 calls originating in a given area. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first: Secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call. PSAPs are staffed by employees or service agencies such as police, fire or emergency medical or by employees of a common bureau serving a group of such entities.

d. Selective Routing (SR): A feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

3. Terms and Conditions

a. This service is limited to the use of central office telephone number 911 as the universal emergency telephone number. Only one E911 service will be provided within any government agency's locality.

b. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number. The public safety agencies will subscribe to other exchange telephone service as provided in the Local Exchange Catalog and other Catalogs.

c. E911 Service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.

d. E911 Service is classified as Business Exchange Service and arranged for one-way incoming service to the appropriate PSAP.

e. E911 Service is provided solely for the benefit of the customer operating the PSAP. The provision of E911 Service by the Company shall not be interpreted, construed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.

"911" EMERGENCY SERVICE

13.2 ENHANCED "911" EMERGENCY SERVICE (E911) (Cont'd)

3. Terms and Conditions (Cont'd)

f. The Company does not undertake to answer and forward 911 calls but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.

g. Any terminal equipment used in conjunction with E911 Service, whether provided by the Company or the customer, shall be configured so that it is unable to extract any information from the Data Management System other than information relating to a number identified through the ANI feature as the source of an in-progress call.

h. E911 information consisting of the names, addresses and telephone numbers of telephone customers whose listings are not published in directories or listed in Directory Assistance offices is confidential. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls.

i. The E911 calling party forfeits the privacy afforded by Private and Semi-Private Service to the extent that the telephone number, address and name associated with the originating station location are furnished to the PSAP.

j. The customer releases, indemnifies and holds harmless the Company from any and all loss, claims, demands, suits or other action or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person caused or claimed, to have been caused directly or indirectly by its publication of such number or the disclosing of said number to any person.

k. Central Office identification is provided in lieu of ANI/ALI on calls placed from four-party line services.

l. The rates charged for E911 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall notify the Company promptly in the event the system is not functioning properly.

"911" EMERGENCY SERVICE

13.2 ENHANCED "911" EMERGENCY SERVICE (E911) (Cont'd)

3. Terms and Conditions (Cont'd)

m. The Company's liability for any loss or damage arising from any errors, interruptions, defects, failures of equipment of service or malfunctions of this service or any part thereof whether caused by the negligence of the Company or otherwise shall not exceed the greater of $50 or an amount equivalent to the pro rata charges for the service affected during the period of time that the service was fully or partially inoperative. These limited damages shall be in addition to any credit which may be given for an out-of-service condition as specified in the General Regulations.

n. Each customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits or other action, including reasonable attorneys' fees, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others.

o. The customer also agrees to release, indemnify, defend and hold harmless the Company for any and all loss, claims, demands, suits, or other action, or any liability whatsoever from any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of E911 service features and the equipment associated therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by persons accessing 911 service hereunder, and which arises out of the negligence or other wrongful act of the Company, the customer, its user, agencies or municipalities, or the employees or agents of any one of them.

p. Because the Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the customer to make arrangements to handle all E911 calls that originate from telephones served by central offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.

"911" EMERGENCY SERVICE

13.2 ENHANCED "911" EMERGENCY SERVICE (E911) (Cont'd)

3. Terms and Conditions (Cont'd)

q. Application for E911 Service must be executed in writing by each customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.

r. The customer is required to furnish the Company its agreement to the following terms and conditions:

(1) All E911 calls will be answered on a 24-hour day, 7-day week basis.

(2) The customer is responsible for dispatching the appropriate emergency service vehicles within the E911 service area or will undertake to transfer all E911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.

(3) The customer will establish a procedure for handling calls not requiring public safety response.

(4) The customer will subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls and for receiving other calls.

(5) The customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming E911 lines recommended by the Company.

"911" EMERGENCY SERVICE

13.2 ENHANCED "911" EMERGENCY SERVICE (E911) (Cont'd)

3. Terms and Conditions (Cont'd)

s. When the Selective Routing feature is provided, the customer is responsible for identifying primary and secondary PSAP locations and the unique combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service in the E911 serving area and for associating the Company-provided Emergency Service Numbers (ESN) with the street address ranges or other criteria for selective routing of calls. ESNs will be carried in the Data Management System (DMS) to permit routing of 911 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the E911 serving area. The following terms define the customer's responsibility in providing this information:

(1) Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished by the customer to the Company prior to the effective date of service.

(2) After establishment of service, it is the customer's responsibility to continue to verify the accuracy of routing information contained in the master address file and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of E911 calls to the proper PSAP.

(3) The Company will provide to the customer on request a complete written copy of the master address file to permit the customer to verify accuracy of the police, fire, and ambulance PSAP routing designations.

(4) Changes, deletions and additions which the customer desires to have made in the master address file should be submitted on an "as occurred" basis.

(5) The Company will furnish a written copy to the customer for verification showing each change, deletion, and addition to the master address file.

(6) Where facilities permit, the customer can request diversification and redundancy of any or all inter-office and/or local facility routes. Additional charges for such service utilizing the facilities, or the construction and provisioning thereof, will be the responsibility of the customer and will be assessed on an individual case basis.

"911" EMERGENCY SERVICE

13.2 ENHANCED "911" EMERGENCY SERVICE (E911) (Cont'd)

4. Rates and Charges

a. All exchanges requiring E911 Service.

The following rates and charges apply in addition to the applicable rates and charges for business one-party service and private and leased line service as provided for in Section 3 and Section 14.

(1) Rates

		Monthly Rate	Termination Liability *
(a)	Initial E911 Trunk	$100.55	$5,914.80
(b)	Each additional E911 Trunk to a maximum of nine trunks	$29.40	$1,729.80

* The initial service period for Enhanced "911" Emergency Service shall begin at the date the service is installed and shall continue for a period of five (5) years.

"911" EMERGENCY SERVICE

13.2 ENHANCED "911" EMERGENCY SERVICE (E911) (Cont'd)

4. Rates and Charges (Cont'd)

a. All exchanges requiring E911 Service. (Cont'd)

(2) Charges

(a) Individual features requested by the customer include, but are not limited to, central office modifications, data base preparation, trunking and maintenance.

(b) Non-recurring charges for E911 Service will be made to one "entity" (normally a city or county) based on actual costs from job order closings. These charges will include, when applicable, one or more of the following expense items associated with the equipment or service provided.

i. Maintenance expense.
ii. Depreciation expense - including reusable and/or recoverable items.
iii. Administrative expense.
iv. Taxes - including Federal Income Tax.
v. Any other specific items of expense that may be associated with the facility provided.
vi. An approved return on investment.

(c) The cost used in the derivation of the various expense items shall include the following.

i. Material.
ii. Material overhead.
iii. Installation labor.
iv. Installation labor overhead.
v. Engineering labor.
vi. Engineering overhead.

(d) Engineering costs incurred for the preparation of initial estimates and the installation of E911 equipment will be billed to the city or county regardless of whether the appropriate entity requests the actual installation of E911 Service.

"911" EMERGENCY SERVICE

13.2 ENHANCED "911" EMERGENCY SERVICE (E911) (Cont'd)

4. Rates and Charges (Cont'd)

a. (Cont'd)

(2) Charges (Cont'd)

(e) Annual maintenance and administrative costs will be applied where capital additions were made, causing an increase in annual maintenance. These charges will be billed annually using the maintenance and administrative factors from the most current annual report.

(f) The above charges apply in addition to the applicable rates and charges for Private Line and Leased Line.

(g) Service charges as specified in Section 4 of the Catalog are applicable.

(3) Charges to subsequent applicants.

When a new applicant for E911 service is secured who can be served from a completed project for the same exchange, the charges for the entire project are recomputed to include the new applicant. The new applicant pays a prorate for any central office reconfiguration. When a project is recalculated on this basis existing customers will be refunded a prorate of the difference between the original charges and the refigured charges.

ANALOG PRIVATE AND LEASED LINE SERVICES AND CHANNELS (T)

14.1 GENERAL

1. Description and Regulations (T)

   a. Unless otherwise specified, analog private and leased line services and channels are arranged for facility usage seven (7) days per week, 24 hours per day, for a minimum period of one (1) year. These channels are suitable for two-point or multipoint configurations and are further subject to the limitations outlined below for each type of facility. As such they are furnished only where facilities and operating conditions permit.

      (1) Local channel inside the exchange area - one (1) required per premise(s) to connect a station to its serving wire center.
      (2) Direct routed channel - facilities provided, at the option of the Telephone Company, between two (2) buildings on different premises not routed through the serving wire center.
      (3) Multipoint Bridging Charge - applies when the customer requests more than two (2) stations be bridged on the same facility.

   b. Local channels used to provide multipoint channels as a transmission path to connect customer-premises equipment are defined in terms of electrical interfaces. The customer is responsible for selecting the proper type of local channel to meet their requirements. Interconnection protection criteria and terms and conditions as described in Section 12 of this Catalog shall apply.

   c. Signaling applied by the customer-premises equipment on Special Signaling Channels must be within the criteria as described elsewhere in this section.

   d. Analog private and leased line services and channels used to provide a transmission path to connect customer-premises equipment are defined in terms of electrical interfaces. The customer is responsible for selecting the proper type of Local Channel to meet his service requirements. Interconnection protection criteria and terms and conditions as described in Section 12 of this Catalog shall apply. (T)

   e. The services described in this section are provisioned to provide a channel with a voice frequency transmission capability in the nominal frequency range of 300 to 3000 Hz.

   f. A non-recurring deloading charge per private line, as specified in Section 14.5.1.d., will apply for situations in which a customer requests the removal of load coils from two- or four-wire local private lines offered in Section 14 of this Catalog. The Company makes no representation as to the fitness of this service for a particular purpose or compatibility with customer-provided equipment. The Company shall have the right to terminate service without notice if the customer's use adversely impacts the Company's facilities or the Company's provision of service to others.

ANALOG PRIVATE AND LEASED LINE SERVICES AND CHANNELS (T)

14.1 GENERAL (Cont'd)

2. Loop Rates

Unless otherwise specified, loop rates will apply on a per loop basis regardless of whether the facilities are provided via a direct point-to-point connection or are routed through the central office.

3. Nonrecurring Charges

Unless otherwise specified in this section, installation and change charges as set forth in Section 4 of this Catalog apply.

4. Minimum Contract Periods

a. Contracts are taken for the initial period of one (1) year. Rates there under are payable monthly in advance.

b. If the service is discontinued by the Company for breach of contract by the customer, or is discontinued by the customer before the expiration of the initial term, the customer will pay, as liquidated damage 33 1/3 percent of the contract rate for the unexpired period.

5. Special Routing of Channels

a. The analog private line facilities and channels furnished under the various sections of (T)
this Catalog are provided over such routes as the Company may elect.

b. Special routing is involved where, in order to comply with requirements specified by the customer, the Company furnishes the private line facilities or channels in a manner which includes one (1) or both of the following conditions:

(1) Where two (2) or more facilities or channels must be furnished over different physical routes.

(2) Where a facility or channel must be furnished on a route which avoids specified geographical locations.

When special routing of facilities or channels is furnished a customer, construction charges as set forth in Section 5 of this Catalog may apply.

ANALOG PRIVATE AND LEASED LINE SERVICES AND CHANNELS (T)

14.2 ANALOG PRIVATE LINE SERVICE (T)

1. The following terms, conditions and rates apply to analog private line telephone service furnished or made available by the Company between two (2) or more points within one (1) exchange area. (T)

   a. Private line telephone service is that of providing the requisite facilities, including channels having no connection with the central office and which enable the customer to communicate between specified locations for twenty-four (24) hours per day, seven (7) days per week.

   b. The circuits utilized to provide this service contain no line treatment or line conditioning.

   c. The loop rate set forth in Section 14.5 contemplates only two (2) point connections between the telephones connected to the line.

14.3 ANALOG LEASED LINE SERVICES (T)

1. Radio Loops

   Program Channel

		Per Month or Fraction Thereof
(1)	Non-Equalized Channels	Loop rate as set forth in Section 14.5.
(2)	Equalized Loops A $9.70 charge in addition to loop rates.	Loop rate as set forth in Section 14.5.

2. Telegraph and Teletypewriter Channels

   a. General

      Telegraph and teletypewriter loops and telegraph private lines are circuits or channels furnished by the Company for use in connection with telegraph and teletypewriter equipment.

   b. Rate

      Loop rate as set forth in Section 14.5.

ANALOG PRIVATE AND LEASED LINE SERVICES AND CHANNELS (T)

14.4 OTHER ANALOG LEASED LINES AND CHANNELS (T)

1. Intraexchange Special Signaling Channel Facilities

   a. Description and Regulations

      These channels are arranged for facility usage seven (7) days per week, twenty-four (24) hours per day, for a minimum period of one (1) year.

      (1) Special Signaling Private Line Facilities provide for communications within the specifications and limits stated below:

         (a) Special Signaling Channel - A channel facility between a customer location and his serving wire center. A two-wire interface with effective two-wire facilities, DC transmission (metallic continuity*) with customer-premises signaling equipment. This channel facility will be offered for intraexchange facilities only.

         (b) These unconditioned channels are capable of transmitting up to thirty (30) bauds direct current mark-space or binary signals for remote metering supervisory control and miscellaneous signaling purposes. These channels are not suitable for the transmission of alternating current tones and are furnished for half-duplex operations on a two (2) or multi-point basis within limits and specifications stated below.

