

CATALOG

FRONTIER COMMUNICATIONS OF AMERICA, INC.

COMPETITIVE LOCAL EXCHANGE CARRIER (CLEC)
CATALOG

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES
APPLYING TO COMMUNICATIONS SERVICES WITHIN
THE STATE OF NEW YORK

Applicable in New York State

CATALOG

CONTACTING THE COMPANY WITH A COMPLAINT

In the case of a dispute between the Customer and the Company, please contact the Company by phone, email or mail.

- Email: Consumer.affairs@ftr.com or,
- By Phone:

Customer Service
1-800-426-6404 Consumer Relations Line or,
- By Mail:

Frontier Communications
Attn: Consumer Relations
P. O. Box 5166
Tampa, FL 33675

CONTACTING THE PUBLIC SERVICE COMMISSION

In the case of a dispute between the Customer and the Company which cannot be resolved with mutual satisfaction, the Customer may file a complaint by contacting the New York DPS by phone, online or by mail.

- Online: <http://www.dps.ny.gov/complaints> or,
- By Phone:

Helpline (for complaints/inquiries):
1-800-342-3377 for Continental United States (M-F 8:30 am – 4:00 pm): or,
1-800-662-1220 for Hearing/Speech Impaired: TDD or,
518-472-8502 for fax
- By Mail:

NYS Department of Public Service
Office of Consumer Services, 4th Floor
3 Empire State Plaza
Albany, NY 12223-1350

CATALOG

TABLE OF CONTENTS

<u>Section</u>	<u>Description</u>
1	TITLE
	CONTACTING THE COMPANY WITH A COMPLAINT
	CONTACTING THE PUBLIC SERVICE COMMISSION
	TABLE OF CONTENTS
	EXPLANATION OF SYMBOLS
	REFERENCES TO THE TARIFF
	EXPLANATION OF TERMS
2	GENERAL RULES AND REGULATIONS
	A. Applications of Catalog
	B. Use of Facilities and Service
	1. Obligation of the Company
	2. Limitations on Liability
	3. Use of Service
	4. Use and ownership of Equipment
	5. Directory Errors
	6. Blocking of Service
	C. Minimum Period of Service
	D. Payment for Service Rendered
	1. Responsibility for All Charges
	2. Payment of Charges
	3. Customer Overpayments
	E. Installation Service

CATALOG

TABLE OF CONTENTS

<u>Section</u>	<u>Description</u>
2	GENERAL RULES AND REGULATIONS (Cont'd)
F.	Access to Customer's Premises
G.	Telephone Surcharges/Taxes
H.	Suspension or Termination of Service
	1. Suspension or Termination for Nonpayment
	2. Exceptions to Suspension and Termination
	3. Verification of Nonpayment
	4. Termination for Cause Other Than Nonpayment
	5. Emergency Termination of Service
I.	Additional Provisions Applicable to Business Customers
	1. Application of Rates
	2. Telephone Number Changes
	3. Dishonored Checks
J.	Allowances for Interruptions in Service
	1. Credit for Interruptions
	2. Limitations on Credit Allowances
K.	Automatic Number Identification (ANI)
L.	Health Care Providers Support Program
M.	Schools and Libraries Discount Program
N.	Schools and Libraries Discount Matrix

CATALOG

TABLE OF CONTENTS

<u>Section</u>	<u>Description</u>	
3	SERVICE CHARGES	
	A. Special Construction	
	1. Basis for Charges	
	2. Basis for Cost Computation	
	3. Basis for Rates and Charges	
	4. Termination Liability	
	5. Charges Applicable for Facility Extension	(N)
4	CUSTOM CALLING SERVICE	
	A. Custom Call Features	
	1. General	
	2. Description of Features	
	3. Rates and Charges	
	B. Custom Calling Local Area Signaling Service (CLASS)	
	1. General	
	2. Description of Features	
	3. Rates and Charges	
5	MISCELLANEOUS SERVICES	
	A. Blocking Service	
	B. Vanity Number Service	
	C. Virtual Telephone Number Service (VTN)	
	D. Critical Facilities Administration Service (CFAS)	
	E. Special Equipment for the Hearing or Speech Impaired Customer	
	F. Special Credit Card for Blind and Disabled Persons	
	G. Individual Case Basis (ECB) Arrangements	
	H. Directory Listings	
	I. Telecommunications Service Priority (TSP)	
	J. Off Premises Extension Service	
	K. Promotions	
	L. Convenience Fee	

CATALOG

TABLE OF CONTENTS

<u>Section</u>	<u>Description</u>
6	BUNDLED SERVICES
	A. Feature Packages
	B. ABC Solutions
	C. Frontierworks
7	CENTREX SERVICE
	A. General
	B. Packages
	C. Rates and Charges
8	PUBLIC TELEPHONE SERVICE
9	PBX TRUNK SERVICE
	A. General
	B. Measured Rate PBX Trunks
	C. Measured Rate Analog PBX Trunks
	D. Rates and Charges
10	DIGITAL T-1 SERVICE

CATALOG

EXPLANATION OF SYMBOLS

A revision of a Catalog Leaf is coded to designate the type of change from the previous revision. These symbols, which appear in the right-hand margin of the page, are used to signify:

- (C) - To signify changed regulation
- (D) - To signify discontinued rate or regulation
- (I) - To signify increase
- (M) - To signify matter relocated without change
- (N) - To signify new rate or regulation
- (R) - To signify reduction
- (T) - To signify change in text but no change in rate or regulation

CATALOG

REFERENCES TO P.S.C. NO. 4 TARIFF

The following services may be found in the Frontier Communications of America, Inc., P.S.C. No. 4 Tariff on Frontier's website at: <http://carrier.frontiercorp.com/crtf/tariffs/index.cfm?fuseaction=main&sctnID=19>

<u>Catalog Section</u>	<u>Title</u>
2	Business Network Switched Services
2	Service Areas
3	Service Charges
3	Late Payment Charges
4	Directory Listings
5	Operator Services
6	Taxes and Surcharges
7	Discounted Service for the Hearing or Speech Impaired Customer
7	New York Relay Service
8	Emergency Reporting Services
8	Universal Emergency Telephone Number Service
8	Enhanced universal Emergency Telephone Number Service

CATALOG

EXPLANATION OF TERMS

AGENCY

For 911 or E911 service, the government agency(ies) designated as having responsibility for the control and staffing of the emergency report center.

ALTERNATE ROUTING ("AR")

Allows E911 calls to be routed to a designated alternate location if (1) all E911 exchange lines to the primary PSAP (see definition of PSAP below) are busy, or (2) the primary PSAP closes for a period (night service).

AUTHORIZED USER

A person, corporation or other entity who is authorized by the Company's customer to utilize service provided by the Company to the customer. The customer is responsible for all charges incurred by an Authorized User.

ATTENDANT

An operator of a PBX console or telephone switchboard.

AUTOMATIC LOCATION IDENTIFICATION ("ALI")

The name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

AUTOMATIC NUMBER IDENTIFICATION ("ANI")

A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.

CALL INITIATION

The point in time when the exchange network facility is initially allocated for the establishment of a specific call.

CALL TERMINATION

The point in time when the exchange network facility allocated to a specific call is released for reuse by the network.

CATALOG

EXPLANATION OF TERMS

CARRIER or COMPANY

FRONTIER Communication Inc., the issuer of this Catalog.

CENTRAL OFFICE

An operating office of the Company where connections are made between telephone exchange lines.

CENTRAL OFFICE LINE

A line providing direct or indirect access from a telephone or switchboard to a central office. Central office lines subject to PBX rate treatment are referred to as central office trunks.

CHANNEL

A point-to-point bi-directional path for digital transmission. A channel may be furnished in such a manner as the Company may elect, whether by wire, fiber optics, radio or a combination thereof and whether or not by means of single physical facility or route. One 1.544 Mbps Service is equivalent to 24 channels.

COMMISSION

New York Public Service Commission ("PSC")

CUSTOMER

The person, firm, corporation, or other entity which orders service and utilizes service provided under P.S.C. No. 4 Tariff and/or this Catalog by the Company. A customer is responsible for the payment of charges and for compliance with all terms of the Company's Tariff and/or Catalog

CUSTOMER PREMISES EQUIPMENT ("CPE")

Equipment provided by the customer for use with the Company's services. CPE can include a station set, facsimile machine, key system, PBX, or other communication system.

DEFAULT ROUTING ("DR")

When an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes, such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP.

CATALOG

EXPLANATION OF TERMS

DIAL PULSE ("DP")

The pulse type employed by a rotary dial station set.

DIRECT INWARD DIAL ("DID")

A service attribute that routes incoming calls directly to stations, by-passing a central answer point.

DIRECT OUTWARD DIAL ("DOD")

A service attribute that allows individual station users to access and dial outside numbers directly.

DUAL TONE MULTI-FREQUENCY ("DTMF")

The pulse type employed by tone dial station sets. (Touch Calling)

E911 SERVICE AREA

The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

E911 CUSTOMER

A governmental agency that is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of E911 service.

EXCHANGE

An area, consisting of one or more central office districts, within which a call between any two points is a local call.

EXCHANGE ACCESS LINE

A central office line furnished for direct or indirect access to the exchange system.

EXCHANGE SERVICE

The provision to the subscriber of access to the exchange system for the purpose of sending and receiving calls. This access is achieved through the provision of a central office line (exchange access line) between the central office and the subscriber's premises.

CATALOG

EXPLANATION OF TERMS

FINAL ACCOUNT

A customer whose service has been disconnected who has outstanding charges still owed to the Company.

FLAT RATE SERVICE

The type of exchange service provided at a monthly rate with an unlimited number of calls within a specified primary calling area.

HANDICAPPED PERSON

A person who is legally blind, visually handicapped or physically handicapped, under the following definitions from the Federal Register (Vol. 35 #126 dated June 30, 1970).

Legally Blind - a person whose visual acuity is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.

Visually Handicapped - a person whose visual disability, with correction and regardless of optical measurement with respect to legal blindness, are certified as unable to read normal printed material.

Physically Handicapped - a person who is certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitation, or a person whose disabling condition causes difficulty with hand and finger coordination and use of a coin telephone.

The term "Handicapped Person", when used in connection with a person having a speech or hearing impairment which requires that they communicate over telephone facilities by means other than voice is defined below:

Hearing - a person with binaural hearing impairment of 60% or higher on the basis of the procedure developed by the American Academy of Otolaryngology (A.A.O.) as set forth in "Guide for Conservation of Hearing in Noise" 38-43, A.A.O., 1973; "guides to the Evaluation of Permanent Impairment" 103-107, American Medical Association, 1971.

Speech - a person with 65% or higher of impairment on the basis of the procedure recommended by the American Medical Association's Committee on Rating of Mental and Physical Impairment to evaluate speech impairment as to three categories: audibility, intelligibility and functional efficiency, as set forth in "Guides to the Evaluation of Permanent Impairment" 109-III, American Medical Association, 1971.

INTERFACE

That point on the premises of the subscriber at which provision is made for connection of facilities provided by someone other than the Company to facilities provided by the Company.

CATALOG

EXPLANATION OF TERMS

INTERRUPTION

The inability to complete calls, either incoming or outgoing or both, due to Company facilities malfunction or human errors.

LATA

Local Access and Transport Area. The area within which the Company provides local and long distance ("intraLATA") service. For call to numbers outside the area ("interLATA") service is provided by long distance companies.

LINK

The physical facility from the network interface on an end-user's or carrier's premises to the point of interconnection on the main distribution frame of the Company's central office.

LOCAL CALL

A call which, if placed by a customer over the facilities of the Company, is not rated as a toll call.

LOCAL CALLING AREA

The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a toll charge.

LOCAL SERVICE

Telephone exchange service within a local calling area.

LOOPS

Segments of a line which extend from the serving central office to the originating and to the terminating point.

MESSAGE RATE SERVICE

A type of exchange service provided at a monthly rate with an additional charge for local calling based on the usage of the local network. One completed call is equal to one message.

