

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**ALABAMA**

**SERVICES CATALOG**

**APPLYING TO**

**THE VICINITY**

**OF**

**ATMORE, HUXFORD, CAMDEN, CATHERINE, VREDENBURGH,**

**THOMASTON AND MCCULLOUGH,**

**BEATRICE, EXCEL, FINCHBURG, FRISCO CITY, GOSPORT,**

**MONROEVILLE, PETERMAN, PINEAPPLE, REPTON AND URIAH, KENNEDY AND**

**MILLPORT**

**Terms, conditions, rates, and charges applying to the provisioning of service within the operating territory of Frontier's Alabama properties as defined herein.**

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

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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### EXPLANATION OF SYMBOLS

When changes are made in any tariff page, a revised page will be issued canceling the tariff page affected; such changes will be identified through the use of the following symbols:

- (C) To signify a changed regulation.
- (D) To signify a discontinued rate, regulation or text.
- (I) To signify an increase in rate or change.
- (M) To signify a move from one page to another with no change to text, regulation, or Tariff.
- (N) To signify new rate, regulation, or text.
- (R) To signify reduction.
- (T) To signify a change in text but no change in rate or regulation.
- (L) To signify a relocation of material with no changes.
- (O) To signify a rate regulation text transferred to obsolete tariff section.
- (S) To signify matter already appearing in another part of tariff and repeated for clarification.

The preceding symbols will apply except where additional symbols are identified at the bottom of an individual page or at the end of a section or paragraph.

The above symbols are standard indications which may be used to denote revisions or additions to general regulations, listings, rates or charges after the initial filing of the tariff.

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FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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Effective Date: September 2, 2021

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Effective Date: January 10, 2023

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1<sup>st</sup> Revised Sheet 1  
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### BASIC LOCAL EXCHANGE SERVICE

#### 1.1 GENERAL

- A. Basic local telephone service is provided by means of station, wire, switching and facilities, and plant and equipment to enable the establishment of telephone communications between stations in the same or different exchanges at monthly rates applied under a group rate system. The facilities used to provide such basic local telephone service are also used in the furnishing of toll telephone services at rates applicable for such services.
- B. The base rate area, exchange service area and zone rate areas for each exchange are determined by the Company.
- C. Rates for Basic Local Exchange Service are related to the total access lines in service in that exchange plus total access lines in service in other exchanges within the local calling area of that exchange. The total of such access lines establishes the applicable rate group.
- D. The rates for service not specifically shown in this section are presented in other sections of this Services Catalog.

#### 1.2 ALPHABETICAL LISTING OF EXCHANGES

Exchange Name

Atmore  
Camden  
Catherine  
Huxford  
McCullough  
Thomaston  
Vredenburgh

#### 1.3 LOCAL CALLING AREAS

Exchange Name

Exchange In Local Calling Area

Atmore	Alabama: Atmore, Huxford, McCullough; Florida – Walnut Hill
Camden	Camden, Catherine, Vredenburgh, Pineapple (746)
Catherine	Catherine, Camden, Vredenburgh
Huxford	Alabama: Atmore, McCullough; Florida – Walnut Hill
McCullough	Alabama: McCullough, Atmore, Huxford; Florida – Walnut Hill
Thomaston	Thomaston (only)
Vredenburgh	Vredenburgh, Camden, Catherine

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**BASIC LOCAL EXCHANGE SERVICE**

1.4 LOCAL CALLING AREAS (Cont'd) Study Area OCN 4464

The exchange areas are:

Atmore, Huxford and McCullough	Alabama: (251) 368, 446; (251) 294; (251) 577
Camden, Catherine and Vredenburgh	Alabama: (334) 682, (334) 225, (334) 337
Thomaston	Alabama: (334) 627

1.5 BASIC LOCAL EXCHANGE RATES

The monthly rates for subscribers located in each exchange are:

	<u>Business</u>	<u>Residence</u>	<u>Permanent Telephone Employee</u>
Individual Line	\$61.90	\$25.00	\$0.00
Key System Trunk	\$43.50	\$25.00	-
Key System Private Line	\$38.60	-	-
PBX Trunk	\$102.70 (I)	-	-

1.5.1 INTRASTATE END USER CHARGE

Business Service *	\$0.28
Residence Service *	\$0.28

\* The above charges are included in the Local Exchange service rates

1.6 ZONE CHARGES

Not Applicable to Frontier Communications of the South, LLC

1.7 EXCHANGE REGRADING

Not Applicable to Frontier Communications of the South, LLC

**Effective Date: February 15, 2025**

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### BASIC LOCAL EXCHANGE SERVICE