      (2) These channels permit nondirectional transmission of contact closure or voltage or current transitions at speeds up to fifteen (15) bits per second. The maximum direct current voltage shall not exceed two hundred seventy (270) volts conductor to conductor or one hundred thirty-five (135) volts from either conductor to ground. Alternating current voltages shall be limited to a value of 50V RMS (70.7 volts peak) conductor to conductor or either conductor to ground, and the shortest signaling element shall not be less than 33MS (.033 seconds). The direct and alternating current voltage sources shall limit the maximum current, conductor to conductor or either conductor to ground, to a value not to exceed 50 MA peak (.05 ampere).

   b. Rate

      Loop rate as set forth in Section 14.5.

* This type of channel is furnished subject to the availability of facilities. Construction of facilities expressly for this purpose is not contemplated.

ANALOG PRIVATE AND LEASED LINE SERVICES AND CHANNELS (T)

14.4 OTHER ANALOG LEASED LINES AND CHANNELS (Cont'd) (T)

2. Intraexchange Voice and Data Channel Facilities

a. Application

These channels are furnished for half duplex (voice or data use) and duplex (data use) operations on a two (2) point or multipoint basis for facility usage seven (7) days per week, twenty-four (24) hours per day, for a minimum period of one (1) year. The transmission characteristics and various types of facilities furnished within this category are as set forth below.

(1) BASIC - Parameters and Specifications for Voice Channels

BASIC PARAMETERS		SPECIFICATION OR LIMIT
(a)	Net Loss	Varies with cable make-up. Not to exceed the cable manufacturers specifications. Note that the specification of net loss or gain refers to the requirements of the total channel facility offering, not the individual local channel. Losses or gains present in Customer-Premises Equipment have not been included.
(b)	DC Resistance	Varies with cable make-up. Not to exceed the cable manufacturers' specifications. Does not imply or guarantee end to end DC Continuity.
(c)	Frequency Error	± 5 Hz
(d)	Frequency Response	300-3000 Hz, -3dB to +12dB 500-2500 Hz, -2dB to +8dB ("+" means more loss and "-" means less loss)

ANALOG PRIVATE AND LEASED LINE SERVICES AND CHANNELS (T)

14.4 OTHER ANALOG LEASED LINES AND CHANNELS (Cont'd) (T)

2. Intraexchange Voice and Data Channel Facilities (Cont'd)

a. Application (Cont'd)

(1) BASIC - Parameters and Specifications for Voice Channels (Cont'd)

BASIC PARAMETERS		SPECIFICATION OR LIMIT
(e)	Envelope Delay Distortion	For Speech Application, Not controlled. For Data Application, Less than 1000 Microseconds, 1000-2400 Hz. Less than 1450 Microseconds, 800-2600 Hz.
(f)	-13dBm0 1000 Hz Test Signal to C-Notched Noise Ratio	For Speech Application, 20dB For Data Application, 24dB
(g)	Impulse Noise	For Speech Application, 90 counts in 15 minutes at a threshold of 1dB below a -13dBm0 rms 1000 Hz Test Signal For Data Application, 15 counts in 15 minutes at a threshold of 6dB below a -13dBm0 rms 10000 Hz Test Signal
(h)	Phase Jitter	For Speech Application, 18 degrees peak to peak For Data Application, 10 degrees peak to peak
(i)	Non-Linear Distortion Signal to 2nd Order Distortion	For Speech Application, 20dB For Data Application, 25dB
(j)	Signal to 3rd Order Distortion	For Speech Application, 25dB For Data Application, 30dB

ANALOG PRIVATE AND LEASED LINE SERVICES AND CHANNELS (T)

14.4 OTHER ANALOG LEASED LINES AND CHANNELS (Cont'd) (T)

2. Intraexchange Voice and Data Channel Facilities (Cont'd)

b. Classification

(1) Voice Channel Facilities provide for speech and/or data communications within the specifications and limits as stated in 20.4.2A1 preceding. Local channels used to provide a transmission path to connect customer-premises equipment are defined in terms of electrical interfaces. The customer is responsible for selecting the proper type of local channel to meet their facility requirements. Interconnection protection criteria and terms and conditions as described in Section 12 of this Catalog shall apply.

(2) Local channels may be connected to extend facilities to another customer and will either be directly routed or routed through the central office. Routing in all cases is at the discretion of the Company subject to the availability of facilities.

(a) Remote Mobile Radiotelephone

(b) PBX Stations and Extensions, data only

(c) PBX Tie Lines - data only

(d) Channel Category 1 - A two (2) wire interface with two (2) wire facilities intended for use as two-point voice engineered for 1000 Hz with a net loss of 0dB to 10dB.

(e) Channel Category 2 - A two (2) wire interface with two (2) wire facilities engineered for 1000 Hz net loss of 0dB to 3.5dB-PBX/OPS-OPX.

(f) Channel Category 3 - A four (4) wire interface with four (4) wire facilities intended for use as an inter tandem tie trunk. Customers are required to ensure that neither direct transmitted signal nor reflected signal energy is to exceed the limits specified elsewhere in this section.

(g) Channel Category 4 - A two (2) wire interface with two (2) wire facilities engineered for a 1000 Hz net loss of 0dB to 5.5dB-OPX.

(h) Channel Category 5 * - A data four (4) wire interface with four (4) wire facilities engineered for a 1000 Hz maximum net loss of I6dB.

ANALOG PRIVATE AND LEASED LINE SERVICES AND CHANNELS (T)

14.4 OTHER ANALOG LEASED LINES AND CHANNELS (Cont'd) (T)

2. Intraexchange Voice and Data Channel Facilities (Cont'd)

b. Classification (Cont'd)

(2) (Cont'd)

(i) Channel Category 6 - A data two (2) wire interface with four (4) wire facilities engineered for a 1000 Hz maximum net loss of 16dB.

(j) Channel Category 7 * - A two (2) wire interface, with two (2) wire facilities engineered for a 1000 Hz half duplex data maximum net loss of 16dB.

c. Rate

Loop rate as set forth in Section 14.5

3. Intraexchange Alarm Communications Facilities

a. Description and Regulations

The Company will furnish local channels between the Alarm Center and the Serving Wire Center and the customer's premises.

(1) An Alarm Center is defined as a customer location owned or leased by the Alarm Center over which he has control and provides security. Also, they:

(a) Furnish and administer services to multiple patrons in a geographical area. The term "Patron" denotes a subscriber to the services offered by the owner or lessee of an Alarm Center.

(b) Provide a system, or a group of systems, owned or leased by the Alarm Center whose function is to receive incoming alarm signals which can be identified, evaluated and processed.

(2) The Alarm Facility will consist of a two (2) wire interface with effective two (2) wire facilities, DC transmission, (metallic continuity where facilities are available).

b. Rate

Loop rate as set forth in Section 14.5.

* Not suitable for switching and/or tandem operations to the public switched network or other private line facilities.

ANALOG PRIVATE AND LEASED LINE SERVICES AND CHANNELS (T)

14.4 OTHER ANALOG LEASED LINES AND CHANNELS (Cont'd) (T)

4. Multipoint Bridging Service

a. Multipoint Bridging Options - Applicable when more than two (2) points of facilities are bridged on the channel.

b. Multipoint capability involves a bridging for which a charge applies. This charge applies plus a charge for each local channel.

c. Multipoint facilities are facilities which provide communications capability between more than two (2) private line station locations constituting a common dedicated communications system.

d. Rate

Loop rate as set forth in Section 14.5.

5. 768 Kbps Symmetric 10BaseT Ethernet Transmission Service

a. Description

This service provides for the transmission of 10BaseT Ethernet data among various customer locations within an exchange. The target data transmission rate for this service is 768 Kilobits Per Second (Kbps) although the actual transmission rate may be less.

b. Regulations

Provision of this service is limited to areas where proper facilities exist to support this service.

c. Rates and Charges

Rates and charges for 768 Kbps Symmetric 10BaseT Ethernet Transmission Service will be established on an individual case basis.

ANALOG PRIVATE AND LEASED LINE SERVICES AND CHANNELS (T)

14.5 RATES AND CHARGES

1. The following applications and rates apply to analog private and leased line services and channels: (T)

   a. Where facilities to install private and leased line services or channels are routed point-to-point, or are routed through the central office, one loop rate applies.

   b. Two loop rates apply for each four-wire private or leased line or channel.

	Monthly Rate
c. Loop, private line (LEASE)	$25.00
Loop, radio (LEASE)	$25.00
Loop, telegraph and teletypewriter	*
Rate Group 1 (LOOP)	*
Rate Group 2 (LOOP)	*
Rate Group 3 (LOOP)	$25.00
Loop, special signaling (LEASE)	$25.00
Loop, remote mobile radiotelephone (LEASE)	$25.00
Loop, PBX station, data only (LEASE)	$25.00
Loop, PBX tie line, data only (LEASE)	$25.00
Loop, channel category 1 (LEASE)	$25.00
Loop, channel category 2 (LEASE)	$25.00
Loop, channel category 3 (LEASE)	$25.00
Loop, channel category 4 (LEASE)	$25.00
Loop, channel category 5 (LEASE)	$25.00
Loop, channel category 6 (LEASE)	$25.00
Loop, channel category 7 LEASE)	$25.00
Loop, alarm channel (LEASE)	$25.00
Loop, multipoint bridging channel (LEASE)	$25.00

	Initial Non-Recurring Charge
d. Deload two- or four-wire local private line, per private line	$1,643.77

* Business one-party access line rate.

DIGITAL PRIVATE AND LEASED LINE SERVICES AND CHANNELS

(N)(M)

15.1 Intra-Wire Center Digital Special Access Service

Intra-Wire Center Digital Special Access Service provides a dedicated, digital, non-switched transmission path between or among customer-designated premises that are wholly located within one wire center. This type of Access Service is used, for example, by customers for the provision of digital private line service within a single wire center. The provision of Intra-Wire Center Digital Special Access in all situations is dependent upon the availability of Telephone Company plant and equipment.

Except for the application of Channel Termination and Channel Mileage charges as described below, Intra-Wire Center Digital Special Access Service is provided pursuant to the service descriptions and pricing in Section 5 of the Telephone Company's State Access Tariff.

Intra-Wire Center Digital Special Access Service provides one Channel Termination at no charge, and no Channel Mileage charge is assessed. One Channel Termination charge will apply for a single point-to-point Intra-Wire Center Special Access Service circuit which links two customer-designated premises. Multipoint Intra-Wire Center Digital Special Access Service circuits will be assessed a Channel Termination charge for the second and subsequent customer-designated premises that are linked by the circuit.

(N)

(M) Previous material in this section was moved to Section 16.

(M)

LOCAL EXCHANGE SERVICE AREAS CROSSING STATE BOUNDARIES

16.1 GENERAL

1. Local Exchange Service

The rates contained in this section apply to basic local exchange service (including extended area service) for customers who are located in the State of Iowa and who are served by the following exchanges that are located in the State of Minnesota:

Ellsworth, Minnesota (Midland)

2. Other Services

All other rates and charges not specified in this section, for services received by the Iowa customers of these exchanges, will be the same as specified for other Iowa customers who receive the services from exchanges located in Iowa.

16.2 ELLSWORTH, MINNESOTA

CLASS OF SERVICE	ACCESS LINE RATE (1)	EAS ADDITIVE EAS To: ADRIAN *	TOTAL (2)	TOTAL (1+2)
BUSINESS SERVICE				
One-Party	$34.15	$3.31	$3.31	$37.46
Key Trunk	$34.15	$4.85	$4.85	$39.00
PBX Trunk	$35.07	$4.85	$4.85	$39.92
Pay Tel	$29.65			
NONPRIMARY RESIDENCE SERVICE				
One-Party	$20.00 (I)	$1.46	$1.46	$21.46 (I)

* Minnesota exchange.

BUNDLED SERVICES

17.1 FRONTIER CHOICES[sm] TIER BUNDLES – Grandfathered as of May 1, 2019 (C)

A. General

Frontier Choices[sm] Tier Bundles are several package offerings that give residential customer a combination of services and features. Options available with Frontier Choices[sm] Tier Bundle include either one or two flat rate residential basic local service access lines, a custome selected combination of local enhanced features plus ten free local directory assistance calls Residential customers can take any combination of features for the same flat rate bundl package price. Federally tariffed services are included in Tiers II, III, IV and V and ar designated as such. Inclusion of federally tariffed services is provided only for purpose o clarity and does not imply these services are subject to state regulatory authority.

B. Frontier Choices [sm]

1. Frontier Choices[sm] Tier I

- One Residential One-Party Local Exchange Service Access Line *
- Allowance for 10 Free Local Directory Assistance Calls
- Call Forward Busy
- Call Forward No Answer
- Basic Call Forward
- Call Waiting
- Distinctive Ring
- Speed Call 8 [1] or 30
- Frontier Privacy[sm] [1]
- 3 Way Calling
- *66 Busy Number Redial
- *69 Call Return
- Caller ID with Name
- Priority Call
- Selective Call Acceptance
- Selective Call Forward
- Selective Call Rejection
- Message Waiting Indication

* This service is included here to describe the complete bundle but is separately rated. See details in Section 11.17.1.D.1.