MOVE

The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

CATALOG

EXPLANATION OF TERMS

MULTILINE HUNT

A method of call signaling by which a call placed to one number is subsequently routed to one or more alternative numbers when the called number is busy.

ON-NET

Telecommunications services which are transported exclusively over facilities installed by the Company rather than the facilities of another carrier.

PORT

A connection to the switching network with one or more voice grade communications channels, each with a unique network address (telephone number) dedicated to the customer. A port connects a link to the public switched network.

PRIVATE BRANCH EXCHANGE SERVICE ("PBX")

Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

RATE CENTER

A geographic reference point with specific coordinates on a map used for determining mileage when calculating charges.

REFERRAL PERIOD

The time frame during which calls to a number which has been changed will be sent to a recording which will inform the caller of the new number.

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.

TOLL CALL

Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company.

CATALOG

GENERAL RULES AND REGULATIONS

A. APPLICATION OF CATALOG

This Catalog sets forth the service offerings, rates, terms and conditions applicable to switched services provided by Company as follows:

The furnishing of intrastate end-user communications services to customers within the State of New York.

1. Service Territory

Frontier Communications of America, Inc. will provide service within New York State.

2. Availability

Service is available where facilities permit. Only those services for which rates are provided are currently available.

CATALOG

GENERAL RULES AND REGULATIONS

B. USE OF FACILITIES AND SERVICE

1. Obligation of the Company

In furnishing facilities and service, the Company does not undertake to transmit messages, but furnishes the use of its facilities to its customers for communications. The Company undertakes to furnish communications service pursuant to the terms of this Catalog in connection with one-way and/or two-way information transmission between points within the State of New York.

- a. The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- b. The furnishing of service under this Catalog is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

The Company's obligation to furnish facilities and service is dependent upon its ability (a) to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment; (b) to secure and retain, without unreasonable expense, suitable space for its plant and facilities in the building where service is or will be provided to the customer; or (c) to secure reimbursement of all costs where the owner or operator of a building demands relocation or rearrangement of plant and facilities used in providing service therein.

The Company shall not be required to furnish, or continue to furnish, facilities or service where the circumstances are such that the proposed use of the facilities or service would tend to adversely affect the Company's plant, property or service.

The Company reserves the right to refuse an application for service made by a present or former customer who is indebted to the Company for service previously rendered pursuant to this Catalog until the indebtedness is satisfied.

CATALOG

GENERAL RULES AND REGULATIONS

B. USE OF FACILITIES AND SERVICE

2. Limitations on Liability

- a. The liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish the service, whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth in this Catalog. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.
- b. The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties.
- c. The Company shall not be liable for any act or omission of any entity furnishing to the Company or to the Company's Customers facilities or equipment used for or with the services the Company offers.
- d. The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.

CATALOG

GENERAL RULES AND REGULATIONS

B. USE OF FACILITIES AND SERVICE (Cont'd)

2. Limitations on Liability (Cont'd)

- e. The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal presence, condition, location, or use of any installation so provided. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section as a condition precedent to such installations.
- f. The Company is not liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of the Company's agents or employees.
- g. The Company is not liable for any claims for loss or damages involving:
 - 1) Breach in the privacy or security of communications transmitted over the Company's facilities;
 - 2) Injury to property or injury or death to persons, including claims for payments made under Worker's Compensation law or under any plan for employee disability or death benefits arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected or to be connected to the Company's facilities;
 - 3) Any representations made by Company employees that do not comport, or that are inconsistent, with the provisions of this Catalog;
 - 4) Any act or omission in connection with the provision of 911, E911 or similar services;
 - 5) Any noncompletion of calls due to network busy conditions.

CATALOG

GENERAL RULES AND REGULATIONS

B. USE OF FACILITIES AND SERVICE (Cont'd)

2. Limitations on Liability (Cont'd)

- h. The Company shall be indemnified, defended held harmless by the Customer against any claim, loss, or damage arising from Customer's use of services, involving claims for libel, slander, invasion of privacy, or infringement of copyright arising from the Customer's own communications.
 - 1) The Company shall be indemnified, defended and held harmless by the Customer or end user from and against any and all claims, loss, demands, suits, expense, or other action or any liability whatsoever, including attorney fees, whether suffered, made, instituted, or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any Company or Customer equipment or facilities or service provided by the Company.
 - 2) The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere. The Company shall be indemnified, defended and held harmless by the Customer from and against any and all claims, loss, demands, suits, or other action, or any liability whatsoever, including attorney fees, whether suffered, made, instituted or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any equipment or facilities or the service.
 - 3) The Company assumes no responsibility for the availability or performance of any cable or satellite systems or related facilities under the control of other entities, or for other facilities provided by other entities used for service to the Customer, even if the Company has acted as the Customer's agent in arranging for such facilities or services. Such facilities are provided subject to such degree of protection or nonpreemptibility as may be provided by the other entities.
 - 4) Any claim of whatever nature against the Company shall be deemed conclusively to have been waived unless presented in writing to the Company within thirty (30) days after the date of the occurrence that gave rise to the claim.

CATALOG

GENERAL RULES AND REGULATIONS

B. USE OF FACILITIES AND SERVICE (Cont'd)

2. Limitations on Liability (Cont'd)

- i. The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.
- j. The entire liability for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid Company by Customer for the specific services giving rise to the claim. No action or proceeding against the Company shall be commenced more than one year after the service is rendered.
- k. THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.

3. Use of Service

Any service provided under this Catalog may be resold to or shared (jointly used) with other persons at the customer's option. The customer remains solely responsible for all use of service ordered by it or billed to its telephone number(s) pursuant to this Catalog, for determining who is authorized to use its service, and for promptly notifying the Company of any unauthorized use. The customer may advise its customers that a portion of its service is provided by the Company, but the customer shall not represent that the Company jointly participates with the customer in the provision of the service.

4. Use and Ownership of Equipment

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

CATALOG

GENERAL RULES AND REGULATIONS

B. USE OF FACILITIES AND SERVICE (Cont'd)

5. Directory Errors

In the absence of gross negligence or willful misconduct and except for the allowances stated below, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company.

An allowance for errors or mistakes in or omissions of published directory listings or for errors or mistakes in or omissions of listings obtainable from the directory assistance operator shall be given as follows:

- a. Free Listings: For free or no-charge published directory listings, credit shall be given at the rate of two times the monthly tariff rate for an additional or charge listing for each individual, auxiliary or party line, PBX trunk or Centrex attendant loop affected, for the life of the directory or the charge period during which the error, mistake or omission occurs.
- b. Charge Listings: For additional or charge published directory listings, credit shall be given at the monthly tariff rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.
- c. Operator records: For free or charge listings obtainable from records used by the directory assistance operator, upon notification to the Company of the error, mistake or omission in such records by the subscriber, the Company shall be allowed a period of three business days to make a correction. If the correction is not made in that time, credit shall be given at the rate of 2/30ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected. (Where Centrex attendant loops are involved, credit shall be given at the rate of 2/30ths of the basic monthly rate for PBX trunks.)
- d. Credit limitation: The total amount of the credit provided for the preceding paragraphs 1, 2, and 3 shall not exceed, on a monthly basis, the total of the charges for each charge listing plus the basic monthly rate, as specified in paragraph 3, for the line or lines in question. No allowance will be provided for errors caused by other carriers or operator service providers.

CATALOG

GENERAL RULES AND REGULATIONS

B. USE OF FACILITIES AND SERVICE (Cont'd)

5. Directory Errors (Cont'd)

- e. Definitions: As used in subparagraphs a., b., c. and e. preceding, the terms "error," "mistake" or "omission" shall refer to a discrepancy in the directory listing or directory assistance records which the Company has failed to correct and where the error affects the ability to locate a particular subscriber's correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the subscriber on an incorrect street or in an incorrect community.
- f. Notice: Such allowances or credits as specified in Paragraphs a., b. and c. preceding, shall be given upon notice to the Company by the subscriber that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for the Company to have knowledge of such error, mistake or omission, the Company shall give credit without the requirement of notification by the subscribers.

6. Blocking of Service

The Company's facilities can not be used to originate calls to other telephone company or Information Provider caller-paid information services.

CATALOG

GENERAL RULES AND REGULATIONS

C. MINIMUM PERIOD OF SERVICE

The minimum period of service is one month except as otherwise provided in P.S.C. No. 4 Tariff and/or Catalog. The customer must pay the regular tariffed and/or catalog rate for the service they subscribe to for the minimum period of service. If a customer disconnects service before the end of the minimum service period, that customer is responsible for paying the regular rates for the remainder of the minimum service period. When the service is moved within the same building, to another building on the same premises, or to a different premises entirely, the period of service at each location is accumulated to calculate if the customer has met the minimum period of service obligation.

If service is terminated before the end of the minimum period of service as a result of condemnation of property, damage to property requiring the premises to be abandoned, or by the death of the customer, the customer is not obligated to pay for service for the remainder of the minimum period.

If service is switched over to a new customer at the same premises after the first month's service, the minimum period of service requirements is assigned to the new customer if the new customer agrees in writing to accept them. For facilities not taken over by the new customer, the original customer is responsible for the remaining payment for the minimum service period in accordance with the terms under which the service was originally furnished.

The Company may offer services which require a minimum use guarantee ("MUG") wherein the Subscriber agrees, in writing, to pay the minimum amount per period agreed to upon commencement of service. Subscribers falling below their MUG will be billed for the minimum amount due per period pursuant to the MUG agreement.

Should the Subscriber choose to terminate their contract prior to expiration of the term agreed to in the MUG agreement, the Subscriber will be liable for the minimum usage requirements contained in the contract multiplied by the number of months remaining in the term, unless Subscriber converts to another Company service with equal or greater term and minimum usage commitment. If no termination of subscriber's contract, Subscriber will be liable for their monthly average usage (calculated over the last three full months immediately preceding the date of termination) multiplied by the number of months remaining in the term.

The initial contract period for service under this section is one month. Subsequent contract periods shall be for additional one-month periods unless otherwise specified.

1. Termination Liability Charge

If a Subscriber terminates business network switched or dedicated services, to include private branch exchange trunk service and PRI T-1 or comparable services, in whole or in part, before the expiration of the contract period, the Subscriber shall pay to the Company an early termination liability charge for each disconnected service(s) or feature(s) equal to the applicable monthly rate for the FRONTIER service(s) or feature(s) multiplied by the number of months remaining in the contract term.

CATALOG

GENERAL RULES AND REGULATIONS

D. PAYMENT FOR SERVICE RENDERED

1. Responsibility for All Charges

Any applicant for facilities or service may be required to sign an application form requesting the Company to furnish the facilities or service in accordance with the rates, charges, rules and regulations from time to time in force and effect. The customer is responsible for all local and toll calls originating from the customer's premises and for all calls charged to the customer's line where any person answering the customer's line agrees to accept such charge.

2. Payment of Charges

Charges for facilities and service, other than usage charges, are due monthly in advance. All other charges are payable upon request of the Company. Bills are due on the due date shown on the bill and are payable at any business office of the Company, by U.S. Mail, or at any location designated by the Company. If objection is not received by the Company within three months after the bill is rendered, the items and charges appearing thereon shall be determined to be correct and binding upon the customer. A bill will not be deemed correct and binding upon the customer if the Company has records on the basis of which an objection may be considered, or if the customer has in his or her possession such Company records. If objection results in a refund to the customer, such refund will be with interest at the applicable late payment rate, if any, for the service classification under which the customer was billed. Interest will be paid from the date when the customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, compounded monthly, until the overpayment is refunded. Notwithstanding the foregoing, no interest will be paid by the Company on customer overpayments that are refunded within 30 days after the overpayment is received by the Company.

Where an objection to the bill involves a superseded service order, the items and charges appearing on the bill shall be deemed to be correct and binding upon the customer if objection is not received by the Company within two months after the bill is rendered.