#### 1.1 GENERAL

- A. Basic local telephone service is provided by means of station, wire, switching and facilities, and plant and equipment to enable the establishment of telephone communications between stations in the same or different exchanges at monthly rates applied under a group rate system. The facilities used to provide such basic local telephone service are also used in the furnishing of toll telephone services at rates applicable for such services.
- B. The base rate area, exchange service area and zone rate areas for each exchange are determined by the Company.
- C. Rates for Basic Local Exchange Service are related to the total access lines in service in that exchange plus total access lines in service in other exchanges within the local calling area of that exchange. The total of such access lines establishes the applicable rate group.
- D. The rates for service not specifically shown in this section are presented in other sections of this Services Catalog.

#### 1.2 ALPHABETICAL LISTING OF EXCHANGES Study Area OCN 0306

##### Exchange Names

Beatrice  
Excel  
Finchburg  
Frisco City  
Gosport  
Monroeville  
Peterman  
Pine Apple  
Repton  
Uriah

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### BASIC LOCAL EXCHANGE SERVICE

1.3 LOCAL CALLING AREAS Study Area OCN 0306

<u>Exchange Name</u>	<u>Exchanges in Local Calling Area</u>
Beatrice	Excel, Finchburg, Frisco City, Gosport, Monroeville, Peterman, Uriah, Repton, Pina Apple
Excel	Beatrice, Finchburg, Frisco City, Gosport, Monroeville, Peterman, Uriah, Repton, Pine Apple
Finchburg	Peterman, Beatrice, Excel, Frisco City, Gosport, Monroeville, Uriah, Repton, Pine Apple
Frisco City	Peterman, Beatrice, Excel, Finchburg, Gosport, Monroeville, Uriah, Repton Pine Apple
Gosport	Peterman, Beatrice, Excel, Finchburg, Frisco City, Monroeville, Uriah, Repton Pine Apple
Monroeville	Peterman, Beatrice, Excel, Finchburg, Frisco City, Gosport, Uriah, Repton Pine Apple
Peterman	Beatrice, Excel, Finchburg, Frisco City, Gosport, Monroeville, Repton, Uriah, Pine Apple
Pine Apple	Beatrice, Excel, Finchburg, Frisco City, Gosport, Monroeville, Peterman, Uriah, Repton, Camden, Pine Apple
Uriah	Peterman, Beatrice, Excel, Finchburg, Frisco City, Gosport, Monroeville, Repton, Pine Apple
Repton	Peterman, Beatrice, Excel, Finchburg, Frisco City, Gosport, Monroeville, Uriah, Pine Apple

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Effective Date: January 1, 2018

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### BASIC LOCAL EXCHANGE SERVICE

#### 1.4 BASIC LOCAL EXCHANGE RATES Study Area OCN 0306

<u>Service Type</u>	<u>Business</u>
Individual Line	\$61.90 (I)
Key Line	\$41.00
Key Rotary	\$43.50
PBX Trunk	\$43.00
PBX Trunk	\$45.00

  

<u>Rate Group</u>	<u>Residence</u>
	1 Party
Beatrice	\$25.00
Excel	\$25.00
Finchburg	\$25.00
Frisco City	\$25.00
Gosport	\$25.00
Monroeville	\$25.00
Peterman	\$25.00
Pine Apple	\$25.00
Repton	\$25.00
Uriah	\$25.00

#### 1.4.1 INTRASTATE END USER CHARGE

Business Service *	\$0.00
Residence Service *	\$0.00

#### 1.5 EXTENDED AREA SERVICE

Extended Area Service will be implemented as determined by the Company.

\* The above charges are included in the Local Exchange service rates.

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### BASIC LOCAL EXCHANGE SERVICE

#### 1.6 AREA CALLING SERVICE Study Area OCN 0306

##### A. Description of Service

##### 1. General

Area Calling Service is an optional offering that provides seven-digit local calling from the subscribers home wire center to all other participating local exchange companies' wire centers within a 40 mile radius in the same LATA based on airline mileage in addition to the existing local calling area.

2. If any exchange in the Company's service area is within 40 miles of a terminating exchange, area calling service will be provided from all of Frontier Communications of Alabama, LLC exchanges to the entire terminating exchange. The usage charges for Band G are applicable for distance greater than 40 miles.