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014

BUNDLED SERVICES

17.1 FRONTIER CHOICES[sm] TIER BUNDLES – Grandfathered as of May 1, 2019 (Cont'd) (C)

B. Frontier Choices[sm] (Cont'd)

2. Frontier Choices[sm] Tier II

Includes all items available in Frontier Choices[sm] Tier I plus:

- Frontier® dial-up Internet

3. Frontier Choices[sm] Tier III

Includes all items available in Frontier Choices[sm] Tier II plus:

- One Additional Residential One-Party Local Exchange Service Access Line *
- Interstate End User Subscriber Line Charge on the Additional Line only (per the Company's interstate access Tariff)

4. Frontier Choices[sm] Tier IV

Includes all items available in Frontier Choices[sm] Tier I plus:

- 256 Kbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (When Federally Tariffed)
- 256 Kbps Frontier® Internet service

5. Frontier Choices[sm] Tier V

Includes all items available in Frontier Choices[sm] Tier I plus:

- 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
- 1 Mbps Frontier® Internet service

* This service is included here to describe the complete bundle but is separately rated. See details in Section 11.17.1.D.1.

BUNDLED SERVICES

17.1 FRONTIER CHOICES[sm] TIER BUNDLES – Grandfathered as of May 1, 2019 (Cont'd) (C)

C. Regulations

1. Frontier Choices[sm] Tier Bundles packages are available only where technically feasible.

2. The Cataloged services and features are provided subject to their individual service terms and conditions as specified in the applicable sections of the Company's Catalogs.

3. This offering includes an allowance for ten free Frontier local directory assistance 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.

4. Existing Frontier Choices[sm] Tier Bundles customers cannot take advantage of promotions for Frontier Choices[sm] Tier Bundles or any of the services or features specified in 11.17.1.B, preceding, unless specifically allowed by the terms and conditions of the promotion.

D. Rates and Charges

1. The Frontier Choices[sm] Tier Bundles package rate may also include non-regulated services and or equipment components not listed in this Catalog but offered to the customer in conjunction with it and included in the price.

BUNDLED SERVICES

17.1 FRONTIER CHOICES[sm] TIER BUNDLES – Grandfathered as of May 1, 2019 (Cont'd) (C)

D. Rates and Charges (Cont'd)

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

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

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

5. All federal End User Subscriber Line charges ("SLC") will be billed separately and in addition to the Frontier Choices[sm] Tier Bundles package with the exception of the federal non-primary residential SLC associated with the additional line in the Frontier Choices[sm] Tier III Bundle, which is included in the package rate. Except as otherwise specified, all other applicable surcharges and taxes will be billed separately, and in addition to, the package rate.

6. EAS additives will be billed in addition to the package rate.

7. A residential customer who subscribes to a Frontier Choices[sm] Tier Bundles service concurrent with initially ordering basic local service or when moving to a new location within the Company's service area will receive a onetime credit of $10.00.

8. The rates for each Frontier Choices[sm] Tier Bundle, below, are being assessed according to rate group. An exchange listing, identifying each exchange's rate group, can be found in Section 3.4, preceding.

BUNDLED SERVICES

17.1 FRONTIER CHOICES[sm] TIER BUNDLES – Grandfathered as of May 1, 2019 (Cont'd)

D. Rates and Charges

The following rates for Frontier Choices[sm] Tier Bundles apply:

	Monthly Rate per Rate Group			
	Rate Group 1	*Rate Group 2	Rate Group 3	
Frontier Choices[sm] Tier I	$29.00	$34.00	$39.00	(I)
Frontier Choices[sm] Tier II	$ 47.00	$52.00	$57.00	
Frontier Choices[sm] Tier III	$ 64.00	$74.00	$79.00	
Frontier Choices[sm] Tier IV	$719.00	$76.00	$81.00	
Frontier Choices[sm] Tier V	$819.00	$86.00	$91.00	(I)

* Includes the Rate Group 2 exchanges listed in Section 3.2 and the Ellsworth, Minnesota, exchange described in Section 16.

BUNDLED SERVICES

17.1 FRONTIER CHOICES[sm] TIER BUNDLES – Grandfathered as of May 1, 2019 (Cont'd)

E. Unique Exchange Bundle Rates with or Without One-Year Term Rate Plan

1. Customers in the following exchange may subscribe to a Tier Bundle under a one-year term contract, at a reduced monthly charge:

Orange City

2. Early termination liability charges shall apply if the customer cancels the Tier Bundle before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled. The early termination liability charges shall be calculated as follows: For each cancelled Tier Bundle, a rate differential shall be determined, equal to the difference between the Tier Bundle rate under the contract and the Tier Bundle rate under month-to-month subscription. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) for which the customer subscribed to the Tier Bundle under contract before cancellation. The result shall be the early termination liability charge for the cancelled Tier Bundle.

3. The following monthly rates with or without a one-year commitment apply:

	Orange City With 1 year term	Orange City Without 1 year term	
Tier I	$27.00	$32.00	(I)
Tier II	42.00	47.00	|
Tier III	46.00	59.00	|
Tier IV	61.00	66.00	|
Tier V	71.00	76.00	(I)

BUNDLED SERVICES

17.1 FRONTIER CHOICES[sm] TIER BUNDLES – Grandfathered as of May 1, 2019 (Cont'd) (C)

F. One-Year Term Rate Plan

1. Customers may subscribe to a Tier I Bundle under a one-year term contract, with a $5.00 discount from the normal monthly charge.

2. Early termination liability charges shall apply if the customer cancels the Tier I Bundle before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled. The early termination liability charges shall be calculated as follows: For each cancelled Tier I Bundle, a rate differential shall be determined, equal to the difference between the Tier I Bundle rate under the contract and the Tier I Bundle rate under month-to-month subscription. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) for which the customer subscribed to the Tier I Bundle under contract before cancellation. The result shall be the early termination liability charge for the cancelled Tier I Bundle.

3. After the end of the one-year period, the monthly rate with a one-year term commitment will apply for another one-year term commitment unless the customer requests that the one-year term not be renewed, in which case the normal monthly rate will apply on a month-to-month basis. The Company will notify the customer of this provision before renewal of the one-year term.

BUNDLED SERVICES

17.2 FRONTIERWORKS[sm] SMALL BUSINESS SOLUTIONS

A. General

FrontierWorks[sm] 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 federally tariffed services. Listing of the federally tariffed services is provided only for the purpose of clarity.

B. Bundle/Package Descriptions

1. FrontierWorks[sm] Small Business Solutions: SB1

a. One Business Access Line, including Call Forward Busy Line and Call Forward No Answer

b. Message Waiting Indication (T)

c. Frontier® dial-up Internet Service

d. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications Online and Long Distance Inc., usage per month per bundle. (Federally Price-Listed)

2. FrontierWorks[sm] Small Business Solutions: SB2 (T)

a. One Business Access Line, including Call Forward Busy and Call Forward No Answer

b. Message Waiting Indication (T)

c. 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)

d. Frontier® DSL Max Internet Service

e. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications Online and Long Distance Inc., usage per month per bundle. (Federally Price-Listed)

BUNDLED SERVICES

17.2 FRONTIERWORKS[sm] SMALL BUSINESS SOLUTIONS (Cont'd)

B. Bundle/Package Descriptions (Cont'd)

3. FrontierWorks[sm] Small Business Solutions: SB3

a. Two Business Access Lines, including Call Forward Busy and Call Forward No Answer

b. Message Waiting Indication (T)

c. Frontier dial-up Internet Service

d. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications Online and Long Distance Inc., usage per month per bundle. (Federally Price-Listed)

4. FrontierWorks[sm] Small Business Solutions: SB4

a. Two Business Access Lines, including Call Forward Busy and Call Forward No Answer

b. Message Waiting Indication (T)

c. 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)

d. Frontier® DSL Max Internet Service

e. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications Online and Long Distance Inc., usage per month per bundle. (Federally Price-Listed)

5. FrontierWorks[sm] Small Business Solutions: SB7

a. One Business Access Line, including Call Forward Busy and Call Forward No Answer

BUNDLED SERVICES

17.2 FRONTIERWORKS[sm] SMALL BUSINESS SOLUTIONS (Cont'd)

C. Optional Services

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

1. FrontierWorks[sm] Select5

   Choice of five of the following:

   Caller ID with Name
   Basic Call Forward
   Call Waiting
   Speed Call 8 [1] or 30
   3 Way Calling
   *66 Busy Number Redial (T)
   *69 Call Return (T)
   Rotary Line Service (also known as Hunting)

2. FrontierWorks[sm] Select5 with Voice Mail

   Choice of five of the following:

   Caller ID with Name
   Basic Call Forward
   Call Waiting
   Speed Call 8 [1] or 30
   3 Way Calling (T)
   *66 Busy Number Redial |
   *69 Call Return (T)
   Rotary Line Service (also known as Hunting)

3. Citizens Conference on Demand

4. Citizens Webexchange

5. FrontierPages[sm] free one-inch Yellow Pages advertisement

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

BUNDLED SERVICES

17.2 FRONTIERWORKS[sm] SMALL BUSINESS SOLUTIONS (Cont'd)

D. Regulations

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

2. The bundles are offered only under one-year, two-year, and three-year term contracts. (N)

   a. If the Cataloged rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.

   b. 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.

   c. 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.

   d. 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.

      1. The early termination liability charges shall be calculated as follows:

         For each cancelled bundle, with adjustments present to paragraph 2. below, a rate differential shall be determined, equal to the difference between the Rate Group 1 term rate for the contract term and the Rate Group 1 term rate for the longest available contract term for which the customer's subscription, upon cancellation, would have otherwise qualified. For example, if the customer cancels in the second year of a three-year contract, the rate differential would be the difference between the Rate Group 1 rate for a three-year term and the Rate Group 1 rate for a two-year term.

BUNDLED SERVICES

17.2 FRONTIERWORKS[sm] SMALL BUSINESS SOLUTIONS (Cont'd)

D. Regulations (Cont'd)

2. The bundles are offered only under one-year, two-year, and three-year term contracts. (Cont'd)

d. Early Termination Liability charges (Cont'd)

1. The early termination liability charges shall be calculated as follows: (Cont'd)

If the cancellation occurs before the end of the minimum contract period, the rate differential shall be the difference between the Rate Group 1 term rate for the contract term and the month-to-month rates applicable to customers in Rate Group 1 for the component services of the bundle. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) for which the customer subscribed to the bundle before cancellation. The result shall be the early termination liability charge for the cancelled bundle.

2. The calculations described in paragraph 1, above, shall exclude Asymmetrical Digital Subscriber Line (ADSL) service component rates of bundles when federally Cataloged termination charges apply to the ADSL service.

3. The termination charges described above may not apply to cancellation of bundles within 90 days of activation.

4. In addition to the termination charges described above, termination charges may apply to the Asymmetrical Digital Subscriber Line Service (ADSL) components of bundles in accordance with federally tariffed termination charges for ADSL service.

3. The FrontierWorks[sm] 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.

4. The FrontierWorks[sm] Select5 package is available only in association with a FrontierWorks[sm] Small Business Solutions bundle.

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

6. Extended Area Service (EAS) rates will be billed separately and in addition to the bundle rate.

BUNDLED SERVICES

17.2 FRONTIERWORKS[sm] SMALL BUSINESS SOLUTIONS (Cont'd)

D. Regulations (Cont'd)

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

8. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorks[sm] LD Long-distance plan of Frontier Communications Online and Long Distance Inc. for at least their InterLATA presubscribed Interexchange Carrier.

9. A "Business Access Line" does not include Key lines or PBX trunks or other business lines that are separately Cataloged with different rates from the regular Business One-Party access line.

E. Rates and Charges

1. Unless otherwise stated elsewhere in this section, Service Charges as specified in Catalog Section 4 apply to the installation of individual components of the bundles.

2. Service Charges apply if the customer switches from a bundle to an unbundled service.

3. Service Charges do not apply if the customer switches to another FrontierWorks[sm] Small Business Solutions bundle of greater value.

4. The customer may add or delete the services or features of the FrontierWorks[sm] Select5 package without incurring a Service Charge.

5. Monthly Rates per Bundle, per Rate Group

a. FrontierWorks[sm] Small Business Solutions: SB1

	Rate Group 1	Rate Group 2	Rate Group 3
One-Year	$52.00	$56.00	$70.00
Two-Year	$48.00	$54.00	$66.00
Three-Year	$46.00	$50.00	$62.00

BUNDLED SERVICES

17.2 FRONTIERWORKS[sm] SMALL BUSINESS SOLUTIONS (Cont'd)

E. Rates and Charges (Cont'd)

5. Monthly Rates per Bundle, per Rate Group (Cont'd)

	Rate Group 1	Rate Group 2	Rate Group 3	
b. FrontierWorks[sm] Small Business Solutions: SB2				
One-Year	$76.00	$82.00	$94.00	
Two-Year	$72.00	$78.00	$90.00	
Three-Year	$68.00	$74.00	$84.00	
c. FrontierWorks[sm] Small Business Solutions: SB3				
One-Year	$78.00	$88.00	$114.00	
Two-Year	$ 74.00	$84.00	$108.00	
Three-Year	$70.00	$78.00	$102.00	
d. FrontierWorks[sm] Small Business Solutions: SB4				
One-Year	$102.00	$114.00	$138.00	
Two-Year	$98.00	$108.00	$132.00	
Three-Year	$92.00	$102.00	$124.00	
e. FrontierWorks[sm] Small Business Solutions: SB7				
One-Year	$18.85	$23.89	$38.33	
Two-Year	$17.74	$22.49	$36.08	
Three-Year	$16.64	$21.09	$33.83	

6. Monthly rates for Optional Services:

	Monthly Rate	
a. FrontierWorks[sm] Select5	$9.95	(D)

(D)

BUNDLED SERVICES

17.2 FRONTIERWORKS[sm] SMALL BUSINESS SOLUTIONS (Cont'd)

E. Rates and Charges (Cont'd)

7. Monthly Rates per Bundle for Orange City

a. FrontierWorks[sm] Small Business Solutions: SB1

One-Year	$56.00
Two-Year	$52.00
Three-Year	$50.00

b. FrontierWorks[sm] Small Business Solutions: SB2

One-Year	$82.00
Two-Year	$76.00
Three-Year	$72.00

c. FrontierWorks[sm] Small Business Solutions: SB3

One-Year	$86.00
Two-Year	$82.00
Three-Year	$76.00

d. FrontierWorks[sm] Small Business Solutions: SB4

One-Year	$112.00
Two-Year	$106.00
Three-Year	$100.00

e. FrontierWorks[sm] Small Business Solutions: SB7

One-Year	$22.95
Two-Year	421.60
Three-Year	$20.26

BUNDLED SERVICES

17.3 FRONTIERWORKS[sm] BUSINESS CONNECTIONS

A. General

FrontierWorks[sm] Business Connections are package offerings available to business customers and include, as described below, one or two business or Centrex access lines, Basic Call Forward, b. Message Waiting Indication, Caller ID with Name 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.