CATALOG

GENERAL RULES AND REGULATIONS

D. PAYMENT FOR SERVICE RENDERED (Cont'd)

3. Customer Overpayments

The Company will provide interest on customer overpayments that are not refunded within 30 days of the date the Company receives the overpayment. An overpayment is considered to have occurred when payment in excess of the correct charges for service is made because of erroneous Company billing. The customer will be issued reimbursement for the overpayment, plus interest, or, if agreed to by the customer, credit for the amount will be provided on the next regular Company bill. The rate of interest shall be the Company's applicable Late Payment Charge.

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

E. INSTALLATION SERVICE

The Company provides a Half-Day Installation Plan, which offers customers half-day appointments (i.e., morning/afternoon or a rolling interval) for connection of Commission regulated service involving a customer premise visit.

F. ACCESS TO CUSTOMER'S PREMISES

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

G. TELEPHONE SURCHARGES/TAXES

In addition to the rates and charges applicable according to the rules and regulations, various surcharges and taxes may apply to the customer's monthly billing statement. The Customer is responsible for payment of any fees (including franchise and right-of-way fees), charges, surcharges, contributions and taxes (however designated) (including without limitation universal service contributions, telephone relay service contributions, sales, use, gross receipts, excise, access or other taxes but excluding taxes on the Company's net income) imposed by any local, state, or federal government on or based upon the provision, sale or use of the Company's services. Fees, charges, and taxes imposed by a city, county, or other political subdivision will be collected only from those Customers receiving service within the boundaries of that subdivision.

CATALOG

GENERAL RULES AND REGULATIONS

H. SUSPENSION OR TERMINATION OF SERVICE

1. Suspension or Termination for Nonpayment

In the event that any bill rendered is not paid, the Company may suspend service or terminate service until the bill has been paid. If service is suspended or terminated for nonpayment, the customer will be billed a Reconnection Charge as well as any payment due upon reconnection.

- a. Termination shall not be made until at least 20 days after written notification has been mailed to the billing address of the customer.
- b. Suspension will not be made until at least 8 days after written notification has been mailed to the customer.

Telephone service shall only be suspended during the hours between 8:00 AM and 4:00 PM, Monday through Thursday. It shall not be suspended or terminated for nonpayment on weekends, public holidays, the day before a designated holiday, other federal and state holidays proclaimed by the President or the Governor, or on days when the main business office of the Company is not open for business, or during the periods from December 23rd through December 26th or December 30th through January 2nd.

2. Exceptions to Suspension and Termination

Telephone service shall not be suspended or terminated for:

- a. Nonpayment of bills rendered for charges other than telephone service or deposits requested in connection with telephone service;
- b. Nonpayment for service for which a bill has not been rendered;
- c. Nonpayment for service which have not been rendered;
- d. Nonpayment of any billed charge which is in dispute during the period before a determination of the dispute is made by the Company in accordance with Company's complaint handling procedures. These procedures shall be in accordance with the Commission's Rules and Regulations.

Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the customer does not pay the undisputed portion after being asked to do so.

CATALOG

GENERAL RULES AND REGULATIONS

H. SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

3. Verification of Nonpayment

Telephone service shall not be suspended or terminated for nonpayment of a bill rendered unless:

- a. The Company has verified, in a manner approved by the Commission, that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the period indicated in the notice, and
- b. The Company has checked the customer's account on the day that suspension or termination is to occur to determine whether payment has been posted to the customer's account as of the opening of business on that day.

4. Termination for Cause Other Than Nonpayment

a. General

The Company, after notice in writing to the customer and after having given the customer an appropriate opportunity to respond to such notice, may terminate service and sever the connection(s) from the customer's premises under the following conditions:

- 1) in the event of prohibited, unlawful or improper use of the facilities or service, or any other violation by the customer of the rules and regulations governing the facilities and service furnished, or
- 2) if, in the judgment of the Company, any use of the facilities or service by the customer may adversely affect the Company's personnel, plant, property or service. The Company shall have the right to take immediate action, including termination of the service and severing of the connection, without notice to the customer when injury or damage to telephone personnel, plant, property or service is occurring, or is likely to occur, or
- 3) in the event of unauthorized use, where the customer fails to take reasonable steps to prevent the unauthorized use of the facilities or service received from the Company, or
- 4) in the event that service is connected for a customer who is indebted to the Company for service or facilities previously furnished, that service may be terminated by the Company unless the customer satisfies the indebtedness within 20 days after written notification.

CATALOG

GENERAL RULES AND REGULATIONS

H. SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

4. Termination for Cause Other Than Nonpayment (Cont'd)

b. Prohibited, Unlawful or Improper Use of the Facilities or Service

Prohibited, unlawful or improper use of the facilities or service includes, but is not limited to:

- 1) The use of facilities or service of the Company without payment of tariff and/or catalog charges;
- 2) Calling or permitting others to call another person or persons so frequently or at such times of the day or in such manner as to harass, frighten, abuse or torment such other person or persons;
- 3) The use of profane or obscene language;
- 4) The use of the service in such a manner such that it interferes with the service of other customers or prevents them from making or receiving calls;
- 5) The use of a mechanical dialing device or recorded announcement equipment to seize a customer's line, thereby interfering with the customer's use of the service;
- 6) Permitting fraudulent use.

CATALOG

GENERAL RULES AND REGULATIONS

H. SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

4. Termination for Cause Other Than Nonpayment (Cont'd)

c. Abandonment or Unauthorized Use of Facilities

- 1) If it is determined that facilities have been abandoned, or are being used by unauthorized persons, or that the customer has failed to take reasonable steps to prevent unauthorized use, the Company may terminate telephone service.
- 2) In the event that telephone service is terminated for abandonment of facilities or unauthorized use and service is subsequently restored to the same customer at the same location:
 - a) No charge shall apply for the period during which service had been terminated, and
 - b) Reconnection charges will apply when service is restored. However, no charge shall be made for reconnection if the service was terminated due to an error on the part of the Company.

d. Change in the Company's Ability to Secure Access

Any change in the Company's ability (a) to secure and retain suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment or (b) to secure and retain suitable space for its plant and facilities in the building where service is provided to the customer may require termination of a customer's service until such time as new arrangements can be made. No charges will be assessed the customer while service is terminated, and no Service Charges will apply when the service is restored.

5. Emergency Termination of Service

The Company will immediately terminate the service of any customer, on request, when the customer has reasonable belief that the service is being used by an unauthorized person or persons. The Company may require that the request be submitted in writing as a follow-up to a request made by telephone.

CATALOG

GENERAL RULES AND REGULATIONS

I. ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS

1. Application of Rates

- a. Business rates as described in this P.S.C. No. 4 Tariff and/or Catalog apply to service furnished:
 - 1) In office buildings, stores, factories and all other places of a business nature;
 - 2) In hotels, apartment houses, clubs and boarding and rooming houses except when service is within the customer's domestic establishment and no business listings are provided; colleges, hospitals and other institutions; and in churches except when service is provided to an individual of the clergy for personal use only and business service is already established for the church at the same location;
 - 3) At any location when the listing or public advertising indicates a business or a profession;
 - 4) At any location where the service includes an extension which is at a location where business rates apply unless the extension is restricted to incoming calls;
 - 5) At any location where the customer resells or shares exchange service;
- b. Public Access Line service is classified as business service regardless of the location.
- c. The use of business facilities and service is restricted to the customer, customers, agents and representatives of the customer, and joint users.

2. Telephone Number Changes

When a business customer requests a telephone number change, the referral period for the disconnected number is 90 days.

The Company reserves all rights to the telephone numbers assigned to any customer. The customer may order a Customized Number where facilities permit for an additional charge.

When service in an existing location is continued for a new customer, the existing telephone number may be retained by the new customer only if the former customer consents in writing, and if all charges against the account are paid or assumed by the new customer.

3. Dishonored Checks

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

CATALOG

GENERAL RULES AND REGULATIONS

J. ALLOWANCES FOR INTERRUPTIONS IN SERVICE

Interruptions in service, which are not due to the negligence of, or non-compliance with the provisions of this Catalog by the Customer, or the operation or malfunction of the facilities, power, or equipment provided by the Customer, will be credited to the Customer as set forth below for the part of the service that the interruption affects. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this Catalog.

1. Credit for Interruptions

- a. An interruption period begins when the Customer reports a service, facility, or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility, or circuit is operative. If the Customer reports a service, facility, or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
- b. For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
- c. A credit allowance will be given, upon request of the customer to the business office, for interruptions of 30 minutes or more. Credit allowances will be calculated as follows:
 - 1) if interruption continues for less than 24 hours:
 - a) 1/30th of the monthly rate if it is the first interruption in the same billing period.
 - b) 2/30ths of the monthly rate if there was a previous interruption of at least 24 hours in the same billing period.
 - 2) if interruption continues for more than 24 hours:
 - a) if caused by storm, fire, flood or other condition out of Company's control, 1/30th of the monthly rate for each 24 hours of interruption.
 - b) for other interruption, 1/30 of the monthly rate for the first 24 hours and 2/30ths of such rate for each additional 24 hours (or fraction thereof); however, if service is interrupted for over 24 hours, more than once in the same billing period, the 2/30ths allowance applies to the first 24 hours of the second and subsequent interruptions

Two or more interruptions of 15 minutes or more during any one 24-hour period shall be considered as one interruption.

CATALOG

GENERAL RULES AND REGULATIONS

J. ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)

1. Credit for Interruptions (Cont'd)

- d. Credit to Customer - Credits attributable to any billing period for interruptions of service shall not exceed the total charges for that period for the service and facilities furnished by the Company rendered useless or substantially impaired.
- e. "Interruption Defined" - For the purpose of applying this provision, the word "interruption" shall mean the inability to complete calls either incoming or outgoing or both due to equipment malfunction or human errors. "Interruption" does not include, and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and/or switching capacity shortages. Nor shall the interruption allowance apply where service is interrupted by the negligence or willful act of the subscriber or where the Company, suspends or terminates service because of nonpayment of bills due to the company, unlawful or improper use of the facilities or service, or any other reason covered by the Catalog. No allowance shall be made for interruptions due to electric power failure where, by the provisions of this Catalog, the subscriber is responsible for providing electric power. Allowance for interruptions of measured rate service will not affect the subscriber's local call allowance during a given billing period.

2. Limitations on Credit Allowances

No credit allowance will be made for:

- a. interruptions due to the negligence of, or non-compliance with the provisions of this Catalog, by any party other than the Company, including but not limited to the customer, authorized user, or other common carriers connected to, or providing service connected to, the service of the Company or to the Company's facilities;
- b. interruptions due to the failure or malfunction of non-Company equipment, including service connected to customer provided electric power;
- c. interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- d. interruptions of service during any period when the customer has released service to the Company for maintenance purposes or for implementation of a customer order for a change in service arrangements;
- e. interruptions of service due to circumstances or causes beyond the control of the Company.

CATALOG

GENERAL RULES AND REGULATIONS

K. AUTOMATIC NUMBER IDENTIFICATION (ANI)

1. Regulations

The Company will provide Automatic Number Identification (ANI) associated with an intrastate service, to any entity (ANI recipient), only under the following terms and conditions:

- a. The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing and collection, routing, screening, ensuring network performance, and completion of a telephone subscriber's call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction.
- b. The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established customer relationship, a product or service that is directly related to products or service previously purchased by the telephone subscriber from the ANI recipient.
- c. The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or to conduct outgoing marketing calls, except as permitted by the preceding paragraph, unless the ANI recipient obtains the prior written consent of the telephone subscriber permitting the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.
- d. The ANI recipient or its designated billing agent is prohibited from reselling, or otherwise disclosing ANI information to any other third party for any use other than those listed in c. above, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.
- e. Violation of any of the foregoing terms and conditions by any ANI recipient other than a Telephone Corporation shall result, after a determination through the Commission's complaint process, in suspension of the transmission of ANI by the Telephone Corporation until such time as the Commission receives written confirmation from the ANI recipient that the violations have ceased or have been corrected. If the Commission determines that there have been three or more separate violations in a 24-month period, delivery of ANI to the offending party shall be terminated under terms and conditions determined by the Commission.