3. This service is not available to party-line customers or Company-owned or customer-provided public telephone subscribers.

##### B. Rates

The following usage rates are applicable\* for all local calls and are based on airline mileage between wire centers. Wire center coordinates are specified in the National Exchange Carrier Association, Inc. F.C.C. Tariff No. 4.

##### 1. Day

These usage rates are applicable from 8:00 AM to 5:00 PM, Monday through Friday.

\* Except for calls made through DACC, regular toll charges apply.

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BASIC LOCAL EXCHANGE SERVICE

1.6 AREA CALLING SERVICE (Cont'd) Study Area OCN 0306

B. Rates (Cont'd)

1. DAY (Cont'd)

Intralata:

<u>MILEAGE BANDS</u>	<u>INITIAL MINUTE CHARGE</u>	<u>ADDITIONAL MINUTE CHARGE</u>
B (1 - 10 mi.)	.05250	.05250
C (11 - 16 mi.)	.08250	.08250
D (17 - 22 mi.)	.10500	.10500
E (23 - 30 mi.)	.12750	.12750
F (31 - 40 mi.)	.13500	.13500
G (Special Band)	.13875	.13875

2. EVENING

These usage rates are applicable after 5:00 PM to 11:00 PM Monday through Friday and after 5:00 PM to 11:00 PM Sunday.

Intralata:

<u>MILEAGE BANDS</u>	<u>INITIAL MINUTE CHARGE</u>	<u>ADDITIONAL MINUTE CHARGE</u>
B (1 - 10 mi.)	.03500	.03500
C (11 - 16 mi.)	.05500	.05500
D (17 - 22 mi.)	.07000	.07000
E (23 - 30 mi.)	.08500	.08500
F (31 - 40 mi.)	.09000	.09000
G (Special Band)	.09250	.09250

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**BASIC LOCAL EXCHANGE SERVICE**

1.6 AREA CALLING SERVICE (Cont'd) Study Area OCN 0306

B. Rates (Cont'd)

3. NIGHT/WEEKEND

These usage rates are applicable until 8:00 AM and after 11:00 PM Monday through Friday, all day Saturday, and Sunday until 5:00 PM and after 11:00 PM.

<u>MILEAGE BANDS</u>	<u>INITIAL MINUTE CHARGE</u>	<u>ADDITIONAL MINUTE CHARGE</u>
B ( 1 - 10 mi.)	.035	.035
C (11 - 16 mi.)	.055	.055
D (17 - 22 mi.)	.07	.07
E (23 - 30 mi.)	.085	.085
F (31 - 40 mi.)	.09	.09
G (Special Band)	.0925	.0925

4. On legal holidays the evening rate applies all day unless the night/weekend rate would normally apply. The legal holidays are New Year's Day, July 4th, Labor Day, Thanksgiving and Christmas.
5. Usage is charged on a per message basis with the per message recorded usage rounded up to the next full minute. When messages span more than one rate period, total charges for the minutes in each rate period are summarized and the results for each period are totaled to obtain the total message charge.
6. This service is not available to Company-owned or Customer-owned public telephone subscribers.
7. All rules and regulations that appear in other sections of this Services Catalog apply unless otherwise stated herein.

**Effective Date: January 1, 2018**

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**BASIC LOCAL EXCHANGE SERVICE**

1.6 AREA CALLING SERVICE (Cont'd) Study Area OCN 0306

B. Rates (Cont'd)

8. Per message detail is not provided with Area Calling Service, but will be provided, optionally, at the customer's request at the following rates:

a.	Message Detail Monthly (Recurring)	\$2.00
b.	Prior Month Billing Detail: Per Request - 1 Month non-recurring	7.50
	Additional Months on Same Request - Per Month	5.00

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**Section 1  
5<sup>th</sup> Revised Sheet 10  
Cancels 4<sup>th</sup> Revised Sheet 10**

**BASIC LOCAL EXCHANGE SERVICE**

**1.1 GENERAL Study Area OCN 0301**

- A. Basic local telephone service is provided by means of station, wire, switching and facilities, and plant and equipment to enable the establishment of telephone communications between stations in the same or different exchanges at monthly rates applied under a group rate system. The facilities used to provide such basic local telephone service are also used in the furnishing of toll telephone services at rates applicable for such services.
- B. The base rate area, exchange service area and zone rate areas for each exchange are determined by the Company.
- C. Rates for Basic Local Exchange Service are related to the total access lines in service in that exchange plus total access lines in service in other exchanges within the local calling area of that exchange. The total of such access lines establishes the applicable rate group.
- D. The rates for service not specifically shown in this section are presented in other section of this Services Catalog.