B. Bundle/Package Descriptions

1. Bundle 1

a. One Business Access Line, including Call Forward Busy, Call Forward No Answer and Caller ID with Name. (T) (T)

b. Message Waiting Indication (T)

c. 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)

d. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications Online and Long Distance Inc., usage per month per bundle. (Federally Price-Listed)

e. White Page Bold Ad (Non-regulated)

2. Bundle 2

a. One Business Access Line including Call Forward Busy, Call Forward No Answer and Caller ID with Name.

b. Message Waiting Indication (T)

c. 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)

BUNDLED SERVICES

17.3 FRONTIERWORKS[sm] BUSINESS CONNECTIONS (Cont'd)

2. Bundle 2 (Cont'd)

   d. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications Online and Long Distance Inc., usage per month per bundle. (Federally Price-Listed)

   e. White Page Bold Ad (Non-regulated)

3. Bundle 3

   a. Two Business Access Lines, including Call Forward Busy, Call Forward No Answer and Caller ID with Name. (T)

   b. Message Waiting Indication (T)

   c. 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)

   d. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications Online and Long Distance Inc., usage per month per bundle. (Federally Price-Listed)

   e. White Page Bold Ad (Non-regulated)

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

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

4. Bundle 4

   a. Two Business Access Lines, including Call Forward Busy, Call Forward No Answer and Caller ID with Name. (T) (T)

   b. Message Waiting Indication (T)

   c. Frontier High Speed Internet Service and 10 email boxes (Non- regulated)

BUNDLED SERVICES

17.3 FRONTIERWORKS[sm] BUSINESS CONNECTIONS (Cont'd)

B. Bundle/Package Descriptions (Cont'd)

4. Bundle 4 (Con'd)

b. 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)

d. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications Online and Long Distance Inc., usage per month per bundle. (Federally Price-Listed)

e. White Page Bold Ad (Non-regulated)

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

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

5. Bundle 5
6.

a. Two Business Access Lines, including Call Forward Busy, Call Forward No Answer and Caller ID with Name. (T) (T)

b. Message Waiting Indication (T)

c. Frontier High Speed Internet Service and 10 email boxes (Non-regulated)

d. 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)

e. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications Online and Long Distance Inc., usage per month per bundle. (Federally Price-Listed)

f. White Page Bold Ad (Non-regulated)

BUNDLED SERVICES

17.3 FRONTIERWORKS[sm] BUSINESS CONNECTIONS (Cont'd)

B. Bundle/Package Descriptions (Cont'd)

5. Bundle 5 (Con'd)

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

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

6. Bundle 6

a. Two Centrex lines, including the following features

Basic Call Forward	(T)
Caller ID with Name	(T)
Rotary Line Service (Hunting)	
3 Way Calling	(T)
Abbreviated Dialing (Where Available)	

b. Message Waiting Indication (T)

c. 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)

d. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications Online and Long Distance Inc., usage per month per bundle. (Federally Price-Listed)

e. White Page Bold Ad (Non-regulated)

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

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

BUNDLED SERVICES

17.3 FRONTIERWORKS[sm] BUSINESS CONNECTIONS (Cont'd)

B. Bundle/Package Descriptions (Cont'd)

7. Bundle 7

a. Two Centrex lines, including the following features

Basic Call Forward (T)
Caller ID with Name (T)
Rotary Line Service (Hunting)
3 Way Calling (T)
Abbreviated Dialing (Where Available)

b. Message Waiting Indication (T)

c. 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)

d. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications Online and Long Distance Inc., usage per month per bundle. (Federally Price-Listed)

e. White Page Bold Ad (Non-regulated)

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

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

BUNDLED SERVICES

17.3 FRONTIERWORKS[sm] BUSINESS CONNECTIONS (Cont'd)

B. Bundle/Package Descriptions (Cont'd)

8. Optional Services

a. The following services may be added to Bundles 1-5 of the bundles above:

1. FrontierWorks[sm] Optional Business Feature Package.

Choice of five of the following:

Call Waiting
Speed Call 8 [1] or 30
3 Way Calling
*66 Busy Number Redial (T)
*69 Call Return (T)
Rotary Line Service (Hunting)
Selective Call Forward

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

1. Optional Centrex Features

Choice of any or all of the following:

Call Waiting
Speed Call 8 [1] or 30
*66 Busy Number Redial (T)
*69 Call Return (T)
Distinctive Ring

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

BUNDLED SERVICES

17.3 FRONTIERWORKS[sm] BUSINESS CONNECTIONS (Cont'd)

C. Regulations

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

2. The bundles are offered only under one-year, two-year, and three-year term commitments and requires a contract.

3. If the Service Catalog rates change during the term of the contract, the contract rates will remain in effect in the customer's contract. (T)

4. 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.

5. 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.

6. 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 will be no greater than $250 for a one-year term, $500 for a two-year term, and $750 for a three-year term and will be specified in the contract. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:

      The ratio of the number of months remaining in the contract period to the total number of months in the contract period, multiplied by the Maximum Termination Liability.

   b. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.

BUNDLED SERVICES

17.3 FRONTIERWORKS[sm] BUSINESS CONNECTIONS (Cont'd)

C. Regulations (Cont'd)

7. Customer contract will automatically renew at the contract rate for one year if no cancellation notification is received.

8. The Frontier Works Optional Business Feature Package associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.

9. The Frontier Works Optional Business Feature Package is available only in association with a FrontierWorks Business Connections bundle.

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

11. 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.

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

13. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorks[sm] LD long-distance plan of Frontier Communications Online and Long Distance Inc., selected as their Primary Interexchange Carrier.

14. The business access line does not include Key lines or PBX trunks or other business lines that are separately Service Cataloged with different rates from the regular Business One-Party access line. (T)

15. FrontierWorks[sm] Business Connections cannot be used in association with a key system or a PBX service.

16. FrontierWorks[sm] is a service mark of Citizens Communications Company.

BUNDLED SERVICES

17.3 FRONTIERWORKS[sm] BUSINESS CONNECTIONS (Cont'd)

D. Rates and Charges

1. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.

2. Service Charges apply if the customer switches from a bundle to an unbundled service.

3. Service Charges do not apply if the customer switches to another FrontierWorks bundle of greater value.

4. The customer may add or delete the services or features of the Frontier Works Optional Business Feature Package without incurring a Service Charge.

5. Monthly Rates

	Term Rates		
	One Year	Two Years	Three Years
Bundle 1	$89.99	$84.99	$79.99
Bundle 2	$134.99	$126.99	$118.99
Bundle 3	$129.99	$119.99	$114.99
Bundle 4	$174.99	$163.99	$153.99
Bundle 5	$189.99	$179.99	$169.99
Bundle 6	$139.99	$129.99	$119.99
Bundle 7	$161.99	$151.99	$142.99

6. Optional Services

	Monthly Rate
1. Bundles 1-5	
FrontierWorks Optional Business Feature Package	$9.99 per line
2. Bundles 6-7	
Optional Centrex Features	$1.99 per feature

BUNDLED SERVICES

17.4 FRONTIER SMALL BUSINESS ADVANTAGE[sm]

A. General

Frontier Small Business Advantage[sm] is a package offering available to Business customers on Business lines. The package includes Two Business lines, Basic Call Forward, Caller ID with Name, Rotary Line Service, 3 Way Calling, and certain designated non-regulated and price listed services. (T)

B. Bundle/Package Descriptions

1. Bundle 1

Two Business Lines or Two Centrex Lines
Basic Call Forward (T)
Caller ID with Name (T)
Rotary Line Service
3 Way Calling (T)
(D)

Three hundred minutes (300) of domestic long-distance service provided by Frontier Communications Online and Long Distance Inc, usage per month per bundle.

2. Bundle 2

Two Business Lines or Two Centrex Lines
Basic Call Forward (T)
Caller ID with Name (T)
Rotary Line Service
3 Way Calling (T)
(D)

Six hundred minutes (600) of domestic long-distance service provided by Frontier Communications Online and Long Distance Inc, usage per month per bundle.

BUNDLED SERVICES

17.4 FRONTIER SMALL BUSINESS ADVANTAGE[sm] (Cont'd)

B. Bundle/Package Descriptions (Cont'd)

3. Bundle 3

Two Business Lines or Two Centrex Lines
Basic Call Forward
Caller ID with Name
Rotary Line Service
3 Way Calling

Nine hundred minutes (900) of domestic long-distance service provided by Frontier Communications Online and Long Distance Inc, usage per month per bundle.

4. Optional Services

The following services may be added to the bundle and will be billed on a per feature basis.

Additional Features:

*66 Busy Number Redial (T)
*69 Call Return (T)
Call Forward Busy
Call Forward No Answer
Speed Call 8 [1] or 30
Distinctive Ring
Call Waiting

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

BUNDLED SERVICES

17.4 FRONTIER SMALL BUSINESS ADVANTAGE[sm] (Cont'd)

C. Regulations

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

2. The bundles are offered only on a two-year term contract.

3. If the Service Cataloged rates change during the term of the contract, the contract rates will remain in effect until the termination of the customer's contract. (T)

4. 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.

5. To cancel the contract before the end of the contract term, the customer or Company must provide at least 60 days advance written notice to the other party. The date on which the contract will be cancelled shall be 60 days after the date on which the notice is received, unless the notice specifies a later date of cancellation.

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

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

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

BUNDLED SERVICES

17.4 FRONTIER SMALL BUSINESS ADVANTAGE[sm] (Cont'd)

C. Regulations (Cont'd)

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

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

9. The bundle rate does not include Touch Tone Service or EAS if it is billed separately from the Access line rate.

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

11. The bundle shall not be used in association with a Residential Line, PBX Service or ISDN service.

12. Frontier Small Business Advantage is a service mark of Citizens Communications Company

13. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorks[sm] LD long-distance plan of Frontier Communications Online and Long Distance Inc., selected as their Primary Interexchange Carrier

BUNDLED SERVICES

17.4 FRONTIER SMALL BUSINESS ADVANTAGE[sm] (Cont'd)

D. Rates and Charges

1. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.

2. Service Charges apply if the customer switches from a bundle to an unbundled service.

3. The customer may add or delete the Frontier Small Business Advantage[sm] optional features without incurring a Service Charge.

4. Monthly Rates – Oakland, Carson and Treynor

	Two-Year Term
Bundle 1	$74.99
Bundle 2	$84.99
Bundle 3	$94.99
Additional Features	$1.99 per feature

Monthly Rates – All Other Exchanges

	Two-Year Term
Bundle 1	$64.99
Bundle 2	$74.99
Bundle 3	$84.99
Additional Features	$1.99 per feature

BUNDLED SERVICES

17.5 FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of May 1, 2019 (C)

A. General

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

Call Forward Busy
Call Forward No Answer
Call Waiting
Caller ID with Name
Message Waiting Indication
Frontier Communications Online and Long Distance Inc's, Frontier Digital Phone Service Calling Plan (Federally Price listed)

Digital Phone Enhanced Feature Pack

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

*66 Busy Number Redial
*69 Call Return
3 Way Calling
Speed Call 8 [1] or 30
Basic Call Forward

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

BUNDLED SERVICES

17.5 FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of May 1, 2019

B. Regulations

The Frontier Digital Phone Service is available where technically feasible.

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

Nonpayment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Service Catalog rules.

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

The Federal Subscriber Line Charge will be billed separately

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

C. Rates and Charges

	Monthly Rate	
Frontier Digital Phone Service	$51.99	
Digital Phone Enhanced Feature Pack	$7.49	(I)

BUNDLED SERVICES

17.6 FRONTIER BUSINESS UNLIMITED SERVICE

1. General

Frontier Business Unlimited Service is a bundled offering available to Business customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Basic Local Exchange Service Access Line, Extended Area Service (where applicable), and Custom Calling Features.

Basic Local Exchange Service Access line
Extended Area Service (where applicable)
Call Forward Busy/No Answer
Caller ID with Name
Two features from the feature package listed below.

Frontier Business All in Feature package

Call Waiting
Basic Call Forward
3 Way Calling
Speed Call 8 [1] or 30
Call Forward Busy
*66 Busy Number Redial
*69 Call Return (T)
Priority Call (T)
Selective Call Acceptance
Selective Call Forwarding
Selective Call Rejection
Caller ID Blocking

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

BUNDLED SERVICES

17.6 FRONTIER BUSINESS UNLIMITED SERVICE

2. Regulations

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

4. The features are provided subject to their individual service regulations as specified in this Service Catalog.

5. Call detail for Extended Area Service (where applicable) will not be displayed on the customer's monthly telephone bill.

d. Frontier Business Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle will result in disconnection of the basic local service.

e. Customers may add or delete any features offered within 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 Service Cataloged monthly rates.