2. Terms and Conditions

Violation of any of the foregoing terms and conditions by a Telephone Corporation may result in Commission prosecution of penalty and enforcement proceedings.

CATALOG

GENERAL RULES AND REGULATIONS

L. HEALTH CARE PROVIDERS SUPPORT PROGRAM

1. General

The purpose of the Health Care Providers Support Program is to enable public and non-profit rural health care providers to have access to telecommunications services necessary for the provision of health care services at rates comparable to those paid for similar services in urban areas. The Health Care Providers Support Program offers eligible public and non-profit health care providers located in rural areas reduced rates for Company intrastate services, available. Such services must be purchased in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997 and the New York State Public Service Commission in its Order in Cases 94-C-0095 and 28425, issued November 4, 1997. The FCC Rules are codified at 47 Code of Federal Regulations (C.F.R.) 54.601 *et. seq.*, and any amendments made thereto.

- a. To be eligible for the reduced rates, rural health care providers are required to comply with the terms and conditions set forth in the FCC Rules.
- b. Reduced rates are available only to the extent that they are funded by the federal universal service fund.
- c. Eligible rural health care providers may aggregate demand with other entities to create a consortium. Universal service support shall apply only to the portion of eligible services used by an eligible health care provider.
- d. Responsibility of eligible health care providers:
 - 1) Rural health care providers and consortia shall participate in a competition bidding process for all service eligible for reduced rates in accordance with any state and local procurement rules.
 - 2) Rural health care providers and consortia shall submit requests for services to the program Administrator, as designated by the FCC, and follow established procedures.
 - 3) Services requested must be used for purposes related to the provision of health care services or instruction that the health care provider is legally authorized to provide under the law.
 - 4) A health care provider that cannot obtain toll free access to an Internet service provider and who is eligible for support for limited toll-free access under the Rules must certify that it lacks toll-free Internet access and that it is an eligible health care provider.
 - 5) Services cannot be sold, resold or transferred in consideration for money or any other thing of value.

CATALOG

GENERAL RULES AND REGULATIONS

L. HEALTH CARE PROVIDERS SUPPORT PROGRAM (Cont'd)

1. General (Cont'd)

e. Responsibility of the Company

- 1) The Company shall offer the rates and charges as specified herein, to eligible health care providers to the extent that facilities and services are available and offered herein.
- 2) The Company shall offer services to eligible rural health care providers and consortia at prices no higher than the highest urban rate as defined in the FCC Order and Rules.
- 3) In competitive bidding situations, where specific flexible pricing arrangements are allowed, the Company may offer flexible pricing (to determine the reduced rate) subject to New York State Public Service Commission approval.

2. Rates and Charges

The following price adjustments will be available to eligible rural health care providers, except subparagraph c., which shall be available to all eligible health care providers, regardless of location.

- a. A reduced rate for telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, not to exceed the highest Cataloged or publicly available rate charged to a commercial customer for a similar service provided over the same distance in the nearest city in New York State with a population of at least 50,000.
- b. An exemption from some mileage charges for any telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, that is necessary for the provision of health care services. The exempted mileage includes the distance between the rural health care provider and the most distant perimeter of the nearest city in New York State with a population of 50,000 or more, less the standard urban distance, which is the maximum average diameter of all cities with population of 50,000 or more in the state.
- c. Each eligible health care provider that cannot obtain toll-free access to an Internet service provider is entitled to receive toll charge credits for toll charges imposed for connecting to an Internet service provider as per the FCC Rules. Such toll charges are available pursuant to applicable toll tariffs.

CATALOG

GENERAL RULES AND REGULATIONS

M. SCHOOLS AND LIBRARIES DISCOUNT PROGRAM

1. General

The Schools and Libraries Discount Program permits eligible schools (public and private, grades Kindergarten through 12) and libraries to purchase the Company services offered in the P.S.C. No. 4 Tariff and/or Catalog at a discounted rate, in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997 and the New York State Public Service Commission in its Opinion and Order 97-11 Adopting Discounts for Services for Schools and Libraries, issued June 25, 1997. The Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.500 et. seq.

As indicated in the Rules, the discounts will be between 20 and 90 percent of the pre-discount price, which is the price of services to schools and libraries prior to application of a discount. The level of discount will be based on an eligible school or library's level of economic disadvantage and by its location in either an urban or rural area. A school's level of economic disadvantage will be determined by the percentage of its students eligible for participation in the national school lunch program, and a library's level of economic disadvantage will be calculated on the basis of school lunch eligibility in the public school district in which the library is located. A non-public school may use either eligibility for the national school lunch program or other federally approved alternative measures to determine its level of economic disadvantage. To be eligible for the discount, schools and libraries will be required to comply with the terms and conditions set forth in the Rules. Discounts are available only to the extent that they are funded by the federal universal service fund. Schools and libraries may aggregate demand with other eligible entities to create a consortium.

2. Regulations

a. Obligations of Eligible Schools and Libraries

1) Requests for Service

- (a) Schools and libraries and consortia shall participate in a competitive bidding process for all services eligible for discounts, in accordance with any state and local procurement rules.
- (b) Schools and libraries and consortia shall submit requests for services to the Schools and Libraries Corporation, as designated by the FCC, and follow established procedures.
- (c) Services requested will be used for educational purposes.
- (d) Services will not be sold, resold or transferred in consideration for money or any other thing of value.

CATALOG

GENERAL RULES AND REGULATIONS

M. SCHOOLS AND LIBRARIES DISCOUNT PROGRAM (Cont'd)

2. Regulations (Cont'd)

b. Obligations of Carrier

- 1) Carrier will offer discounts to eligible schools and libraries on commercially available telecommunications services. Those services which are excluded from the discount program, in accordance with the Rules are included in M.4. following.
- 2) Carrier will offer services to eligible schools, libraries and consortia at prices no higher than the lowest price it charges to similarly situated non-residential customers for similar services (lowest corresponding price).
- 3) In competitive bidding situations, Carrier may offer flexible pricing or rates other than in the P.S.C. No. 4 Tariff and/or Catalog, where specific flexible pricing arrangements are allowed, subject to New York State Public Service Commission approval.

3. Discounted Rates for Schools and Libraries

- a. Discounts for eligible schools and libraries and consortia shall be set as a percentage from the pre-discount price, which is the price of services to schools and libraries prior to application of a discount.
- b. The discount rate will be applied to eligible intrastate services purchased by eligible schools, libraries or consortia.
- c. The discount rate is based on each school or library's level of economic disadvantage as determined in accordance with the FCC Order or other federally approved alternative measures (as permitted by the Rules) and by its location in either an urban or rural area.
- d. The discount matrix for eligible schools, libraries and consortia is listed in N. following.

4. Services Ineligible for Schools and Libraries Discount

Voice Mail Services

CATALOG

GENERAL RULES AND REGULATIONS

N. SCHOOLS AND LIBRARIES DISCOUNT MATRIX

	<u>% Discount Level</u>	
	<u>Urban</u> <u>Discount</u>	<u>Rural</u> <u>Discount</u>
<u>How Disadvantaged</u>		
% of students eligible for national school lunch program		
<1	20	25
1-19	40	50
20-34	50	60
35-49	60	70
50-74	80	80
75-100	90	90

CATALOG

SERVICE CHARGES

A. SPECIAL CONSTRUCTION

1. Basis for Charges

Basis for charges where the Company furnishes a facility or service for which a rate or charge is not specified in P.S.C. No. 4 Tariff and/or Catalog, charges will be based on the costs incurred by the Company (including return) and may include:

- a. nonrecurring charges
- b. recurring charges
- c. termination liabilities
- d. combinations of a, b, and c.

2. Basis for Cost Computation

The costs referred to in A.1. above may include one or more of the following items to the extent they are applicable:

- a. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
 - 1) equipment and materials provided or used
 - 2) engineering, labor, and supervision
 - 3) transportation
 - 4) rights of way and/or any required easements
- b. Cost of maintenance
- c. Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
- d. Administration, taxes and uncollectible revenue on the basis of reasonable average cost for these items.
- e. License preparation, processing, and related fees;
- f. Tariff and/or Catalog preparation, processing and related fees;
- g. Any other identifiable costs related to the facilities provided; or
- h. An amount for return and contingencies.

Rates and charges for special construction will be based on the costs incurred by the Company and may include (1) nonrecurring type charges, (2) recurring type charges, (3) termination liabilities, or (4) a combination thereof.

CATALOG

SERVICE CHARGES

A. SPECIAL CONSTRUCTION (Cont'd)

3. Basis for Rates and Charges

The costs referred to in A.2. preceding may include one or more of the following items to the extent that they are applicable:

- a. Installed cost of the facilities to be provided including estimated costs for the rearrangement of existing facilities. Cost installed include the cost of:
 - 1) equipment and materials provided or used,
 - 2) engineering, labor, and supervision,
 - 3) transportation, and
 - 4) right of way;
- b. cost of maintenance;
- c. depreciation on the estimated cost installed of any facility provided, based on the anticipated useful service life of the facility with an appropriate allowance for the estimated net salvage;
- d. administration, taxes, and uncollectible revenue on the basis of reasonable average costs for these items.

4. Termination Liability

To the extent that there is no other requirement for use be the Company, a termination liability may apply for facilities specially constructed at the request of a customer.

- a. The period on which the termination liability is based is the estimated service life of the facilities provided.
- b. The amount of the maximum termination liability is equal to the estimated amounts (including return) for:
 - 1) Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
 - a) equipment and materials provided or used;
 - b) engineering, labor, and supervision
 - c) transportation; and
 - d) rights or way and/or any required easements

CATALOG

SERVICE CHARGES

A. SPECIAL CONSTRUCTION (Cont'd)

4. Termination Liability (Cont'd)

b. The amount of the maximum termination liability is equal to the estimated amounts (including return) for: (Cont'd)

2) license preparation, processing and related fees;

3) Tariff and/or Catalog preparation, processing and related fees;

4) cost of removal and restoration, where appropriate; and

5) any other identifiable costs related to the specially constructed or rearranged facilities.

c. The termination liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth in Section A.4.b. preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in Section A.4.b. preceding shall be adjusted to reflect the redetermined estimated net salvage, including any reuse of the facilities provided. This amount shall be adjusted to reflect applicable taxes.

5. Charges Applicable for Facility Extension

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

(N)

(N)

CATALOG

CUSTOM CALLING SERVICE

A. CUSTOM CALLING FEATURES

1. General

- a. The services are limited to those areas served by central offices equipped for custom calling service and are subject to the availability of facilities. Some of the features utilize the network's ability to forward a calling number between the originating and terminating central offices. These features may only be used on calls originating and terminating in central offices with the technical capability to provide this service.
- b. Call Return is not available on operator handled calls. In connection with Call Return, the Company will deliver all numbers, subject to technical limitations, including telephone numbers associated with Non-Published Listing service.
- c. Customers utilizing Call Tracing will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them. The Company is not liable for damages if a trace attempt is not successful. Call Tracing is available on a usage basis only.
- d. Customers of record when Caller ID Name service is initiated, and new customers which appear thereafter will be given free per-call blocking and may request per-line blocking at no charge.
- e. Use of the Caller ID Name feature requires a telephone number display device designed for use with Caller ID Name. The Company is not responsible for obtaining, maintaining or repairing any such device except as it may separately agree to in writing with the customer.
- f. The Company will not be liable for any economic harm, personal injury, invasion of any right of privacy of any person, or any other harm, loss or injury, caused or claimed to be caused directly or indirectly, by the Company's delivery or failure to deliver the telephone number of a calling party.