**1.2 ALPHABETICAL LISTING OF EXCHANGES**

Kennedy  
Millport

**1.3 LOCAL CALLING AREAS**

Exchange  
Kennedy  
Millport

Exchanges in  
Local Calling Area  
Millport, Vernon  
Kennedy, Vernon

**1.4 BASIC LOCAL EXCHANGE RATES**

Business

<u>Exchange Name</u>	<u>1 Pty</u>	<u>2 Pty</u>	<u>4 Pty</u>	<u>Key Line</u>	<u>Multi Line</u>	<u>PBX Trunk</u>	<u>Semi-Public</u>
Kennedy	\$61.90 (l)	-----	-----	\$52.70	\$52.70	\$52.70	\$35.60
Millport	61.90 (l)	-----	-----	52.70	\$52.70	\$52.70	\$35.60

Residence

<u>Exchange Name</u>	<u>1 Pty</u>	<u>2 Pty</u>	<u>4 Pty</u>
Kennedy	\$25.00	-----	-----
Millport	25.00	-----	-----

**Effective Date: February 15, 2025**

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1<sup>st</sup> Revised Sheet 11  
Cancels Original Sheet 11

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### BASIC LOCAL EXCHANGE SERVICE

1.4 BASIC LOCAL EXCHANGE RATES (Cont'd) Study Area OCN 0301

1.4.1 Intrastate End User Charge

Business Service *	\$0.45
Residence Service *	\$0.45

\* The above charges are included in the Local Exchange service rates

1.5 ZONE CHARGES (MILEAGE CHARGES)

Not Applicable.

1.6 EXCHANGE REGARDING

Not Applicable.

1.7 EXTENDED AREA SERVICE

Not Applicable.

\* The above charges are included in the Local Exchange service rates.

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Effective Date: January 1, 2018

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FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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### BASIC LOCAL EXCHANGE SERVICE

#### 1.8 CONCESSION SERVICE

##### A. General

The classes of subscribers specified below are allowed the concessions indicated from the regular rates for individual line and party line flat rate or message rate main station service and extra exchange line and extension and tie line mileage or zone charges associated with the items enumerated in this paragraph.

##### B. Conditions

1. Concessions are not allowed to any classes of subscribers from the regular rates for toll messages, semi-public telephone service, local messages in excess of the guarantee under contracts for message rate service, joint user service or construction charges. Also, concessions are not allowed to any classes of subscribers except employees from the regular rates for additional directory listings, miscellaneous equipment, Touch Tone calling service or other facilities including any associated extension line mileage or zone charges or from service connection.
2. The concession in connection with message rate service applies on the amount of the monthly guarantee but not on charges for local messages in excess of the guarantee. The number of messages allowed each month is the same as would be allowed under the contract, if the concession did not apply.
3. Permanent Telephone Employees are allowed any of the available Custom Calling features at no cost to the employees.
4. A concession of 25 percent from the regular business rate is allowed for corporations, associations and institutions or any branch thereof dependent upon voluntary contributions for their support, when such organizations, associations and institutions are exclusively engaged in charitable work as defined below, and when the telephone equipment is located in the administrative offices, institutional buildings or any other of the branches thereof.
  - a. A corporation, association, or institution or branch thereof engaged in charitable work shall be deemed to be exclusively engaged therein when a majority of its services are provided free of charge and when all compensation received for its services is wholly used in the execution of such work and does not result in any profits to the organization or any member thereof.

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Effective Date: August 1, 2011

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### BASIC LOCAL EXCHANGE SERVICE

#### 1.8 CONCESSION SERVICES (Cont'd)

##### B. Conditions (Cont'd)

##### 4. (Cont'd)

- b. Of the corporations, associations and institutions thus engaged, those only are entitled to the concession whose principal "charitable work" is the furnishing of direct aid to the physical health and comfort of human beings in the form of money, services or necessary commodities. Those corporations, associations and institutions whose principle work is the elevation or enlightenment of minds or morals, or the reformation, punishment or correction of acts, habits or mental conditions, or the enforcement of law, or the protection of rights, are not to be classed as charitable institutions.