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

3. Rates and Charges

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

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

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

	Monthly Rate	
Frontier Business Unlimited Service	$83.00	(I)
Frontier Business All in Feature Package	$4.99	

BUNDLED SERVICES

17.7 FRONTIER DIGITAL PHONE BRONZE *+

1. General

   a. Frontier Digital Phone Bronze is a package offering available to residential customers and includes one flat-rate residential local exchange service access line and the customer's choice of the features and services listed below, including certain non-regulated and federally price listed services.

      Features and Services

      Residence Local Exchange Service
      EAS Additive
      Caller ID with Name
      Call Waiting/Cancel Call Waiting (T) (T)

   b. Digital Phone Enhanced Feature Pack

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

      *66 Busy Number Redial
      *69 Call Return
      3 Way Calling
      Speed Call 8 [1] or 30
      Call Forwarding (T) (T)

2. Regulations

   a. Frontier Digital Phone Bronze is available where technically feasible.

   b. The features are provided subject to their individual service regulations as specified in this Service Catalog.

   c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually Service Cataloged rates.

* This service offering is limited to existing subscribers of the service at their existing locations.
\+ This bundle previously was called Frontier Digital Phone Essentials.
[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

BUNDLED SERVICES

17.7 FRONTIER DIGITAL PHONE BRONZE *+ (Cont'd)

2. Regulations (Cont'd)

d. Nonpayment 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 Service Catalog rules.

e. Customers may add or delete any features offered in the package 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 bundles are offered on a month-to-month basis.

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

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

3. Rates and Charges

a. Extended Area Service, where provided, is included in the bundle and will not be billed separately. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

b. Frontier Digital Phone Bronze is provided at the following rate:

	Monthly Rate	
Frontier Digital Phone Bronze	$21.99	
Digital Phone Enhanced Feature Pack	$7.49	(I)

* This service offering is limited to existing subscribers of the service at their existing locations.
\+ This bundle previously was called Frontier Digital Phone Essentials.

BUNDLED SERVICES

17.8 FRONTIER DIGITAL BASIC BUNDLE *

A. General

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

Call Forward Busy
Call Forward No Answer
Call Waiting/Cancel Call Waiting
Caller ID with Name

(T)
(T)

Digital Phone Enhanced Feature Pack

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

*66 Busy Number Redial
*69 Call Return
3 Way Calling
Speed Call 8 [1] or 30
Basic Call Forward

(T)
(T)

* This service offering is limited to existing subscribers of the service at their existing locations.
[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

BUNDLED SERVICES

17.8 FRONTIER DIGITAL BASIC BUNDLE *

B. Regulations

The Frontier Digital Basic Bundle is available where technically feasible.

The features and services are provided subject to their descriptions and regulations as specified elsewhere in this Service Catalog.

Nonpayment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Service Catalog rules.

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

The Federal Subscriber Line Charge will be billed separately

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

C. Rates and Charges

	Monthly Rate	
Frontier Digital Basic Bundle	$31.99	
Digital Phone Enhanced Feature Pack	$7.49	(I)

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

BUNDLED SERVICES

17.9 FRONTIER BUSINESS ESSENTIALS

A. General

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

Features and Services

Flat Rate Business Line
Extended Area Service
Call Forward Busy/No Answer
Three Features from the Frontier Business All in Feature Package listed below.

Frontier Business All in Feature package

Call Waiting	Priority Call
Basic Call Forward	Selective Call Acceptance
3 Way Calling	Selective Call Forward
Speed Call 8 [1] or 30	Selective Call Rejection
Call Forward Busy	Caller ID Blocking
*66 Busy Number Redial	Caller ID with Name (T)
*69 Call Return (T)	

Digital Phone Enhanced Feature Pack *

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

*66 Busy Number Redial
*69 Call Return
3 Way Calling
Speed Call 8 [1] or 30
Call Forward Busy

* This service offering is limited to all existing subscribers at their existing locations.
[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (T)

BUNDLED SERVICES

17.9 FRONTIER BUSINESS ESSENTIALS (Cont'd)

B. Regulations

The Frontier Business Essentials is available where technically feasible.

The bundles are offered on a month to month basis.

The bundle rate includes Extended Area Service (EAS), where provided. The call detail for EAS calls will not be displayed on the bill.

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

The bundle cannot be used in association with a Residential Line, PBX Service, or ISDN service.

C. Rates and Charges

	Per Month	
Frontier Business Essentials Package	$87.99	(I)
Enhanced Feature Pack *	$3.99	
Frontier Business All in Feature Package	$4.99	

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

BUNDLED SERVICES

17.10 FRONTIER DIGITAL PHONE PLUS SERVICE – Grandfathered as of May 1, 2019 (C)

A. General

The Frontier Digital Phone Plus Service is a package 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, including certain non-regulated services.

Two Flat-Rate Residential One-Party Access Lines
Extended Area Service (where provided)
Call Forward Busy
Call Forward No Answer
Call Waiting /Cancel Call Waiting
Caller ID with Name

Enhanced Feature Pack

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

*66 Busy Number Redial
*69 Call Return
3 Way Calling
Speed Call 8 [1] or 30
Basic Call Forward

B. Regulations

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

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

The bundle rate includes Extended Area Service (EAS), where provided. The call detail for EAS calls will not be displayed on the bill.

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

BUNDLED SERVICES

17.10 FRONTIER DIGITAL PHONE PLUS SERVICE – Grandfathered as of May 1, 2019 (Cont'd)

B. Regulations (Cont'd)

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

Nonpayment 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 Service Catalog rules.

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

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

1. If the Service Cataloged 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

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

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

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

C. Rates and Charges

	Per Month	
Frontier Digital Phone Plus Service	$53.99	
Enhanced Feature Pack	$7.49	(I)

BUNDLED SERVICES

17.11 FRONTIER BUSINESS METRO

A. General

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

One Single Business Line
Unlimited Local Measured Service
Caller ID with Name
Call Waiting
Basic Call Forward

Enhanced Feature Pack

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

*66 Busy Number Redial (T)
*69 Call Return (T)
3 Way Calling
Speed Call 8 [1] or 30
Call Forward Busy
Call Forward No Answer

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

BUNDLED SERVICES

17.11 FRONTIER BUSINESS METRO (Cont'd)

B. Regulations

Frontier Business Metro is available where technically feasible.

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

The bundle rate includes Extended Area Service (EAS) where applicable. The call detail for EAS calls will not be displayed on the bill.

All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate

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

The features are provided subject to their individual service regulations as specified in the applicable sections of this Service Catalog.

Nonpayment 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 Service Catalog rules.

Customers may add or delete any features offered in the package without a Service Ordering Charge. A Service Ordering Charge applies if the customer switches from a bundle to an unbundled service.

C. Rates and Charges

	Monthly Rate	
Frontier Business Metro	$39.99	
Enhanced Feature Pack	$4.99	(I)

BUNDLED SERVICES

17.12 STAY CONNECTED SEASONAL SERVICE [1] – Grandfathered as of May 7, 2020 (C)

A. General

Stay Connected Seasonal Service allows a customer to suspend their Digital Phone Service Bundle, Digital Phone 100 Bundle, Frontier Digital Phone Bronze, Frontier Unlimited State, Frontier Digital Basic Bundle, Frontier Digital Phone Essentials -2010, Frontier Digital Phone Plus Service, Frontier Digital State Unlimited with Essentials 1 - 2010, Frontier Digital State Unlimited with Essentials 2 -2010, Frontier Digital Phone Nationwide Unlimited with Essentials 1 - 2010, Frontier Digital Phone Nationwide Unlimited with Essentials 2 - 2010, Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 - 2010, Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2 - 2010, Frontier Digital Phone Essentials, Frontier Digital Phone Unlimited, or Frontier Digital Phone Unlimited Plus while they are away, for a minimum of one month or up to nine months in a rolling year for a reduced rate.

B. Regulations

The customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then reconnection charges do not apply

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.

Customer's line will be available for 911 calls only at the time of suspension.

The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

Customer will be removed from the Stay Connected discount after the nine-month period if no date is given.

This service does not change any other terms and conditions of the bundle being suspended.

The monthly rate includes the Federal End User Common Line Charge.

Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

C. Rates and Charges

	Monthly Rate
Stay Connected Seasonal Service	$9.99

[1] This service offering is limited to all existing subscribers at their existing locations as of May 7, 2020. (N)

BUNDLED SERVICES

17.13 FRONTIER DIGITAL PHONE 100 *[2]

A. General

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

The package includes

One basic Flat Rate Access Line
EAS Additive
Speed Call 8 [1]

(T)

B. Regulations

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

2. The features are provided subject to their individual service regulations as specified in this Service Catalog.

3. Nonpayment 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 Service Catalog rules.

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

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

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

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

* This bundle previously was called Frontier Digital Phone Essentials.
[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
[2] This service offering is limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

17.13 FRONTIER DIGITAL PHONE 100 *[2]

B. Regulations (Cont'd)

8. The following features are available at rates specified below:

Basic Call Forward
Call Forward Busy
Call Waiting/Cancel Call Waiting
Caller ID with Name
Caller ID Number Only [1]
Call Waiting ID
*66 Busy Number Redial
*69 Call Return
3 Way Calling
Speed Call 30
Call Trace

C. Rates and Charges

	Monthly Rate	
Frontier Digital Phone	$20.99	(I)
One Feature	$5.99	
Two Features	$7.99	
Three Features	$9.99	
All Listed Features	$12.99	

* This bundle previously was called Frontier Digital Phone Essentials.
[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
[2] This service offering is limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

17.14 FRONTIER UNLIMITED STATE [1] – Grandfathered as of October 1, 2014

A. General

The Frontier Unlimited State is a package offering available to residential customers that subscribe to flat rate service.

The package includes:

One basic Flat Rate Access Line
EAS Additive
Call Waiting/Cancel Call Waiting.

B. Regulations

1. The Frontier Unlimited State is available where technically feasible.

2. The features are provided subject to their individual service regulations as specified in this Service Catalog. (T)

3. Nonpayment 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 Service Catalog rules. (T)

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

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

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

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

[1] This Service offering is limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

17.14 FRONTIER UNLIMITED STATE [2] – Grandfathered as of October 1, 2014 (Cont'd)

B. Regulations (Cont'd)

8. The following features are available at rates specified below:

Basic Call Forward
Call Forward Busy
Caller ID with Name
Caller ID Number Only [1]
Call Waiting ID
*66 Busy Number Redial
*69 Call Return
3 Way Calling
Speed Call 8 [1] or 30
Call Trace

C. Rates and Charges

	Monthly Rate	
Frontier Unlimited State	$20.99	(I)
One Feature	$5.99	
Two Features	$7.99	
Three Features	$9.99	
All Listed Features	$12.99	

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
[2] This Service offering is limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

17.15 FRONTIER DIGITAL PHONE ESSENTIALS 1 – 2010 [2] - Grandfathered

A. General

1. The Frontier Digital Phone Essentials 1 – 2010 is a package offering available to residential customers that subscribe to flat rate service.

   The package includes

   One basic Flat Rate Access Line
   EAS Additive
   Call Waiting/Cancel Call Waiting (T)
   Basic Call Forward
   3 Way Calling
   Caller ID with Name (T)

2. Unlimited Feature Pack

   Call Forward Busy (T)
   Speed Call 30
   Call Trace
   Caller ID Number Only [1] (T)
   Busy Redial
   Call Return (T)
   Call Forward Busy

B. Regulations

1. The Frontier Digital Phone Essentials 1- 2010 is available where technically feasible.

2. The features are provided subject to their individual service regulations as specified in this Service Catalog.

3. Nonpayment 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 Service Catalog rules.

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)
[2] This Service offering is limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

17.15 FRONTIER DIGITAL PHONE ESSENTIALS 1 – 2010 [1] - Grandfathered (Cont'd)

B. Regulations (Cont'd)

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

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

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

C. Rates and Charges

	Monthly Rate	
Frontier Digital Phone Essentials 1 – 2010	$30.99	
Unlimited Feature Pack	$7.49	(I)

[1] This Service offering is limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

17.16 FRONTIER DIGITAL PHONE ESSENTIALS 2 – 2010 [1] - Grandfathered

A. General

1. The Frontier Digital Phone Essentials 2 – 2010 is a package offering available to residential customers that subscribe to flat rate service.

   The package includes

   One basic Flat Rate Access Line
   EAS Additive
   Call Waiting/Cancel Call Waiting.
   3 Way Calling (T)
   Caller ID with Name (T)

2. Unlimited Feature Pack

   Call Forward Busy (T)
   Speed Call 30
   Call Trace
   Caller ID Number Only [(1)] (T)
   *66 Busy Number Redial
   *69 Call Return
   Call Forward Busy
   Basic Call Forward (T)

B. Regulations

1. The Frontier Digital Phone Essentials 2 - 2010 is available where technically feasible.

2. The features are provided subject to their individual service regulations as specified in this Service Catalog.

3. Nonpayment 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 Service Catalog rules.

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
[2] This service offering is limited to all existing subscribers at their existing locations. (N)
(N)

BUNDLED SERVICES

17.16 FRONTIER DIGITAL PHONE ESSENTIALS 2 – 2010 [1] - Grandfathered (Cont'd)

B. Regulations (Cont'd)

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

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

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

C. Rates and Charges

	Monthly Rate	
Frontier Digital Phone Essentials 2 - 2020	$23.99	
Unlimited Feature Pack	$7.49	(I)

[1] This Service offering is limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

17.17 FRONTIER DIGITAL STATE UNLIMITED WITH ESSENTIALS 1 [2] - Grandfathered

A. General

1. The Frontier Digital State Unlimited with Essentials 1 is a package offering available to residential customers that subscribe to flat rate service.