CATALOG

CUSTOM CALLING SERVICE

A. CUSTOM CALLING FEATURES (Cont'd)

2. Description of Features

a. Hunting, per arrangement

A Hunting Service Arrangement is furnished using equipment located in the Company's central office arranged to select the next available line of a group of hunting lines, when the line associated with the called number in the hunting group is busy. All lines (includes PBX trunks) in a hunting group must originate from the same central office. A single hunting group may be shared by two or more customers provided all the customers' lines are technically capable of being in the same hunting group. Where two or more customers share the same hunting group, all lines in that hunting group must connect on the same premises.

b. Call Forward

Call Forward permits the customer to automatically transfer all incoming calls to a telephone number at another local or toll location. The customer activates Call Forward by dialing a special code followed by the telephone number of the location to which calls are to be transferred. The service may be deactivated by dialing another code. The customer must activate and deactivate this service from the station forwarding the calls. The customer may still make outgoing calls while Call Forward is active, even while a transferred call is in progress. Calls can not be answered at the base station while Call Forward is active.

Basic Call Forward - 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.

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.

Call Forward 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.

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.

CATALOG

CUSTOM CALLING SERVICE

A. CUSTOM CALLING FEATURES (Cont'd)

2. Description of Features (Cont'd)

c. Call Waiting/Call Waiting ID

Call Waiting permits the customer engaged in a call to receive a tone signal indicating a second call is waiting, and by operation of the switchhook to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook.

Call Waiting ID permits the customer to receive the calling name and number of the calling party while the customer is engaged in a call if the call is not placed from outside the Caller ID area, through an operator or via a credit card. The Call Waiting ID feature requires a telephone number display device designed for use with Caller ID.

d. Caller ID Name

Caller ID Name Service may be provided to business and PBX customers (if the PBX equipment is compatible with Call ID.) This feature allows a customer to see the telephone number of an incoming call displayed on the customer provided display unit. The telephone numbers that will be displayed on a Caller ID subscriber's display unit include listed, non-listed and non-published numbers. Telephone numbers that will not be displayed are: (1) calls from customers who use Per-call Blocking or Line-Blocking (2) calls from customers located in central offices not a part of the SS7 Signaling System and; (3) calls placed through an operator.

e. Caller ID Per-Call Blocking

Per-Call Blocking is automatically available to all customers served by the Company. This blocking option allows the calling party to block the passage of their telephone number and name on outgoing calls. To activate Per-Call Blocking a special code is dialed prior to placing each call. When this blocking feature is activated by the calling party, and they place a call to a Caller ID subscriber, the subscriber's display unit will indicate that the incoming call has been blocked. There is no charge to activate Per-Call Blocking and the service is provided on an unlimited basis. Caller ID Per-Call Blocking does not prevent the delivery of telephone number to 911 emergency service providers.

CATALOG

CUSTOM CALLING SERVICE

A. CUSTOM CALLING FEATURES (Cont'd)

2. Description of Features (Cont'd)

f. 3 Way Calling

Three-Way Calling permits the customer, by operation of the switchhook, to place an existing call on hold, dial the telephone number of a third party and establish a local or toll three-way conference call. The customer may talk privately with the third party before establishing the three-way connection and may disconnect the third party to re-establish the original connection. The customer's line establishing the conference call must remain open for the duration of the call or the connection for all callers will be terminated. In addition, where facilities permit, Three-Way Calling may be used by a customer who has Call Waiting with Tone Block to deactivate Call Waiting during a call.

g. Call Transfer

Call Transfer is an arrangement which allows for the transfer of incoming calls to another line in the same business.

h. Speed Calling

Speed Calling is an arrangement which provides for the calling of a telecommunications network number by dialing an abbreviated code. Two arrangements are available, an eight-code capacity and/or a twenty-code capacity.

CATALOG

CUSTOM CALLING SERVICE

A. CUSTOM CALLING FEATURES (Cont'd)

3. Rates and Charges

	<u>Monthly Rate</u>	
Hunting, per arrangement	-	
Basic Call Forward	\$10.00	(I)
Call Forward - Busy	\$2.45	
Call Forward Busy/No Answer	\$10.00	(I)
Call Forward No Answer	\$2.45	
Call Forwarding - Multipath (per path)	\$10.00	
Call Waiting	\$6.95	
Call Waiting ID	\$6.95	
Caller ID Name	\$7.45	
3 Way Calling	\$3.95	
Call Transfer, included w/accesss line	-	
Speed Dial 8	\$3.95	
Speed Dial 20	\$6.95	

CATALOG

CUSTOM CALLING SERVICE

B. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS)

1. General

Custom Calling Local Area Signaling Service (CLASS) are a set of call management features which utilize the network's ability to forward a calling number between the originating and terminating central offices. CLASS may only be used on calls originating and terminating in central offices with the technical capability to provide this service.

The CLASS listed below are available individually or, where allowed, as part of a discounted package on individual lines:

2. Description of Features

a. Call Return

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.

b. Continuous Dial

Continuous Dial 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, and the customer hangs up and a queuing process begins. For the next thirty minutes, both the calling and the called lines are monitored for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified via a distinctive ring the the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed.

c. Selective Call Rejection

This feature allows the customer the ability to prevent incoming calls from up to six different telephone numbers.

CATALOG

CUSTOM CALLING SERVICE

B. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Cont'd)

2. Description of Features (Cont'd)

d. Direct Connect Line

Direct Connect Line service places a call to a preselected number without the caller dialing any digits. The call is placed after the receiver is taken off the telephone set and a number is not dialed within a specified time. Direct Connect line is particularly useful for elderly, handicapped or young people.

e. Call Trace

Call Trace allows the customer to key in a code that alerts the network to trace the last call received. The traced telephone number is automatically sent to the Company for storage for a limited amount of time and is retrievable by legally constituted authorities upon proper request by them. The traced telephone number will not be given to the customer. By contacting the Company, the customer can use this application to combat nuisance calls.

3. Rates and Charges

	<u>Monthly Flat Rate</u>	<u>Per Activation</u>
Call Return	\$12.00 (I)	\$0.75 * **
Continuous Dial	\$1.95	\$0.75 * **
Caller ID Name	\$6.95	
Selective Call Rejection	\$3.95	
Direct Connect Line	\$2.00	
Call Trace		\$1.00

* The charge applies for successful activation only. There is no Service Charge associated with usage sensitive features.

** The monthly cap for usage sensitive features other than Call Trace is \$7.50.

CATALOG

MISCELLANEOUS SERVICES

A. BLOCKING SERVICE

1. General

Blocking service is a feature that permits customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to business customers:

- a. 900, 976 Blocking - allows the subscriber to block all calls beginning with the 900 and 976 prefixes (i.e. 900-XXX-XXXX) from being placed.
- b. Third Number Billed and Collect Call Restriction - provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.
- c. Toll Restriction (1+ and 0+ Blocking) - provides the subscriber with local dialing capabilities but blocks any customer-dialed call that has a long distance charge associated with it.

Toll Restriction will not block the following types of calls: 911 (Emergency), 1 + 800 (Toll Free), and operator assisted toll calls.

2. Regulations

- a. The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.
- b. Blocking Service is available where equipment and facilities permit.

3. Rates and Charges

Nonrecurring Charge

900 and 976 Blocking *	\$0.00
Collect/Third Party Blocking	\$7.50
Toll Restriction	\$7.50

* No charge to add or remove 900 or 976 blocking for the first time. Subsequent additions or removals will be charged the non-recurring charge of \$7.50 per line or trunk.

CATALOG

MISCELLANEOUS SERVICES

B. VANITY NUMBER SERVICE

1. General

- a. Subscribers of the Company may request assignment of specific telephone numbers. If the telephone number or numbers requested by the subscriber is available, the Company may assign the number to the subscriber. This service is subject to the availability of facilities and requested telephone numbers.
- b. The Company reserves and retains the right:
 - 1) To discontinue, change or reassign telephone numbers in any exchange area whenever it deems it necessary or appropriate in the conduct of its business, or in accordance with the rules and procedures of the Company.
 - 2) To reject any request for specific telephone numbers and to refuse requests for specific numbers for any reason, including, but not limited to, numbers that may, in the Company's sole opinion, be offensive to good taste, limited central office capacity, or relocation of a central office.
 - 3) Of ownership of all telephone numbers and prohibits the assignment of the use of a telephone number by or from any subscriber to another, except as otherwise provided in the P.S.C. No. 4 Tariff and/or Catalog.
- c. When a new customer assumes an existing service, which includes a vanity number, the new customer may keep the vanity number, at the cataloged rate, with the written consent of the Company and the former customer.
- d. The Company will not be responsible for the manner in which vanity numbers are used for marketing purposes by the customer.

CATALOG

MISCELLANEOUS SERVICES

B. VANITY NUMBER SERVICE (Cont'd)

2. Application of Charges

a. The Vanity Number Service Charge applies whenever someone:

- 1) Requests a telephone number other than the next available number from the assignment control list, and such requested number is placed into service within six months of the date of the request.
- 2) Requests a number change from their present number to a vanity telephone number.

b. The Company shall not be liable to any subscriber for direct or indirect or consequential damages caused by a failure of service, change of number or assignment of a requested number to another subscriber whether prior to or after establishment of service. In any case the Company shall not be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for the Vanity Number Service.

3. Rates and Charges

a. The following charge applies for Vanity Number Service in addition to the appropriate Service Charges and to all other rates and charges applicable to the associated telephone service. Rates apply to each vanity telephone number requested and placed in service.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Vanity Number Service	\$5.95	*

* See P.S.C. No. 4 Tariff, Section 3, Service Charges, New Line Installation Charge.

CATALOG

MISCELLANEOUS SERVICES

C. VIRTUAL TELEPHONE NUMBER SERVICE (VTN)

1. General

Virtual Telephone Number Service is a local exchange service that utilizes a telephone number and central office facilities by which all incoming calls to the Virtual Telephone Number (VTN) are forwarded automatically to another telephone number (destination number) in the same exchange as the Virtual Telephone Number or in a different exchange.

2. Conditions

- a. The VTN must be a Company telephone number. The destination number can be a telephone number assigned either to an end user customer of the Company or an end user customer of any other local exchange carrier located in the Company's local service area.
- b. This service can be provided by the Company on calls originating and terminating within each of the local service areas as set forth in P.S.C. No. 4 Tariff, Section 2. VTN can also be provided in combination with the Company's long distance tariff for calls outside the Company's local service areas. Such service is set forth in the applicable interexchange service Tariffs and/or Catalogs of Frontier Communications of America, Inc.
- c. The VTN must be presubscribed to a primary interexchange carrier.
- d. Certain services, such as custom calling features, may not be used in conjunction with the VTN.
- e. Multiple VTNs can be forwarded to the same destination number.
- f. Destination number must be limited to 32 digits.
- g. Destination number cannot be to any of the following types of numbers: 911, 611, X11, directory assistance or a feature code.
- h. If the customer has intracompany fee dialing, with abbreviated dialing, the destination number must be abbreviated for the call to be free.
- i. If the customer has Caller ID on the destination number, the number of the calling party will appear on the Caller ID display, not the VTN.
- j. VTN is offered subject to the availability of necessary equipment and facilities.

CATALOG

MISCELLANEOUS SERVICES

C. VIRTUAL TELEPHONE NUMBER SERVICE (VTN) (Cont'd)

2. Conditions (Cont'd)

- k. VTN is not offered where the terminating number is a coin telephone.
- l. VTN is not suitable for the satisfactory transmission of data.
- m. Degradation of service quality may result from the use of VTN in conjunction with any type of call forwarding service used at the terminating station of a forwarded call.
- n. VTN is provided on condition that the VTN customer subscribes to sufficient VTN paths and terminating facilities to adequately handle calls to the VTN customer without interfering with or impairing any other services offered by the Company.
- o. The appropriate charges for the call to the VTN shall be paid by the calling party.
- p. The customer subscribing to VTN shall pay for all usage sensitive charges associated with the call volume originating from the VTN and terminating to the destination number.
- q. Each VTN is entitled to one directory listing at no additional charge. The listing shall be placed in the directory that serves the exchange in which the VTN is located.
- r. If the customer's VTN service is used contrary to any of the conditions specified above, such service shall be subject to termination.