##### 5. Churches

A concession from the regular business rates is allowed to churches, provided the telephone is located in the church or church study and listed under the name of the church.

##### 6. Clergymen

A concession from the regular residence rates is allowed to a regular ordained clergyman actively engaged in the work of a designated church, provided the telephone is located in his residence and is listed in the name of the clergyman.

For the purpose of this section, the ranking officer of the Salvation Army or the Volunteers of America in each exchange is allowed the same treatment as a regularly ordained clergyman.

##### C. Rates

1. Charitable Institutions, Churches (25% from Regular Business Rate)
2. Clergymen (25% from Regular Residence Rate)

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**Section 1  
3<sup>rd</sup> Revised Sheet 14  
Cancels 2<sup>nd</sup> Revised Sheet 14**

**BASIC LOCAL EXCHANGE SERVICE**

**1.9 LOCAL DIRECTORY ASSISTANCE SERVICE**

**A. General**

1. The Company furnishes a Directory Assistance service for the purpose of aiding customers in obtaining listing information.
2. The charging application and rates set forth below apply to customer requests for Directory Assistance.
3. Directory Assistance Service allows a subscriber to get a telephone number and/or directory address.

**B. Application of Charges**

1. There will be a charge for all customer calls to Directory Assistance.
2. The charges specified in this section will be applicable to all subscribers except for residence customers who have applied for and received Company certification as being unable to use a telephone directory due to a visual or physical disability which can be confirmed by a physician, appropriate group or agency. Written confirmation must be provided to the Company for this exemption to apply. Application procedures may be obtained by calling the local business office. This exemption is applicable exclusively to calls made by the disabled individual from their line, or in the case of a business employing disabled person(s), from the line assigned to that disabled individual(s). Usage will be monitored by the Company and is subject to review and investigation. Certification will be verified periodically. Confirmed, inappropriate use of the exemption could result in its removal.
3. Surcharges as specified in this section, will be applicable to all calls to Directory Assistance Service handled by the operator ("0-"), provided that the "0" operator is not the only source for Local Directory Assistance, or dialed by the customer ("0+").

**C. Rates and Charges**

**Rate**

1. Within the Company's local calling or LATA/NPA serving area for the originating line
  - a. Per call \*

(C)

Note: No exemptions or exceptions apply. This service is available where technically feasible.

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

(N)

**Effective Date: March 1, 2023**

**SERVICES CATALOG**

**BASIC LOCAL EXCHANGE SERVICE**

**1.9.1 NATIONAL DIRECTORY ASSISTANCE SERVICE (NDA)**

**A. General**

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

**B. Regulations**

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

The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and attorney's fees) that may arise from the use of such information.

The customer will have access to any in- or out-of-franchise, number/address listing within the continental United States, Alaska and Hawaii, with the exception of non-published listings.

When a non-published number/address is requested, the message "Non-published number/address" or "NP" is displayed and no information will be available.

Charges for National Directory Assistance/Customer Name and Address Service are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.

National Directory Assistance and Customer Name and Address Service will be available where technology permits.

For directory listing information regarding numbers within the customer's LATA, Local Directory Assistance charges apply, as specified elsewhere in this tariff.

**C. RATES**

For each call to the National Directory Assistance/ Customer Name and Address Service	*	(C)
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\* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>. (N)

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**BASIC LOCAL EXCHANGE SERVICE**

**1.10 DUAL PARTY RELAY SERVICE**

Frontier Communications of the South, LLC is charging a surcharge for Dual Party Relay Service which is reflected in the customer's total bill as ordered by the Alabama Public Service Commission in Dockets U-3089 and 20906.

**1.11 AREA CALLING SERVICE**

**A. Description of Service**

1. Area Calling Service is an optional offering that provides seven-digit local calling from the subscribers home wire center to all other participating local exchange companies' wire centers within a 40 mile radius in the same LATA based on airline mileage in addition to the existing local calling area.
2. If any exchange in Frontier's service area is within 40 miles of a terminating exchange area calling service will be provided from all of Frontier's exchanges to the entire terminating exchange. The usage charges for distances greater than 40 miles.
3. This service is not available to party-line customers or Company-owned or customer-provided public telephone subscribers.

**B. Rates**

The following usage rates are applicable\* for all local calls and are based on airline mileage between wire centers. Wire center coordinates are specified in the National Exchange Carrier Association, Inc. F.C.C. Tariff No. 4.

1. Day

These usage rates applicable from 8:00 AM to 5:00 PM Monday through Friday.