   The package includes:

One basic Flat Rate Access Line	Speed Call 8 [1]
EAS Additive	Basic Call Forward
Call Waiting/Cancel Call Waiting	Call Waiting ID
3 Way Calling	Caller ID with Name (T)
*69 Call Return	*66 Busy Number Redial (T)

2. Additional Features – The following features can be added to the bundle for the price specified in the rates section (T) (T)

   Call Forward Busy
   Speed Call 30
   Call Trace
   Selective Call Acceptance (T)
   Selective Call Rejection (T)

B. Regulations

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

2. The features are provided subject to their individual service regulations as specified in this Service Catalog.

3. Nonpayment 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 Service Catalog rules.

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)
[2] This Service offering is limited to all existing subscribers at their existing locations. (N)

BUNDLED SERVICES

17.17 FRONTIER DIGITAL STATE UNLIMITED WITH ESSENTIALS 1 [1] - Grandfathered (Cont'd)

B. Regulations (Cont'd)

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

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

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

C. Rates and Charges

	Monthly Rate	
Frontier Digital State Unlimited with Essentials 1	$35.99	(I)
One Feature	$5.99	
Two Features	$7.99	
Three Features	$9.99	
All Listed Features	$12.99	

[1] This Service offering is limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

17.18 FRONTIER DIGITAL STATE UNLIMITED WITH ESSENTIALS 2 [1] - Grandfathered

A. General

1. The Frontier Digital State Unlimited with Essentials 2 is a package offering available to residential customers that subscribe to flat rate service.

   The package includes:

   One basic Flat Rate Access Line
   EAS Additive
   Call Waiting/Cancel Call Waiting.
   3 Way Calling (T)
   Caller ID with Name |
   Basic Call Forward (T)
   Call Waiting ID
   *69 Call Return (T)
   *66 Busy Number Redial (T)

2. Additional Features – The following features can be added to the bundle for the price specified in the rates section

   Call Forward Busy (T)
   Speed Call 30 (T)
   Call Trace
   Selective Call Acceptance
   Selective Call Rejection

B. Regulations

1. Frontier Digital State Unlimited with Essentials 2 is available where technically feasible.

2. The features are provided subject to their individual service regulations as specified in this Service Catalog.

3. Nonpayment 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 Service Catalog rules.

[1] This Service offering is limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

17.18 FRONTIER DIGITAL STATE UNLIMITED WITH ESSENTIALS 2 [1] - Grandfathered (Cont'd)

B. Regulations (Cont'd)

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

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

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

C. Rates and Charges

	Monthly Rate	
Frontier Digital State Unlimited with Essentials 2	$28.99	(I)
One Feature	$5.99	
Two Features	$7.99	
Three Features	$9.99	
All Listed Features	$12.99	

[1] This Service offering is limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

17.19 FRONTIER DIGITAL NATIONWIDE UNLIMITED WITH ESSENTIALS 1 – 2010 [2] - Grandfathered

A. General

1. The Frontier Digital Nationwide Unlimited with Essentials 1 – 2010 is a package offering available to residential customers that subscribe to flat rate service.

   The package includes:

   One basic Flat Rate Access Line
   EAS Additive
   Call Waiting/Cancel Call Waiting.
   3 Way Calling (T)
   Caller ID with Name
   Call Forward Busy/No Answer
   Speed Call 8 [1]
   *69 Call Return
   *66 Busy Number Redial (T)
   10 Free DA Calls

2. Enhanced Feature Pack - this feature pack may be purchased in addition to the bundle price.

   Speed Call 30 (T)
   Call Forward Busy/No Answer
   Call Forward Busy (T)
   Selective Call Acceptance
   Selective Call Rejection

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)
[2] This Service offering is limited to all existing subscribers at their existing locations. (N)

BUNDLED SERVICES

17.19 FRONTIER DIGITAL NATIONWIDE UNLIMITED WITH ESSENTIALS 1 – 2010 [1] - Grandfathered (Cont'd)

B. Regulations

1. Frontier Digital Nationwide Unlimited with Essentials 1- 2010 is available where technically feasible.

2. The features are provided subject to their individual service regulations as specified in this Service Catalog.

3. Nonpayment 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 Service Catalog rules.

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

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

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

C. Rates and Charges

	Monthly Rate	
Frontier Digital Nationwide Unlimited with Essentials 1- 2010	$41.99	
Enhanced Feature Pack	$7.49	(I)

[1] This Service offering is limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

17.20 FRONTIER DIGITAL NATIONWIDE UNLIMITED WITH ESSENTIALS 2 – 2010 [2] - Grandfathered

A. General

1. The Frontier Digital Nationwide Unlimited with Essentials 2- 2010 is a package offering available to residential customers that subscribe to flat rate service.

The package includes:

One basic Flat Rate Access Line
EAS Additive
Call Waiting/Cancel Call Waiting
3 Way Calling (T)
Caller ID with Name
Call Forward Busy/No Answer
Speed Call 8 [1]
*69 Call Return (T)

2. Enhanced Feature Pack - this feature pack may be purchased in addition to the bundle price.

Speed Call 30 (T)
Call Forward Busy/No Answer
Call Forward Busy (T)
Selective Call Acceptance
Selective Call Rejection

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)
[2] This Service offering is limited to all existing subscribers at their existing locations. (N)

BUNDLED SERVICES

17.20 FRONTIER DIGITAL NATIONWIDE UNLIMITED WITH ESSENTIALS 2 – 2010 [1] - Grandfathered (Cont'd)

B. Regulations

1. Frontier Digital Nationwide Unlimited with Essentials 2 - 2010 is available where technically feasible.

2. The features are provided subject to their individual service regulations as specified in this Service Catalog.

3. Nonpayment 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 Service Catalog rules.

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

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

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

C. Rates and Charges

	Monthly Rate	
Frontier Digital Nationwide Unlimited with Essentials 2 - 2010	$31.99	
Enhanced Feature Pack	$7.49	(I)

[1] This Service offering is limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

17.21 FRONTIER DIGITAL NATIONWIDE UNLIMITED PLUS WITH ESSENTIALS 1 – 2010 [2] - Grandfathered

A. General

1. The Frontier Digital Nationwide Unlimited Plus with Essentials 1 – 2010 is a package offering available to residential customers that subscribe to flat rate service. Features will only be added to the first line.

   The package includes:

   Two Basic Flat Rate Access Line
   EAS Additive
   Call Waiting/Cancel Call Waiting
   3 Way Calling (T)
   Caller ID with Name
   Call Forward Busy/No Answer
   Speed Call 8 [1]
   *69 Call Return (T)
   10 Free DA Calls
   *66 Busy Number Redial (T)

2. Enhanced Feature Pack- this feature pack may be purchased in addition to the bundle price.

   Speed Call 30 (T)
   Call Forward Busy/No Answer
   Call Forward Busy (T)
   Selective Call Acceptance
   Selective Call Rejection

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)
[2] This Service offering is limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

17.21 FRONTIER DIGITAL NATIONWIDE UNLIMITED PLUS WITH ESSENTIALS 1 – 2010 [1] - Grandfathered (Cont'd)

B. Regulations

1. Frontier Digital Nationwide Unlimited Plus with Essentials 1- 2010 is available where technically feasible.

2. The features are provided subject to their individual service regulations as specified in this Service Catalog.

3. Nonpayment 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 Service Catalog rules.

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

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

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

C. Rates and Charges

	Monthly Rate	
Frontier Digital Nationwide Unlimited Plus with Essentials 1- 2010	$41.99	
Enhanced Feature Pack	$7.49	(I)

[1] This Service offering is limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

17.22 FRONTIER DIGITAL NATIONWIDE UNLIMITED PLUS WITH ESSENTIALS 2 – 2010 [2] - Grandfathered

A. General

1. The Frontier Digital Nationwide Unlimited Plus with Essentials 1- 2010 is a package offering available to residential customers that subscribe to flat rate service. Features will only be added to the first line.

The package includes:

Two Basic Flat Rate Access Line	Caller ID with Name	(T)
EAS Additive	Call Forward Busy/No Answer	|
Call Waiting/Cancel Call Waiting	3 Way Calling	|
Speed Call 8 [1]	*69 Call Return	|
*66 Busy Number Redial		(T)

2. Enhanced Feature Pack – this feature pack may be purchased in addition to the bundle price.

Speed Call 30	(T)
Call Forward Busy/No Answer	|
Call Forward Busy	(T)
Selective Call Acceptance	
Selective Call Rejection	

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)
[2] This Service offering is limited to all existing subscribers at their existing locations. (N)

BUNDLED SERVICES

17.22 FRONTIER DIGITAL NATIONWIDE UNLIMITED PLUS WITH ESSENTIALS 2 – 2010 [2] – Grandfathered (Cont'd)

B. Regulations

1. Frontier Digital Nationwide Unlimited Plus with Essentials 2 - 2010 is available where technically feasible.

2. The features are provided subject to their individual service regulations as specified in this Service Catalog.

3. Nonpayment 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 Service Catalog rules.

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

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

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

C. Rates and Charges

	Monthly Rate	
Frontier Digital Nationwide Unlimited Plus with Essentials 2	$33.99	
Enhanced Feature Pack	$7.49	(I)

[1] This Service offering is limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

17.23 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE I [2] – Grandfathered as of December 20, 2017 (C)

A. General

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

One Single Business Line
Call Forward Busy/No Answer
Unlimited Local Measured Service

Caller ID with Name
Eight Features from the Frontier Business All in Feature package listed below

Frontier Business All in Feature Package

Call Waiting/Cancel Call Waiting
3 Way Calling
Speed Call 8 [1] or 30
Distinctive Ring
Multilane Hunt Service
Anonymous Call Block/Rejection
Call Forward No Answer
Priority Call
Selective Call Acceptance
*69 Call Return
Caller ID Blocking
*66 Busy Number Redial
Basic Call Forward
Call Forward Busy
Selective Call Forward
Selective Call Rejection

B. Regulations

1. The Frontier Business Nationwide Unlimited Service I is available where technically feasible.

2. The features are provided subject to their individual service regulations as specified in this tariff.

3. Call Detail for Extended Area Service (where applicable) will not be displayed on the Customer's monthly telephone bill.

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)
[2] This service offering is limited to existing subscribers.

BUNDLED SERVICES

17.23 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE I [1] – Grandfathered as of December 20, 2017 (Cont'd)

B. Regulations (Cont'd)

4. Frontier Business Nationwide Unlimited Service I 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 basic local service.

5. Customers may add or delete any features offered within the bundle without incurring a service charge.

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

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

8. The bundle cannot be used in association with a residential Line, PBX service, Remote Call Forward service, ISDN service, Toll Free service, or Foreign Exchange services.

9. Up to eleven additional bundles can be purchase at the rate specified under Rates and Charges.

10. Customers may select any eight features in the Frontier Business All in Feature Package for no extra charge.

11. Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

C. Rates and Charges

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

	Monthly Rate	
First Frontier Business Nationwide Unlimited Service I Line	$89.99	(I)
Additional Frontier Business Nationwide Unlimited Service I Lines	$79.99	(I)
Frontier Business All in Feature Package, per line	$4.99	

[1] This service offering is limited to existing subscribers.

BUNDLED SERVICES

17.24 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II [2] – Grandfathered as of December 20, 2017 (C)

A. General

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

One Single Business Line
Call Forward Busy/No Answer
Unlimited Local Measured Service

Caller ID with Name
Six features from the Frontier Business All in Feature package listed below:

Frontier Business All in Feature Package

Call Waiting/Cancel Call Waiting	3 Way Calling
*69 Call Return	Speed Call 8 [1] or 30
Caller ID Blocking	Distinctive Ring
*66 Busy Number Redial	Multilane Hunt Service
Basic Call Forward	Anonymous Call Block/Rejection
Call Forward Busy	Call Forward No Answer
Selective Call Forward	Priority Call
Selective Call Rejection	Selective Call Acceptance

B. Regulations

1. The Frontier Business Nationwide Unlimited Service II is available where technically feasible.

2. The features are provided subject to their individual service regulations as specified in this tariff.

3. Call Detail for Extended Area Service (where applicable) will not be displayed on the Customer's monthly telephone bill.

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)
[2] This service offering is limited to existing subscribers.

BUNDLED SERVICES

17.24 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II [1] – Grandfathered as of December 20, 2017 (Cont'd)

B. Regulations (Cont'd)

4. Frontier Business Nationwide Unlimited Service II 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 basic local service.

5. Customers may add or delete any features offered within the bundle without incurring a service charge.

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

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

8. The bundle cannot be used in association with a residential Line, PBX service, Remote Call Forward service, ISDN service, Toll Free service, or Foreign Exchange services.

9. Up to eleven additional bundles can be purchase at the rate specified under Rates and Charges.

10. Customers may select any six features in the Frontier Business All in Feature Package for no extra charge.

11. Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

C. Rates and Charges

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

	Monthly Rate	
First Frontier Business Nationwide Unlimited Service I Line	$100.99	(I)
Additional Frontier Business Nationwide Unlimited Service I Lines	$94.99	(I)
Frontier Business All in Feature Package, per line	$4.99	

[1] This service offering is limited to existing subscribers.