3. Rates and Charges

The maximum number of calls that can be simultaneously routed between a VTN and a specific destination number is determined by the number of available call paths provided to the customer for calls carried between those numbers. Each call requires an available call path for VTN service to work.

One call path is included with the monthly VTN rate. Additional paths may be provided at the rates applicable to Call Forwarding – Multipath.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Virtual Telephone Number Service	\$16.00	*

Usage sensitive charges apply to the VTN as pursuant to other provisions of the P.S.C. No. 4 Tariff and/or Catalog, the Company's interexchange tariff, or any connecting company tariff which completes the call.

* See P.S.C. No. 4 Tariff, Section 3, Service Charges, New Line Installation Charge.

CATALOG

MISCELLANEOUS SERVICES

D. CRITICAL FACILITIES ADMINISTRATION SERVICE (CFAS)

1. General

- a. Critical Facilities Administration Service (CFAS) provides physical route information to customers with Telecommunications Service Priority (TSP) qualified circuits. If the Company is acting as the Prime Contractor, the company will obtain from its subcontractors the physical routing information for their portion of the qualified circuit.

2. Responsibilities of the End-User

- a. Customers' circuits must be federally registered as TSP circuits.
- b. Customers must subscribe to the Critical Facilities Administration Service (CFAS) offered by the Company and identify which qualifying circuits it wishes to enroll in the service. Such circuits will be referred to as "subscribed circuits."
- c. Customers must pay the appropriate Catalog charges for CFAS, and any connecting carrier CFAS charges billed to the Company or directly to the customer.
- d. Customers must agree to treat all network information provided to them regarding their subscribed circuits as confidential.
- e. Customers must comply with the Company's security procedures established in support of CFAS. This may include but will not be limited to provision of appropriate passwords prior to forwarding of CFAS information.
- f. Where Company systems permit, information will be transmitted to the Customer in the form of an AutoCAD file with the coordinates included. The Customer must provide its own software capable of reading an AutoCAD file.

CATALOG

MISCELLANEOUS SERVICES

D. CRITICAL FACILITIES ADMINISTRATION SERVICE (Cont'd)

3. Responsibilities of the Company

- a. The Company will maintain data and restrict access by each customer to information relative to that customer's subscribed circuits.
- b. The Company will identify the physical path of each subscribed circuit whenever requested by the customer so as to allow the customer to ascertain with a reasonable degree of accuracy the actual physical path of each subscribed circuit.
- c. The Company will make available physical path information for newly provisioned subscribed circuits to the customer within 5 business days after the circuit has been installed and within 15 business days for existing TSP circuits.
- d. For circuits provided in concert with other carriers, the Company, when acting as the Prime Contractor will obtain and forward information regarding the connecting carrier's portion of the physical path of the subscribed circuit to the customer as expeditiously as possible.
- e. Provision of CFAS will be suspended in the instance of a major telephone outage. Once subscribed circuits are restored to service, the Company will make updated physical path information available to the customer within ninety days of the restoration of service upon request.

4. Rates and Charges

- a. The rates contained in this Catalog reflect the hourly rate that will be charged to the CFAS customer per circuit subscribed. If the Company is acting as the Prime Contractor, the customer will be billed the Catalog charges, in addition to those tariffed and/or cataloged charges established by any connecting carrier for the service. The Company will give the customer a good faith estimate of the time needed to perform the requested service, including the time that may be needed to obtain information from connecting carriers, if applicable. A secondary service order charge will also apply if the customer orders CFAS after the establishment of its TSP Service.

Hourly Rate, per circuit	\$54.24
--------------------------	---------

CATALOG

MISCELLANEOUS SERVICES

E. SPECIAL EQUIPMENT FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

1. As required by Section 92-a of New York Public Service Law, the Company will provide, upon request, specialized telecommunications equipment for customers certified as hearing or speech impaired.
2. A customer can be certified as hearing or speech impaired by a licensed physician, otolaryngologist, speech-language pathologist, audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairments in cooperation with an official agency of the State of New York.
3. The Company will make every reasonable effort to locate and obtain equipment for a certified customer.
4. The customer may purchase equipment at a price not to exceed the actual purchase price (including any applicable shipping costs) the Company pays.
5. The Company will also advise the customer who requests this equipment of the applicable terms for purchase.

CATALOG

MISCELLANEOUS SERVICES

F. SPECIAL CREDIT CARD FOR BLIND AND DISABLED PERSONS

1. General

Persons who are blind or whose disability causes difficulty with hand and finger coordination and use of a telephone would qualify for a Special Credit Card. The card may be used from any telephone within the Company's territory to place calls within and outside the State of New York at a special rate or to place calls from a telephone outside of the Company's territory, but within the State of New York at rates applicable to the territory from which the call is made.

2. Rates

Within the Company's territory:

Station to station toll calls placed with operator assistance will be billed at the lower rate normally applicable to calls placed without operator assistance. Local calls cannot be charged to the card. Person-to-person calls charged to the card will be billed at the higher operator handled rate.

Outside the Company's territory, but within New York State:

All rates, charges, billing and restriction in effect in the territory from which the call is made will apply.

3. Qualification

The following criteria will be used to determine eligibility for the Special Credit Card:

- a. "Legally Blind" – those whose visual acuity is 20/200 or less in the better eye with correcting glasses or whose widest diameter or visual field subtends an angular distance no greater than 20 degrees.
- b. "Physically Handicapped" – those who are certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitations.
- c. Persons whose disabling condition causes difficulty with hand and finger coordination and utilization of a coin or non-coin telephone. Acceptable certifications are those made by a licensed physician ophthalmologist or optometrist.

CATALOG

MISCELLANEOUS SERVICES

F. SPECIAL CREDIT CARD FOR BLIND AND DISABLED PERSONS (Cont'd)

4. Billing Authorization

Responsibility for payment of charges may be handled in one of two ways:

- a. The handicapped person (the applicant) may accept responsibility for payment of his or her own bill. In this case, the applicant must be 18 years of age or older and must reside within the Company's service territory, but he or she does not need to have other service from the Company.
- b. Another party may agree to accept responsibility for payment of charges incurred through use of the Special Credit Card by the applicant. When this option is chosen, the person accepting this responsibility must be 28 years of age or older but does not need to reside within the Company's service territory.

In either case, the applicant is the only authorized user of the Special Credit Card. If the person accepting payment responsibility has service within the Company's service territory, charges will be billed on a regular monthly bill; otherwise a separate bill will be sent.

CATALOG

MISCELLANEOUS SERVICES

G. INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

Rates for ICB arrangements will be developed on a case-by-case basis in response to a bona fide request from a customer or a prospective customer for service which vary from tariff and/or catalog arrangements. Rates quoted in response to such requests may be different for tariffed and/or cataloged service than those specified for such service. ICB rates will be offered to customers in writing and will be made available to similarly situated customers.

The following information will be included in the summary:

LATA and type of switch

V&H distance from the central office to the customer's premises

Service description

Rates and charges

Quantity of circuits

Length of the agreement

CATALOG

MISCELLANEOUS SERVICES

H. DIRECTORY LISTINGS

1. Non-Listed

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

2. Foreign Listings

Where available, a listing in a phone directory which is not in the Customer's immediate calling area. The Customer will be charged the rates specified in the Catalog published by the specific exchange carrier providing the Foreign Listing.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Non-listed	\$3.82	
Foreign Listing, per Listing or per Number Charge	\$1.50	\$10.00

(I)

CATALOG

MISCELLANEOUS SERVICES

I. TELECOMMUNICATIONS SERVICE PRIORITY (TSP)

1. General

- a. The Telecommunications Service Priority (TSP) Program is a federal program used to identify and prioritize telecommunications services that support National Security and Emergency Preparedness (NS/EP) missions.

NS/EP services are defined as those telecommunications services which are used to maintain a state of readiness or respond to and manage any event or crisis which causes or could cause injury or harm to the population, damage or loss to property, or degrades or threatens the NS/EP posture of the United States.

TSP restoration and/or provisioning shall be provided in accordance with Part 64.401, Appendix A of the Federal Communications Commission's Rules and Regulations (47 C.F.R.) and the "Service Vendor Handbook for the Telecommunications Service Priority (TSP) Program" and the "Service User Manual for the Telecommunications Priority (TSP) System" (NCS Manual 3-1-1) (Service User Manual) issued and updated as necessary by the Office of Priority Telecommunications (OPT) of the National Communications System. Any changes to or re-issuance of these regulations or manuals supersede the language contained herein.

- b. The TSP program has two components: restoration and provisioning.
- 1) A restoration priority is applied to new or existing telecommunications services to ensure restoration before any other services during a service outage. TSP restoration priorities must be requested and assigned before a service outage occurs.
 - 2) A provisioning priority is obtained to facilitate priority installation of new telecommunications services during a service outage. Provisioning on a priority basis becomes necessary when an end-user has an urgent requirement for a new NS/EP service that must be installed immediately or by a specific due date that can be met only by a shorter than standard or expedited Company provisioning time frame. As a matter of general practice, existing TSP services will be restored before provisioning new TSP services.

CATALOG

MISCELLANEOUS SERVICES

I. TELECOMMUNICATIONS SERVICE PRIORITY (TSP) (Cont'd)

2. TSP Request Process - Restoration

a. TSP Request Process - Restoration

To request a TSP restoration priority assignment, a prospective TSP user must:

- 1) Determine that its telecommunications service supports an NS/EP function under one of the following four TSP categories.
 - a) National Security Leadership
 - b) National Security Posture and U.S. Population Attack Warning
 - c) Public Health, Safety, and Maintenance of Law and Order
 - d) Public Welfare and Maintenance of National Economic Posture
- 2) Identify the priority level to be requested for the telecommunications service. The priority level is determined by the end-user's TSP category (see 2a. above) and service profile. The service profile defines the user's level of support to the portion of the telecommunications service that the user owns and operates, such as customer premises equipment or wiring. The five levels of priority and seven element groups that define the service profile are contained in the Service User Manual.
- 3) Complete the TSP Request for Service Users form (SF 315) available on the National Communications System (NCS) website (<http://tsp.ncs.gov/>).
- 4) For non-federal users, have their TSP requests approved by a federal agency sponsor. Non-federal users should contact the OPT at the NCS website (<http://tsp.ncs.gov/>) for information on identifying a sponsor for TSP requests.
- 5) Submit the SF 315 to the OPT.
- 6) Notify the Company, upon receipt of the TSP Authorization Code from the OPT and include the TSP Authorization Code in any service order to the Company requesting restoration of NS/EP services.

CATALOG

MISCELLANEOUS SERVICES

I. TELECOMMUNICATIONS SERVICE PRIORITY (TSP) (Cont'd)

2. TSP Request Process – Restoration (Cont'd)

b. TSP Request Process - Provisioning

To request a TSP provisioning priority assignment, a prospective TSP user must follow the same steps listed in 2a. preceding for restoration priority assignment except for the following differences. The user must:

- 1) Certify that its telecommunications service is an emergency service. Emergency services are those that support one of the NS/EP functions listed in 2.a. 1) preceding and are so critical that they must be provisioned at the earliest possible time, without regard to cost to the user.
- 2) Verify that the Company cannot meet the service due date without a TSP assignment.
- 3) Obtain approval from the its invocation official to request a provisioning priority. Invocation officials are designated individuals with the authority to request TSP provisioning for a telecommunications service and include the head or director of a federal agency, commander of a unified/specified military command, chief of a military service, commander of a major military command, or state governor.

3. Responsibilities of the End-User

End-users or entities acting on behalf of the end-user must perform the following:

- a. Identify telecommunications services requiring priority.
- b. Request, justify, and revalidate all priority level assignments. Revalidation must be completed every two years and must be done before expiration of the end-user's TSP Authorization Code(s).
- c. Submit the TSP Authorization Code along with a service request to the Company. The TSP assignment is signified by the TSP Authorization Code.
- d. Accept TSP services by the service due dates.