\* Except for calls made through DACC, regular toll charges apply.

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BASIC LOCAL EXCHANGE SERVICE

1.11 AREA CALLING SERVICE (Cont'd)

B. Rates (Cont'd)

1. Day (Cont'd)

Intralata:

<u>MILEAGE BANDS</u>	<u>INITIAL MINUTE CHARGE</u>	<u>ADDITIONAL MINUTE CHARGE</u>
B ( 1 - 10 mi.)	.07	.07
C (11 - 16 mi.)	.11	.11
D (17 - 22 mi.)	.14	.14
E (23 - 30 mi.)	.17	.17
F (31 - 40 mi.)	.18	.18
G (Special Band)	.185	.185

2. EVENING

These usage rates are applicable after 5:00 PM to 11:00 PM Monday through Friday and after 5:00 PM to 11:00 PM Sunday.

Intralata;

<u>MILEAGE BANDS</u>	<u>INITIAL MINUTE CHARGE</u>	<u>ADDITIONAL MINUTE CHARGE</u>
B ( 1 - 10 mi.)	.0525	.0525
C (11 - 16 mi.)	.0825	.0825
D (17 - 22 mi.)	.105	.105
E (23 - 30 mi.)	.1275	.1275
F (31 - 40 mi.)	.135	.135
G (Special Band)	.13875	.13875

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Effective Date: August 1, 2011

SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 1  
1st Revised Sheet 18  
Cancels Original Sheet 18

BASIC LOCAL EXCHANGE SERVICE

1.11 AREA CALLING SERVICE (Cont'd)

B. Rates (Cont'd)

3. NIGHT/WEEKEND

These usage rates are applicable until 8:00 AM and after 11:00 PM Monday through Friday, all day Saturday, and Sunday until 5:00 PM and after 11:00 PM.

Intralata:

<u>MILEAGE BANDS</u>	<u>INITIAL MINUTE CHARGE</u>	<u>ADDITIONAL MINUTE CHARGE</u>
B ( 1 - 10 mi.)	.035	.035
C (11 - 16 mi.)	.055	.055
D (17 - 22 mi.)	.07	.07
E (23 - 30 mi.)	.085	.085
F (31 - 40 mi.)	.09	.09
G (Special Band)	.0925	.0925

4. On legal holidays the evening rate applies all day unless the night/weekend rate would normally apply. The legal holidays are New Year's Day, July 4th, Labor Day, Thanksgiving and Christmas.

5. Usage is charged on a per message basis with the per message recorded usage rounded up to the next full minute. When messages span more than one rate period, total charges for the minutes in each rate period are summarized and the results for each period are totaled to obtain the total message charge.

6. This service is not available to Company-owned or Customer-owned public telephone subscribers.

7. All rules and regulations that appear in other sections of this Services Catalog apply unless otherwise stated herein.

8. Per message detail is not provided with Area Calling Service, but will be provided, optionally, at the customer's request at the following rates:

a.	Message Detail Monthly (Recurring)	\$2.50
b.	Prior Month Billing Detail: Per Request - 1 Month Non-recurring	\$7.50
	Additional Months on Same Request - Per Month	\$5.00

Effective Date: July 26, 2013

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 1  
Original Sheet 19

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### BASIC LOCAL EXCHANGE SERVICE

#### 1.12 CLASSROOM COMMUNICATION SERVICE

##### A. General

Classroom Communication Service provides local access for in-classroom voice and data communications. It is intended only as a communications link between classrooms for the purpose of enhancing the education process by allowing one or more teachers to conduct classes at multiple locations and to access various informational databases.

This access line will not be used for administrative purposes.

Directory listings will not be provided.

##### B. Regulations

This service is available to full-time educational institutions, public or private that are eligible for accreditation by the Southern Association of Colleges and Schools.

All rules and regulations appearing in other sections of this Services Catalog apply unless otherwise stated herein.

##### C. Rates and Charges

The rates for Classroom Communication Service include a monthly recurring access line rate and local usage charges.

The usage package and regulations will be the same as those applicable to Area Calling Service for all subscribers as shown in 1.11 preceding.

Time of day discounts are shown in 1.11 preceding.

The monthly recurring charges for the access line will be billed at the following rate which includes Touch Tone Service.