BUNDLED SERVICES

17.25 FRONTIER BUSINESS LOCAL UNLIMITED I [2] – Grandfathered as of December 20, 2017 (C)

A. General

Frontier Business Local Unlimited I is a bundled offering available to business customers. In each bundle, customers may select any or all of the following services and features:

One Single Business Line
Unlimited Local Measured Service
Three features from the Frontier Business All in Feature package listed below:

Frontier Business All in Feature Package

Call Waiting/Cancel Call Waiting	
3 Way Calling	*69 Call Return
Speed Call 8 [1] or 30	Caller ID Blocking
Distinctive Ring	*66 Busy Number Redial
Multilane Hunt Service	Basic Call Forward
Anonymous Call Block/Rejection	Call Forward Busy
Call Forward No Answer	Selective Call Forward
Priority Call	Selective Call Rejection
Selective Call Acceptance	Caller ID with Name
Call Forward Busy/No Answer	

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
[2] This service offering is limited to existing subscribers. (N)

BUNDLED SERVICES

17.25 FRONTIER BUSINESS LOCAL UNLIMITED I [1] – Grandfathered as of December 20, 2017 (Cont'd)

B. Regulations

1. The Frontier Business Local Unlimited I is available where technically feasible.

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

3. Call Detail for Extended Area Service (where applicable) will not be displayed on the Customer's monthly telephone bill.

4. The bundle cannot be used in association with a Residential Line, PBX service, or ISDN service.

5. Customers may select any three features in the Frontier Business All in Feature Package for no extra charge.

6. Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

C. Rates and Charges

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

	Monthly Rate	
Frontier Business Local Unlimited I Line	$90.99	(I)
Frontier Business All in Feature Package, per line	$4.99	

[1] This service offering is limited to existing subscribers.

BUNDLED SERVICES

17.26 FRONTIER BUSINESS LOCAL UNLIMITED II [2] – Grandfathered as of December 20, 2017 (C)

A. General

Frontier Business Local Unlimited II is a bundled offering available to business customers. In each bundle, customers may select any or all of the following services and features:

One Single Business Line
Unlimited Local Measured Service
Two features from the Frontier Business All in Feature package listed below:

Frontier Business All in Feature Package

Call Waiting/Cancel Call Waiting	
3 Way Calling	*69 Call Return
Speed Call 8 [1] or 30	Caller ID Blocking
Distinctive Ring	*66 Busy Number Redial
Multilane Hunt Service	Basic Call Forward
Anonymous Call Block/Rejection	Call Forward Busy
Call Forward No Answer	Priority Call
Selective Call Forward	Selective Call Acceptance
Selective Call Rejection	Caller ID with Name
Call Forward Busy/No Answer	

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
[2] This service offering is limited to existing subscribers. (N)

BUNDLED SERVICES

17.26 FRONTIER BUSINESS LOCAL UNLIMITED II [1] – Grandfathered as of December 20, 2017 (Cont'd)

B. Regulations

1. The Frontier Business Local Unlimited II is available where technically feasible.

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

3. Call Detail for Extended Area Service (where applicable) will not be displayed on the Customer's monthly telephone bill.

4. The bundle cannot be used in association with a Residential Line, PBX service, or ISDN service.

5. Customers may select any two features in the Frontier Business All in Feature Package for no extra charge.

6. Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

C. Rates and Charges

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

	Monthly Rate	
Frontier Business Local Unlimited II Line	$83.99	(I)
Frontier Business All in Feature Package, per line	$4.99	

[1] This service offering is limited to existing subscribers.

BUNDLED SERVICES

17.28 FRONTIER DIGITAL PHONE ESSENTIALS* - Grandfathered as of January 1, 2025 (C)

A. General

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

One Single Flat Rate Access Line
Extended Area Service Additive
Caller ID with Name
Call Waiting/Cancel Call Waiting

Feature Package

3 Way Calling	Selective Call Acceptance
*66 Busy Number Redial	Basic Call Forward
*69 Call Return	Speed Call 8 [1] or 30
Anonymous Call Block/Rejection	Distinctive Ring
Call Forward Busy/No Answer	Call Forward Busy
Selective Call Forward	Selective Call Rejection

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
* This service offering is limited to existing subscribers of the service at their existing locations. (N)

BUNDLED SERVICES

17.28 FRONTIER DIGITAL PHONE ESSENTIALS* (Cont'd) – Grandfathered as of January 1, 2025 (C)

B. Regulations

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

2. The features are provided subject to their individual service regulations as specified in this tariff.

3. Nonpayment 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 Service Catalog rules.

4. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually Service Catalog rates.

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

6. 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.

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

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

C. Rates and Charges

	Per month	
Frontier Digital Phone Essentials	$21.99	
Feature Pack	$7.49	(I)

* This service offering is limited to existing subscribers of the service at their existing locations. (N)

BUNDLED SERVICES

17.29 FRONTIER DIGITAL PHONE UNLIMITED* - Grandfathered as of January 1, 2025 (C)

A. General

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

The package includes

Flat Rate Residential Access Line
Extended Area Service
*66 Busy Number Redial
Caller ID with Name
Call Waiting/Cancel Call Waiting
Speed Call 8 [1]
*69 Call Return

Feature Package

Call Waiting	3 Way Calling
Basic Call Forward	Speed Call 30
Distinctive Ring	Anonymous Call Block/Rejection
Priority Ring	Call Forward Busy/No Answer
Call Forward Busy	Selective Call Forward
Selective Call Rejection	Selective Call Acceptance

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
* This service offering is limited to existing subscribers of the service at their existing locations. (N)

BUNDLED SERVICES

17.29 FRONTIER DIGITAL PHONE UNLIMITED* (Cont'd) – Grandfathered as of January 1, 2025 (C)

B. Regulations

1. The Frontier Digital Phone Unlimited is available where technically feasible.

2. The features are provided subject to their individual service regulations as specified in this tariff.

3. Nonpayment 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 Service Catalog rules.

4. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually Service Cataloged rates.

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

6. 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.

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

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

9. Nonrecurring Service Order Charges do not apply.

C. Rates and Charges

	Per Month	
Frontier Digital Phone Unlimited	$31.99	
Feature Pack	$7.49	(I)

* This service offering is limited to existing subscribers of the service at their existing locations. (N)

BUNDLED SERVICES

17.30 FRONTIER DIGITAL PHONE UNLIMITED PLUS* - Grandfathered as of January 1, 2025 (C)

A. General

The Frontier Digital Phone Unlimited Plus Service is a package offering available to residential customers and includes two flat-rate residential one-party service access line, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

The package includes

Two Flat Rate Residential Access Line
Extended Area Service
*66 Busy Number Redial
Caller ID with Name
Call Waiting/Cancel Call Waiting
Speed Call 8 [1]
*69 Call Return

Feature Package

Basic Call Forward
Distinctive Ring
Priority Ring
Call Forward Busy
Call Forward Busy/No Answer
Selective Call Rejection
3Way Calling
Speed Call 30
Anonymous Call Block/Rejection
Selective Call Forward
Selective Call Acceptance

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
* This service offering is limited to existing subscribers of the service at their existing locations. (N)

BUNDLED SERVICES

17.30 FRONTIER DIGITAL PHONE UNLIMITED PLUS* (Cont'd) – Grandfathered as of January 1, 2025 (C) (C)

B. Regulations

1. The Frontier Digital Phone Unlimited Plus is available where technically feasible.

2. The features are provided subject to their individual service regulations as specified in this tariff.

3. Nonpayment 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 Service Catalog rules.

4. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually Service Cataloged rates.

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

6. 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.

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

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

9. Nonrecurring Service Order Charges do not apply.

C. Rates and Charges

	Per Month	
Frontier Digital Phone Unlimited Plus	$31.99	
Feature Pack	$7.49	(I)

* This service offering is limited to existing subscribers of the service at their existing locations. (N)

BUNDLED SERVICES

17.31 FRONTIER SIMPLY UNLIMITED SERVICE-LEADER [1] – Grandfathered as of December 20, 2017 (C)

1. Applicability

   Applicable to Single-party Business Flat rate service.

2. Territory

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

3. General

   A. Frontier Simply Unlimited Service-Leader 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 and Unlimited Extended Area Service. The bundle will also include the End User Common Line Charge and the Access Recovery Charge that is tariffed in the appropriate FCC tariff. 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/No Answer
      Caller ID with Name
      Unlimited Extended Area Service
      Eight features from the feature package listed below

(N)

[1] This service offering is limited to existing subscribers.

BUNDLED SERVICES

17.31 FRONTIER SIMPLY UNLIMITED SERVICE-LEADER r [2] – Grandfathered as of December 20, 2017 (Cont'd)

3. General (Cont'd)

C. Frontier Business All in Feature Package

Call Waiting/Cancel Call Waiting	
3 Way calling	*69 Call Return
Multiline Hunt Service	Caller ID Blocking
Anonymous Call Block/Rejection	*66 Busy Number Redial
Basic Call Forward	Call Forward Busy
Call Forward No Answer	Selective Call Acceptance
Priority Ring	Selective Call Forward
Speed Call 8 [1] or 30	Selective Call Rejection

4. Rates and Charges

A. The End User Common Line Charge and the Access Recovery Charge will be included in the bundle. All other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

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

	Monthly Rate	
Frontier Simply Unlimited Service-Leader (1-3 lines)	$96.99	(I)
Additional Bundle (4 to 12 lines)	81.99	(I)
All in Feature Package	4.99	

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
[2] This service offering is limited to existing subscribers.

BUNDLED SERVICES

17.31 FRONTIER SIMPLY UNLIMITED SERVICE-LEADER [1] – Grandfathered as of December 20, 2017 (Cont'd) (C)

5. Regulations

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

B. The features are provided subject to their individual service regulations as specified in 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. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Service Catalog.

E. Frontier Simply Unlimited Service-Leader 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.

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

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

H. 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.

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

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

K. When the customer purchases the fourth through twelfth bundle additional discounts are given.

L. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Service Catalog monthly rates.

[1] This service offering is limited to existing subscribers. (N)

BUNDLED SERVICES

17.32 FRONTIER COMMERCIAL VOICE UNLIMITED [1] – Grandfathered as of December 20, 2017 (C)

1. Applicability

   Applicable to Single-party Business Flat rate service.

2. General

   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 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.

   Basic Bundle

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

3. Regulations

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

   B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Price List.

   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.

[1] This service offering is limited to existing subscribers. (N)

BUNDLED SERVICES

17.32 FRONTIER COMMERCIAL VOICE UNLIMITED [1] – Grandfathered as of December 20, 2017 (Cont'd) (C)

3. Regulations (Cont'd)

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, 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, or one 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. At the end of the one year term, customers will be moved to the month to month pricing.

4. 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.

Basic Bundle	Monthly Rate
Month to Month	$33.00
One Year Term	$28.00
Two Year Term	$28.00

[1] This service offering is limited to existing subscribers. (N)

BUNDLED SERVICES

17.33 FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)* - Grandfathered as of January 1, 2025 (C) (C)

1. 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

2. Regulations

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

B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Service Catalog.

C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Service Catalog rates.

D. Nonpayment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Service Catalog rules.

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

* This service offering is limited to existing subscribers of the service at their existing locations. (N)

BUNDLED SERVICES

17.33 FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)* (Cont'd) – Grandfathered as of January 1, 2025 (C) (C)

2. Regulations (Cont'd)

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.

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 Service Catalog.

M. Stay Connected Seasonal Offering [1] 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.

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.

[1] This service offering is limited to all existing subscribers at their existing locations as of May 7, 2020.
* This service offering is limited to existing subscribers of the service at their existing locations. (N)

BUNDLED SERVICES

17.33 FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)* (Cont'd) – Grandfathered as of January 1, 2025 (C) (C)

2. Regulations (Cont'd)

M. (Cont'd)

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 time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

9. All other applicable taxes and surcharges apply.

3. 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 do not apply.

C. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	Monthly Rate	
Frontier Digital Phone Unlimited (Challenger)	$21.99	
Feature Package	$7.49	(I)
Stay Connected Seasonal Offering [1]	$9.99	

[1] This service offering is limited to all existing subscribers at their existing locations as of May 7, 2020.
* This service offering is limited to existing subscribers of the service at their existing locations. (N)

BUNDLED SERVICES

17.34 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)* - Grandfathered as of January 1, 2025 (C) (C)

1. 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
*66 Busy Number Redial
*69 Call Return
Anonymous Call Block/Rejection
Basic Call Forward
Selective Call Forward
Speed Call 30
Distinctive Ring
3 Way Calling
Call Forward Busy/No Answer
Priority Call

2. Regulations

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 tariffed, are provided subject to the descriptions and regulations as specified elsewhere in the Service Catalog.

C. Nonpayment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Service Catalog 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.

* This service offering is limited to existing subscribers of the service at their existing locations. (N)

BUNDLED SERVICES

17.34 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)* (Cont'd) - Grandfathered as of January 1, 2025 (C) (C)

2. Regulations (Cont'd)

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.

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 Service Catalog.

L. Stay Connected Seasonal Offering [1] 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.

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.

[1] This service offering is limited to all existing subscribers at their existing locations as of May 7, 2020.
* This service offering is limited to existing subscribers of the service at their existing locations. (N)

BUNDLED SERVICES

17.34 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)* (Cont'd) - Grandfathered as of January 1, 2025 (C) (C)

3. 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 do not apply.

C. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	Monthly Rate	
Frontier Digital Phone Unlimited Plus (Challenger)	$21.99	
Feature Package	$7.49	(I)
Stay Connected Seasonal Offering [1]	$9.99	

[1] This service offering is limited to all existing subscribers at their existing locations as of May 7, 2020.
* This service offering is limited to existing subscribers of the service at their existing locations. (N)

BUNDLED SERVICES

17.34 FRONTIER ONEVOICE (N)

1. Applicability

   Applicable to Single-party Business Flat rate service.

2. 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 Service Catalog.

3. General

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

   Basic Bundle

Single Party Flat Rate Access Line	Anonymous Call Block/Rejection
Call Forward Busy/No Answer	Basic Call Forward
Unlimited Extended Area Service	Multiline Hunting
Call Waiting/Cancel Call Waiting	3 Way Calling
Caller ID	

   Premium Feature Package

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

(N)

BUNDLED SERVICES

17.34 FRONTIER ONEVOICE (Cont'd)

4. Regulations

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

B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Service Catalog.

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

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, or one year term basis.

5. Rates and Charges

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

B. New customers will incur a nonrecurring charge up to $95.00, per account. This charge supersedes the Initial Order and Connection charges.

	Monthly Rate	
Basic Bundle	$109.99	(I)
Term Price with a 1 year commitment	$94.99	(I)
Premium Feature Package	$9.99	

BUNDLED SERVICES

17.35 FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE (N)

1. General

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

Basic Bundle

Local Exchange Network Access Line	Call Waiting ID
Caller ID with Name	Anonymous Call Block/Rejection
Unlimited Extended Area Service	Basic Voicemail
Call Waiting/Cancel Call Waiting	Touch Tone

2. Regulations

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

B. The features are provided subject to their individual service regulations as specified in 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. Nonpayment 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. (N)

BUNDLED SERVICES

17.35 FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE (Cont'd) (N)

2. Regulations (Cont'd)

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 Online and Long Distance Inc. Domestic Price List.

3. Rates and Charges

A. All other surcharges and taxes apply and will be billed in addition to the bundle.

B. An Activation charge of $35.00 will replace the Initial Service Order and Central Office Connection Charge.

C. Frontier Residential Unlimited Voice Service is provided at the following rates:

	Monthly Rate	
Frontier Residential Unlimited Voice Service	$20.00	(N)

BUNDLED SERVICES

17.36 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) BUNDLED SERVICE

1. General

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundled 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.

2. Applicability

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundled Service standards.

3. Territory

Within all exchange areas as those areas are defined by maps filed as part of this tariff.

4. Rates and Charges

	Monthly Rate	
A. 2-Year Term [1]		
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	
B. 3-Year Term [1]		
ISDN-PRI Bundle	$655.00	(I)
ISDN-PRI Bundle with 20 DID Numbers	$670.00	|
ISDN-PRI Bundle with 50 DID Numbers	$675.00	|
ISDN-PRI Bundle with 100 DID Numbers	$680.00	(I)
C. 5-Year Term [1]		
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	

[1] Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.

BUNDLED SERVICES

17.36 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) BUNDLED SERVICE (Cont'd) (N)

5. Regulations

A. ISDN PRI Bundled Service is available where technically feasible.

B. 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.

C. 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 Subsequent Activity Charge for the change and will pay the current rates in effect for the term commitment chosen.

D. 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).

E. 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 Initial Service Ordering Charge 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.

F. Ports will be provided at the T-1 level only.

G. Customer provided equipment used to connect to ISDN-PRI Bundled Service must meet Company requirements. (N)

BUNDLED SERVICES

17.36 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) BUNDLED SERVICE (Cont'd) (N)

5. Regulations (Cont'd)

H. 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 Bundled 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.

I. The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundled 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.

J. 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. (N)

BUNDLED SERVICES

17.37 FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE (N)

1. General

The Frontier Unlimited Voice and Feature Bundle is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications Online and Long Distance Inc. The description and pricing for this component are located In the Frontier Communications Online and Long Distance 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	Selective Call Rejection
Speed Call 30	Selective Call Forward
Wire Care (Non-regulated)	Directory Listing

2. Regulations

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

B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Service Catalog.

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 Service Catalog 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. (N)

BUNDLED SERVICES

17.37 FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE (Cont'd) (N)

2. Regulations (Cont'd)

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.

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 Online and Long Distance Inc. Domestic Price List.

K. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non-Listing, Non-Published and Foreign Listing.

L. Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.

3. Rates and Charges

A. All other surcharges and taxes apply and will be billed in addition to the bundle.

B. An Activation charge of $35.00 will replace the Initial Service Order and Central Office Connection Charge.

C. Frontier Unlimited Voice and Feature Bundle is provided at the following rates:

	Monthly Rate	
Frontier Unlimited Voice and Feature Bundle	$50.00	(N)

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)

18.1 PRIMARY RATE INTERFACE INTEGRATED SERVICES DIGITAL NETWORK (PRI ISDN) SERVICE

1. General

A. Integrated Services Digital Network (ISDN) Service is a local exchange telecommunications service that provides integrated voice and data communications capability. ISDN Service supports the simultaneous transmission of circuit-switched voice and circuit-switched data over a single exchange access line.

B. Primary Rate Interface (PRI) ISDN Service provides up to 23 B-Channels for circuit-switched voice and data and one D-Channel for signaling. The D-Channel carries call control messages that are used to manage the B-Channels. Each channel operates at a rate of up to 64 kpbs Clear Channel. The service connects ISDN-compatible end-user-provided customer premises equipment to a suitably equipped central office.

C. The customer must also subscribe to Switched DS1 Service (SWDS1), as described elsewhere in this Service Catalog.

2. Definition of Terms

A. B-Channel (Bearer Channel) - is a 64 kilobit per second (kbps) digital channel capable of transporting circuit-switched voice and circuit-switched data.

B. D-Channel (Delta Channel) - is a digital channel used to transport signaling and control information.

C. Clear Channel – provides for full utilization of the bandwidth in a channel that is 64 kbps using B8ZS protocol.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)

18.1 PRIMARY RATE INTERFACE INTEGRATED SERVICES DIGITAL NETWORK (PRI ISDN) SERVICE (Cont'd)

3. Configurations

A. 23B+D

This service configuration provides up to 23 B-Channels and one D-Channel. When this configuration is combined with the 24B configuration, the D-Channel can control a maximum of 479 B-Channels. The B-Channels may be provisioned on the same SWDS1 facility as the D-Channel or on other SWDS1 facilities with PRI ISDN.

B. 24B

This service configuration provides for 24 B-Channels. The signaling information is provided by a D-Channel on the first SWDS1 facility.

C. 23B+Back-up D

This service configuration provides for 23 B-Channels and a back-up D-Channel. The back-up D-Channel is used if the primary D-Channel, which provides signaling for multiple SWDS1 facilities, fails. Each SWDS1 facility supports up to 24 channels. All active calls are maintained during the switch-over to the back-up D-Channel.

4. Standard Features

The customer may select one of the following standard features at no additional charge:

A. Caller ID-Name, which includes both name and number identification, or

B. Caller ID-Number, which includes only number identification.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)

18.1 PRIMARY RATE INTERFACE INTEGRATED SERVICES DIGITAL NETWORK (PRI ISDN) SERVICE (Cont'd)

5. Regulations

A. General

1. The customer or the customer's authorized agent will be responsible for the procurement of associated ISDN compatible customer premises equipment (CPE) and will provide the necessary information required by the Company to provide ISDN service.

2. The Company shall terminate ISDN Services at the Company Network Interface Device (NID).

3. The minimum contract period for the service is one month.

4. ISDN Service will be offered only in exchanges selected by the Company based on customer demand.

B. Indemnification

1. The provisions of Section 2.6.5 of the Service Catalog shall apply. The customer shall indemnify and hold harmless the Company against any and all claims, losses, liabilities, damages and lawsuits brought by any other party or person arising, in whole or in part, out of customer's use of this service. Indemnification shall include, but is not limited to, costs and attorney's fees.

2. The Company shall have no liability for monetary damages (including without limitation claims for direct, indirect, special, incidental or consequential damages, whether or not the Company has been advised of the possibility of such damages), arising from any failures, errors, malfunctions or omissions of ISDN Service, whether or not arising from or relating to any ordinary negligence by the Company. The Company's liability shall be limited to the amount charged by the Company for the service during the period of service interruption.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)

18.1 PRIMARY RATE INTERFACE INTEGRATED SERVICES DIGITAL NETWORK (PRI ISDN) SERVICE (Cont'd)

6. Rates and Charges

A. Extended Area Service rates that would otherwise apply to SWDS1 trunks do not apply to D-Channels.

B. The following rates and charges apply in addition to applicable rates and charges for other services, including but not limited to SWDS1 Service, provided by the Company.

		Nonrecurring Charge	Monthly Rate
1.	23B+D		
	Month-to-Month	$1,000.00	$350.00
	One-Year Term	$500.00	$300.00
	Two-Year Term	$250.00	$250.00
	Three-Year Term	None	$240.00
2.	24B		
	Month-to-Month	$1,000.00	$350.00
	One-Year Term	$500.00	$300.00
	Two-Year Term	$250.00	$250.00
	Three-Year Term	None	$240.00
3.	23B+Back-up D		
	Month-to-Month	$1,000.00	$350.00
	One-Year Term	$500.00	$300.00
	Two-Year Term	$250.00	$250.00
	Three-Year Term	None	$240.00

PROMOTIONS

19.1 PROMOTIONS

The Company may, from time to time, engage in special promotional offerings designed to attract new customers or to increase existing customer awareness of a particular service. These offerings may include, but are not limited to, waiving or reducing the applicable charges for the promoted service. The promotional offerings are subject to the availability of the services and may be limited to a specific geographical area, to a subset of a specific market group, the duration, and the date and times of the offering. (N) (N)

1. Beginning January 1, 2015 and continuing through March 31, 2015, new and existing customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at $29.99 and lines 2-12 at $24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications Online and Long Distance Inc. as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products as listed in this Service Catalog.

2. Beginning April 1, 2015 and continuing through June 29, 2015, new and existing customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at $29.99 and lines 2-12 at $24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications Online and Long Distance Inc. as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products as listed in this Service Catalog.

(M) (M)

(M) Material moved to Section 19, Page 1.1.

PROMOTIONS

19.1 PROMOTIONS

(M)

3. Beginning June 30, 2015 and continuing through September 26, 2015, new and existing customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at $29.99 and lines 2-12 at $24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications Online and Long Distance Inc. as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products as listed in this Service Catalog.

4. Beginning October 18, 2015 and extending until January 15, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of $39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the Service Catalog will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after January 15, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

(M)

(M) Material moved from Section 19, Page 1.

PROMOTIONS

19.1 PROMOTIONS (Cont'd)

5. Beginning January 16, 2016 and extending until March 31, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of $39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the Service Catalog will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after March 31, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

6. Beginning April 1, 2016 and extending until June 29, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of $39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the Service Catalog will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after June 29, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

7. Beginning July 1, 2016 and extending until July 31, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of $39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the Service Catalog will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after July 31, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

8. New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between September 19, 2017 and December 31, 2017 with a term commitment of 1 year will have all standard non-recurring charges waived for the initial setup and be given a $5.00 credit per month per line for the length of the contract. New is defined as not having Frontier service in the past ninety days. (N) (N)

PROMOTIONS

19.1 PROMOTIONS (Cont'd)

9. Beginning July 22, 2018 through October 19, 2018 for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up and a monthly rate of $19.99 for two years.

10. Beginning May 19, 2019 and continuing through August 16, 2019 for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up.

11. Beginning August 17, 2019 and continuing through November 19, 2019 for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up.

12. Between August 22, 2021 and November 19, 2021, New fiber-based Frontier OneVoice customers who purchase a qualifying broadband service will be given a $29.99 discount for the first local OneVoice line. Customers must agree to a two-year term that provides a two (2) year Price Protection Plan. Installation charges for this service will be waived. Promotion offered where technically feasible. (N)

OBSOLETE SERVICE OFFERINGS

100.1 GENERAL

Obsolete services are furnished subject to all the terms and conditions of the Catalog that would be applicable if these service offerings were not obsolete. These services are classified as "limited availability" offerings and are provided only to the extent that lack of existing facilities require their continued availability to current or future customers. Where existing or new facilities permit the Company reserves the right to discontinue the provision of obsolete service offerings on an exchange basis and substitute a different or new service offering of comparable value and type.

OBSOLETE SERVICE OFFERINGS

100.2 CUSTOMER TRANSFER SERVICE

1. General

   a. A transfer unit having three-wide circuits with line and cut-off relays is inserted in one (1) of the lines involved at the central office and connected by jumpers to the other line. It is controlled by grounding the negative side of the first line through a lever key at the first line. When the customer wishes to leave the first line, he operates the lever key. The unit automatically opens the first line and connects its incoming line equipment to the terminals of the other line. This connection is made without interfering with the other line or with any call, which may be in progress upon it. Thereafter, incoming calls on the first line are received on the second line. If a call is received over either line while the other is in use, busy signals will be received, and the call-in progress will not be disturbed. Upon returning to the first line, the customer restores the lever or switch key. This restores both lines to the original condition. However, if any incoming call on the first line is being answered at the other line, the transfer unit will not restore until conversation has been completed as the call will not be disconnected.

   b. A directory listing with separate call number is furnished with each station.

2. Rates and Charges

	(TRINC) INC	Monthly Rate
Transfer Service, each	$10.90	$9.70