CATALOG

MISCELLANEOUS SERVICES

I. TELECOMMUNICATIONS SERVICE PRIORITY (TSP) (Cont'd)

3. Responsibilities of the End-User (Cont'd)

- e. For services assigned priority levels, ensure (through contractual means or otherwise) the availability of Customer Premise Equipment (CPE) and Customer Premise Wiring (CPW) necessary for end-to-end service operation by the service due date and for continued operation. For services in the Emergency NS/EP category, ensure CPE and CPW for end-to-end service by the time vendors are prepared to provide the services. Additionally, designate the organization responsible for the service on an end-to-end basis.
- f. Pay the Company any authorized costs associated with priority services.
- g. Report to the Company any failed or unusable services with priority levels.
- h. Designate a 24-hour point of contact for each TSP request and appraise the OPT.
- i. Cooperate with the OPT during reconciliation (comparison of NS/EP service information and resolution of any identified discrepancies) and revalidation.
- j. During certain emergencies, make TSP service requests verbally, but follow up with a written service order within two working days.

4. Responsibilities of the Company

The Company will perform the following:

- a. Provide TSP service only after the receipt of a TSP Authorization Code. The Company is not authorized to provide priority treatment to provision TSP services to customers that have no provisioning priority (i.e., "O" is the first character of the TSP code).
- b. Revoke TSP services at the direction of the end-user or OPT.
- c. Ensure the TSP Program priorities supersede any other telecommunications priority that may be provided (other than control services and order wires).
- d. Designate a 24-hour point of contact to receive reports of TSP service outages from TSP service users.

CATALOG

MISCELLANEOUS SERVICES

I. TELECOMMUNICATIONS SERVICE PRIORITY (TSP) (Cont'd)

4. Responsibilities of the Company (Cont'd)

- e. Designate a 24-hour point of contact to coordinate TSP processes with the OPT.
- f. Confirm completion of TSP service order activity to the OPT.
- g. Participate in reconciliation of TSP information at the request of the OPT.
- h. Ensure that all subcontractors complete reconciliation of TSP information with the service vendor, when acting as the prime contractor.
- i. Ensure that other carriers supplying underlying facilities are provided, upon request, information necessary to implement priority treatment of facilities that support NS/EP services.
- j. Assist in ensuring that priority level assignments of NS/EP services are accurately identified "end-to-end" by providing to subcontractors and interconnecting carriers the restoration priority level assigned to the service.
- k. Disclose content of the NS/EP TSP database only as may be required by law.
- l. Comply with regulations and procedures supplemental to and consistent with guidelines issued by the OPT.
- m. The Company may verify provisioning priority assignments with the TSP Program Office. However, the Company may not delay provisioning of an Emergency TSP service for verification purposes.

CATALOG

MISCELLANEOUS SERVICES

I. TELECOMMUNICATIONS SERVICE PRIORITY (TSP) (Cont'd)

5. Preemption

When spare facilities are not available, it may be necessary for the Company to preempt the facilities required to provision or restore a TSP service. When preemption is necessary, the sequence in which existing services may be preempted is as follows:

Non-TSP Services

TSP services may be preempted to provision or restore NS/EP services with a higher priority level assignment. When this is necessary, NS/EP services will be selected in the inverse order of their TSP priority level assignment.

When such preemption is necessary, the Company will make every reasonable effort to notify the preempted customer of the action to be taken. When such preemption is necessary, prior consent of the service user is not required; however, the Company will make every reasonable effort to notify the preempted customer of the action to be taken.

6. Rates and Charges

- a. This charge applies in addition to all standard installation and Service Charges.

Initial Service Charge per Line	\$54.63
Change in TSP Priority Code	Service Order Charge

- b. In the event that the Company must utilize additional labor outside of normal business hours in the provisioning or restoration of a service, additional labor charges may apply. Such charges will be based on cost and billed to the customer. The Company will attempt to inform the customer of approximately how much these charges will be in advance.
- c. In subscribing to TSP, the customer recognizes that quoting charges and obtaining customer permission to proceed with service installation or restoration would delay the installation or restoration process and grants the Company the right to assess additional charges, when applicable, after the installation or restoration has been completed. When possible, the Company will attempt to provide an estimate to the customer of the additional charges in advance of the work.
- d. Facilities required by the Company for provisioning, restoration, or maintenance are exempt from the TSP rules.

CATALOG

MISCELLANEOUS SERVICES

J. OFF PREMISES EXTENSION SERVICE

1. General

Off Premises Extension Service is an extension line from the primary location of an individual line customer's service to a secondary location where the same access line service is terminated. The extension may utilize the Company's general or non-general distribution plant and is billed from the primary location to the secondary location.

2. Regulations

- a. The Company will determine the type(s) of facilities to be used.
- b. The Company is not required to provide extension service but will do so where facilities are available. If the Company determines that Extension Service can be provided by the Company constructing additional facilities, the extension will be provided if the customer agrees to pay the construction costs.
- c. Extension Service circuits utilizing four wires are considered to be two (2) two-wire circuits for the application of rates and charges.
- d. Normal Service Charges, as specified in P.S.C. No. 4 Tariff, Section 3 are applicable at each location visited.
- e. Extension Service is only provided on an intra-company basis.
- f. The use of Company facilities to provide extensions is subject to transmission limitations. This limitation may result in the need for additional facilities in order to provide the service at an acceptable transmission level. An extra charge will apply to cover the cost of these additional facilities.

3. Rates and Charges

Monthly Rate

Per cable Pair	\$21.53
Voice Grade Circuit	\$7.07
Data Only Circuit	\$4.67
Mileage, per ¼ mi.	\$1.15

CATALOG

MISCELLANEOUS SERVICES

K. PROMOTIONS

1. General

The Company may establish temporary promotional programs wherein it may waive or reduce nonrecurring or recurring charges, to introduce a present or potential customer to a service not previously subscribed to by the customer.

2. Regulations

- a. Appropriate notification of the Trial will be made to all eligible customers and to the Commission. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
- b. During a Service Trial, the service(s) is provided automatically to all eligible customers, except those customers who choose not to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place.
- c. During a Promotional Trial, the service is provided to all eligible customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place.
- d. Customers can subscribe to any service listed as part of a Promotional Trial and not be billed the normal Service Charge. The offering of this trial period option is limited in that a service may be tried only once per customer, per premises.
- e. The Company retains the right to limit the size and scope of a Promotional Trial.

CATALOG

MISCELLANEOUS SERVICES

K. PROMOTIONS (Cont'd)

3. Promotional Campaigns

CATALOG

MISCELLANEOUS SERVICES

L. CONVENIENCE FEE

1. GENERAL

A convenience fee is a charge that is added onto a customer's account if a customer makes a payment using a Company Representative. The customer is informed by the Company Representative of the applicable charges prior to processing the payment. The charge will be collected at time of payment processing. This fee will not apply if:

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

2. RATES AND CHARGES

Nonrecurring Charge

Convenience Fee, per occurrence	\$10.00
---------------------------------	---------

(N)

(N)

CATALOG

BUNDLED SERVICES

A. FEATURE PACKAGES

Frontier Feature5 Package - (Small Business Only)

The Frontier Feature5 Package is a feature package available to small business customers where technically feasible. Customers may change Custom Calling features offered in this package at no additional charge.

Constant Features:

Caller ID Name
Call Forwarding
Call Forwarding - Busy/No Answer

Choice of 3 Custom Calling features from the following:

Call Waiting
Three-Way Calling
Speed Dial 8
Continuous Redial
Call Return
Call Transfer
Hunting

Monthly Rate

Frontier Feature5 Package	\$11.95
---------------------------	---------

CATALOG

BUNDLED SERVICES

B. ABC SOLUTIONS

1. General

ABC Solutions provides the Customer with a variable package of voice and data service offerings 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 ABC Solutions' Digital Access Cross-Connect System (DACS) location. The ABC Solutions service package requires the purchase of a minimum of four (4) voice channels and four (4) data path per customer premises. Additionally, the package offers optional regulated, federally regulated, and non-regulated services.

2. Regulations

- a. ABC Solutions is available only where technically feasible, with delivery of the data transmission path to the corresponding DACS location.
- b. The ABC Solutions package requires the subscription to a minimum of four (4) switched voice channels and four (4) data circuit of at least 256 Kbps, per customer premises.
- c. ABC Solutions is offered only under a term commitment plan of one (1), two (2), or three (3) 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 four (4) 256 Kbps DACS times the remaining months of the commitment period.
- e. The new line installation charge applies for new installations. Lines transferred from another product or existing lines transferred from another local exchange carrier will incur the service order charge.
- f. Local access line rates do not include EAS additives and other taxes and surcharges. The subscriber line charge is not applicable to this product.
- g. The customer 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 premises.
- h. ABC Solutions customers who subscribe to the Frontier Feature 5 package will receive a \$2.00 per line discount off the feature package.

CATALOG

BUNDLED SERVICES

B. ABC SOLUTIONS (Cont'd)

3. Rates and Charges

		<u>Monthly Rate</u>		
			Term	
	<u>1 Year</u>	<u>2 Years</u>		<u>3 Years</u>
Flat Rate Analog Line	\$35.00	\$33.00		\$31.00
Flat Rate Analog Trunk	\$44.00	\$41.00		\$39.00
Analog DID Trunk	\$34.00	\$32.00		\$30.00
Flat Rate Digital Trunk	\$38.00	\$36.00		\$33.00

CATALOG

BUNDLED SERVICES

C. FRONTIERWORKS

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

1. Bundle 1

- a. One Business Access Line, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, see C.11 following.
- b. Voice Mail and Message Waiting Indication.
- c. Frontier dial-up Internet Service (Non-regulated).
- d. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed).

2. Bundle 2

- a. One Business Access Line, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, see see C.11 following.
- b. Voice Mail and Message Waiting Indication.
- c. 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed).
- d. Frontier DSL Max Internet Service (Non-regulated).
- e. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed).

CATALOG

BUNDLED SERVICES

C. FRONTIERWORKS (Cont'd)

3. Bundle 3

- a. Two Business Access Lines, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, see C.11 following.
- b. Voice Mail and Message Waiting Indication.
- c. Frontier dial-up Internet Service (Non-regulated).
- d. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed).

4. Bundle 4

- a. Two Business Access Lines, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, see C.11 following.
- b. Voice Mail and Message Waiting Indication.
- c. 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed).
- d. Frontier DSL Max Internet Service (Non-regulated).
- e. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed).

CATALOG

BUNDLED SERVICES

C. FRONTIERWORKS (Cont'd)

5. Bundle 5

- a. Two Business Access Lines, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, see C.11 following.
- b. Voice Mail and Message Waiting Indication.
- c. 512 Kbps / 256 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed).
- d. Frontier 512 Kbps Business DSL Internet Service (Non-regulated).
- e. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed).

6. Bundle 6

- a. Two Business Access Lines, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, see C.11 following.
- b. Voice Mail and Message Waiting Indication.
- c. 1 Mbps / 512 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed).
- d. Frontier 1 Mbps Business DSL Internet Service (Non-regulated).
- e. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed).

7. Bundle 7

- a. One Business Access Line, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, See 7.2.6.d.

CATALOG

BUNDLED SERVICES

C. FRONTIERWORKS (Cont'd)

8. Optional Services

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

a. FrontierWorks Select5

Choice of five of the following:

Caller ID—Name and Number
Call Forward or Call Forward Variable, see C.11 following
Call Waiting
Speed Calling 8 Code or Speed Calling 30 Code
Three-Way Calling
Busy Redial
Call Return
Hunting, see C.11 following

9. Regulations

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

CATALOG

BUNDLED SERVICES

C. FRONTIERWORKS (Cont'd)

9. Regulations (Cont'd)

b. The bundles are offered only under one-year, two-year, and three-year term contracts. (Cont'd)

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

(a) The early termination liability charges shall be calculated as follows: For each cancelled bundle, with adjustments pursuant to paragraph b. below, a rate differential shall be determined, equal to the difference between the Rate Group 1 term rate for the contract term and the Rate Group 1 term rate for the longest available contract term for which the customer's subscription, upon cancellation, would have otherwise qualified. For example, if the customer cancels in the second year of a three-year contract, the rate differential would be the difference between the Rate Group 1 rate for a three-year term and the Rate Group 1 rate for a two-year term. If the cancellation occurs before the end of the minimum contract period, the rate differential shall be the difference between the Rate Group 1 term rate for the contract term and the month-to-month rates applicable to customers in Rate Group 1 for the component services of the bundle. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) for which the customer subscribed to the bundle before cancellation. The result shall be the early termination liability charge for the cancelled bundle.

(b) The calculations described in paragraph a. above shall exclude Asymmetrical Digital Subscriber Line (ADSL) service component rates of bundles when federally tariffed termination charges apply to the ADSL service.

(c) The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.

(d) In addition to the early termination liability charges described above, termination charges may apply to the ADSL service components of bundles in accordance with federally tariffed termination charges for ADSL service.

CATALOG

BUNDLED SERVICES

C. FRONTIERWORKS (Cont'd)

9. Regulations (Cont'd)

- c. The FrontierWorks Select5 optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
- d. The FrontierWorks Select5 package is available only in association with a FrontierWorks Small Business Solutions bundle.
- e. The bundle rate will appear as a single line item on the customer's bill.
- f. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and in addition to the bundle rate.
- g. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- h. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorks LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected at least as their InterLATA Primary Interexchange Carrier.

10. Rates and Charges

- a. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.
- b. Service Charges apply if the customer switches from a bundle to an unbundled service.
- c. Service Charges do not apply if the customer switches to another FrontierWorks Small Business Solutions bundle of greater value.
- d. The customer may add or delete the services or features of the FrontierWorks Select5 package without incurring a Service Charge.

CATALOG

BUNDLED SERVICES

C. FRONTIERWORKS (Cont'd)

10. Rates and Charges (Cont'd)

		Monthly Rate Term		
		<u>One Year</u>	<u>Two Years</u>	<u>Three Years</u>
a.	Bundle (Local Service Portion) All Exchanges	\$30.52	\$28.72	\$26.92

		<u>Monthly Rate</u>
b.	Select5 All Exchanges	\$9.95

11. Endnotes

- a. The business access line does not include Key lines or PBX trunks or other business lines that are separate with different rates from the regular Business One-Party access line.
- b. In the FrontierWorks Select5 package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer. "Call Forward Variable" is the name for "Call Forward" in some markets. They are functionally the same.
- c. In the FrontierWorks Select5 package, "Hunting" can be either Regular Hunt, which ends with the last number in the hunt group, or Circular Hunt, which searches all lines in a multiline hunt group, regardless of point of entry into the hunt group. The offered version will depend on its availability. Call Forward Busy Line cannot be used with Hunting.

CATALOG

CENTREX SERVICE

A. GENERAL

1. Centrex consists of digital switching equipment on the Company's premises, connected to station lines on the customer's premises.
2. Centrex enables stations to dial each other and to dial outgoing calls directly. Incoming calls to the main listed number for the service are connected to a designated station and then completed to the desired party by operation of the call transfer feature.
3. Centrex is offered subject to the availability of the equipment and the capacity to provide the service.
4. Attendant consoles are located on customer premises and must be supplied by the customer.
5. Centrex charges consist of exchange access and intercommunication.
6. Centrex is available on a month to month basis or on term contracts.
7. Centrex is available on a measured rate basis or a flat rate basis.
8. When customers renew or change the length of their payment period, the then currently effective rates apply for the new period. For customers who continue to receive Centrex service beyond the expiration date of their contract without renewal, month to month charges will apply,
9. Additional Centrex lines added during the contract period will be subject to the same terms and conditions as the original contract and will the remaining term of the original contract will be considered the contract period for the additional lines.
10. Where equipment or facilities in excess of that considered adequate by the Company is required by the customer, such additional equipment and /or facilities will be furnished at rates and charges based on cost.
11. A termination charge is due in the event that Centrex Service is discontinued and will be equal to the total monthly rate as specified in the contract multiplied by the remaining number of months in the minimum contract period multiplied by the minimum line commitment. The minimum line commitment is considered to be 75% of the initial lines installed at the commencement of the contract.

CATALOG

CENTREX SERVICE

A. GENERAL (Cont'd)

12. Recurring rates and installation, service establishment and other nonrecurring charges apply.
13. Centrex service is offered with either the basic feature package or the Versaline feature package.

B. PACKAGES

1. Basic Feature Package

All Call Restrict	Call ID w/Name
Automatic Call Back (Intragroup)	DID/DOD
Call Forward Variable	Station-Station Calling *
Call Forward Busy	Call Pick-up (directed & group)
Call Forward Don't Answer	Distinctive Ringing
Call Hold	Touch Calling *
3 Way Calling	Hunting *
Speed Call 8 or 30	Call Waiting w/ID *
Terminal Group Restriction	

2. Versaline Feature Package

Automatic Callback	Call Return
Call Forward (Variable, Busy, No Answer, Plus)	Call Return Restrict
Speed Calling	Busy Redial
Call Hold	Busy Redial Restrict
Call Transfer	Touch Calling *
Three-Way Calling	Hunting *
Distinctive Ringing	Station-to-Station Calling *
Directed Call Pick-up	Call Waiting *
Group Call Pick-Up	Intercom **
Terminal Group Restriction	Priority Call **
Six-way Conference Calling	Message Waiting Indication **
All Call Restrict	

* Available only with analog Centrex

** Available only with ISDN Centrex

CATALOG

CENTREX SERVICE

C. RATES AND CHARGES

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Measured Centrex Trunk		
Month to Month	\$27.50	*
1 Year Contract	\$25.50	*
2 Year Contract	\$24.50	*
3 Year Contract	\$23.50	*
Measured Centrex ISDN		
Month to Month	\$37.50	*
1 Year Contract	\$35.50	*
2 Year Contract	\$34.50	*
3 Year Contract	\$29.50	*
Flat Rate Centrex Trunk		
Month to Month	\$35.50	*
1 Year Contract	\$33.50	*
2 Year Contract	\$32.50	*
3 Year Contract	\$31.50	*
Flat Rate Centrex ISDN		
Month to Month	\$45.50	*
1 Year Contract	\$43.50	*
2 Year Contract	\$42.50	*
3 Year Contract	\$37.50	*
ISDN Display Service	\$3.00	*

* See P.S.C. No. 4 Tariff, Section 3, Service Charges, New Line Installation Charge.

CATALOG

PUBLIC TELEPHONE SERVICE

- A. Public Telephone Service is a single party exchange service furnished solely for connection with public telephone equipment not owned or provided by the Telephone Company. Public Telephone Service terminal equipment will be so constructed, maintained and operated as to work satisfactorily with the facilities furnished by the Telephone Company. Persons offering Public Telephone Service shall comply with all rules and regulations and requirements of the New York Public Service Commission.
- B. Calls from a public telephone may be toll or local.
- C. The Public Telephone provider shall be responsible for the installation, operation and maintenance of any telephones used in connection with this service.
- D. The Public Telephone provider shall be responsible for the payment of a Trouble Location Charge for visits by a Telephone Company employee when a service difficulty or trouble report results from the use of public telephones.
- E. The Public Telephone provider shall be responsible for payment of charges for all toll messages originating from or accepted at this type of service.
- F. Public telephones must have the following operational characteristics:
 - 1. Must be able to access local Directory Assistance.
 - 2. Must be able to access 911 Emergency Service, where available at no charge and without using a coin. When such an instrument can only access Emergency Service by use of a dialing sequence other than 911 (i.e., Operator or "O"), the appropriate dialing sequence to access Emergency Service must be prominently displayed.
 - 3. Must be able to access all locally available Long Distance Companies.
 - 4. Must comply with applicable federal, state and local laws and regulations concerning the use of these telephones by disabled persons and the hearing impaired.
 - 5. Must allow the completion of both local and long distance incoming calls, except at locations for which a specific exemption has been granted by the New York Public Service Commission. The telephone number of each instrument must be displayed thereon.
 - 6. Must display on each telephone used in connection with this service, the name of the owner of such instrument and the procedure for reporting service difficulties and obtaining customer refunds.
 - 7. Instruments used to provide Public Telephone Service shall be equipped to return coins to the caller in the case of an incomplete call.

CATALOG

PUBLIC TELEPHONE SERVICE

G. RATES AND CHARGES

1. Service charges apply in addition to other charges specified for Public Telephone Service.

	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>
Flat Rate Public Telephone Service	\$32.00	*

* See P.S.C. No. 4 Tariff, Section 3, Service Charges, New Line Installation Charge.

CATALOG

PBX TRUNK SERVICE

A. GENERAL

PBX trunks are provided for connection of customer-provided PBX terminal equipment. Trunks can be delivered at a DS0 level or at the DS1 level.

DID service allow callers to reach the called party without going through a PBX attendant. DOD service allows end users to dial outside of a PBX system without going through the PBX attendant to get access to an outside line. Digital trunks cannot be two-way trunks but must be ordered as with either Direct Inward Dialing (DID) or Direct Outward Dialing (DOD).

For DID configured PBX trunks additional charges apply for Direct Inward Dial Station numbers.

Each DS0 level Trunk has the following characteristics:

Terminal Interface: 2-wire or 4-wire, as required for the provision of service

Signaling Type: Loop, Ground, E&M I, II, III

Pulse Type: Dual Tone Multi-Frequency (DTMF)

Directionality: In-Coming Only (DID), Out-Going Only (DOD), or Two-Way

B. MEASURED RATE PBX TRUNKS

1. Description

Measured Rate DS0 PBX Trunks provide the customer with a single voice grade telephonic communications channel which can be used to place or receive one call at a time. Local calls on two-way trunks and DOD trunks are billed on a measured rate basis. DID trunks are arranged for one-way inward calling only.

2. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in P.S.C. No. 4 Tariff, Section 3. Charges for each Measured Rate PBX Trunk include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's lines based on the duration of calls during the billing period. Local calling areas are as specified in P.S.C. No. 4 Tariff, Section 2.

CATALOG

PBX TRUNK SERVICE

C. MEASURED RATE ANALOG PBX TRUNKS

1. Recurring and Nonrecurring Charges

Terminal Numbers:

1-20 lines in terminal group
100 lines in terminal group

2. Measured Usage Charges

Measured Usage Charges for Measured Rate PBX Trunks are the same as those indicated for a basic business line.

D. RATES AND CHARGES

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Measured Analog Trunk	\$24.00	*
DID Service	\$18.95	
DID per 20 numbers	\$5.00	\$10.00
DID per 100 numbers	\$15.00	\$25.00

* See P.S.C. No. 4 Tariff, Section 3, Service Charges, New Line Installation Charge.

CATALOG

DIGITAL T-1 SERVICE

Digital T-1 Service provides the customer with a direct digital connection via switched access to one or more private or public services. Digital T-1 Service is an enhanced T-1 service that allows the customer 1.544 MBPS bandwidth that facilitates end-to-end digital connectivity to support a variety of services.

Charges consist of a local loop charge, a network connection charge and a per channel charge. DID number charges are additional.

Rates are dependant upon length of term on monthly usage guarantees. Monthly usage guarantee is a guaranteed level of monthly service billing. All services billed by the company excluding taxes, surcharges and nonrecurring charges count towards the monthly usage guarantee. Customer is liable for the minimum usage guarantee dollar amount agreed to in their contract.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Local Loop		\$250.00
Network Connection Charge		\$0.00
Channel Charge		\$20.00
Local Loop (no monthly usage guarantee)		\$399.00
Local Loop (\$500.00 monthly usage guarantee)	\$399.00	
Local Loop (\$1000.00 monthly usage guarantee)	\$349.00	
Local Loop (\$3000.00 monthly usage guarantee)	\$299.00	
Network Connection Charge		\$250.00
Channel Charge per channel		\$15.00