##### 1. Access Line Residence Individual Line (see 1.5)

Calls completed with automated calling cards or operator assistance within the local calling area as described in 2.8 will be rated at the usage charges preceding in addition to the appropriate Operator Assisted Local Call surcharges. Such calls are itemized on the subscriber's billing statement and are billed outside any applicable usage caps or allowances. All other calls completed with automated calling cards or operator assistance will be billed the applicable Long Distance Message Telecommunications Service (MTS) charges as described in Section 3 of this Services Catalog.

Service charges will be billed at the business rate as show in Section 5 of this Services Catalog.

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**Effective Date: August 1, 2011**

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 1  
2<sup>nd</sup> Revised Sheet 20  
Cancels 1<sup>st</sup> Revised Sheet 20**

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**BASIC LOCAL EXCHANGE SERVICE**

**1.13 DIRECTORY ASSISTANCE CALL COMPLETION (DACC)**

**A. GENERAL**

1. DACC allows customers the option to have their Local, IntraLATA or InterLATA calls completed to a requested number by either Directory Assistance Operator or Directory Assistance Audio Response System that provides the requested directory listed number.

**B. REGULATIONS**

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

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

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

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

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

**C. RATES AND CHARGES**

Directory Assistance Call Completion, per call \* (C)

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

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 2  
2<sup>nd</sup> Revised Sheet 1  
Cancels 1<sup>st</sup> Revised Sheet 1**

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**CONCURRENCE STATEMENTS**

**2.1 MESSAGE TOLL TELEPHONE SERVICE**

Long Distance Message Telecommunications service is telephone communication beyond the Local Calling Area. Frontier Communications of the South, LLC assents to, adopts, and concurs with the Bellsouth Telecommunications, Inc. d/b/a/ AT&T Alabama Long Distance Message Telecommunications Service Tariff, or succeeding documents as they now exist, or as they may be revised, added to, or supplemented by succeeding sheets or issues.

**2.2 WIDE AREA TELECOMMUNICATIONS SERVICE<sup>1</sup> – Grandfathered as of August 16, 2020**

Frontier Communications of the South, LLC concurs in the standard Wide Area Telecommunications Service (WATS) rates, rules and regulations governing such communications as filed by Bellsouth Telecommunications, Inc. d/b/a/ AT&T Alabama, together with any amendments or successive issues thereof and makes itself a party to such rates and charges until this concurrence is revoked or cancelled by either party. Frontier Communications of the South, LLC hereby expressly reserves the right to cancel this statement of concurrence at any time where it appears that such cancellation is in the best interest of the Company.

**2.3 PRIVATE LINE CONCURRENCE**

Radio Program Transmission Channels  
Frontier Communications of the South, LLC assents to adopt and concurs with the rates, regulations and conditions applicable to all radio broadcast facilities furnished as they are filed with the FCC in NECA Tariff, FCC No. 1 and ATTCOM Tariff FCC No.'s 9, 10, and 11. The concurrence applies to all facilities, both interexchange and intraexchange.

**2.4 RESERVED FOR FUTURE USE**

(T)  
(D)  
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(D)

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

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 2  
Original Sheet 2

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### CONCURRENCE STATEMENTS

2.5 LONG DISTANCE OPERATOR SERVICE REQUIRING TELEPHONE NUMBER ASSISTANCE

Frontier Communications of the South, LLC concurs with the Long Distance Operator Service Requiring Telephone Number Assistance rates, rules and regulations governing such communications as filed with the Alabama Public Service Commission by BELLSOUTH Telecommunications, Inc. d/b/a AT&T Alabama, together with any amendments or successive issues thereof, and makes itself a party to such rates, rules and regulations.

2.6 LONG DISTANCE VERIFICATION/INTERRUPTION SERVICE

Frontier Communications of The South, LLC concurs with the Long Distance Verification /Interruption Service rates, rules and regulations governing such communications as filed with the Alabama Public Service Commission by BELLSOUTH Telecommunications, Inc. d/b/a AT&T Alabama, together with any amendments or successive issues thereof, and makes itself a party to such rates, rules and regulations. Frontier Communications of the South, LLC hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of the Company.

2.7 LOCAL DIRECTORY ASSISTANCE SERVICE

Frontier Communications of The South, LLC concurs with the Local Distance Assistance Service rates, rules and regulations filed with the Alabama Public Service Commission by BELLSOUTH Telecommunications, Inc. d/b/a AT&T Alabama together with any amendments or successive issues thereof, and makes itself a party to such rates, rules and regulations.

2.8 OPERATOR ASSISTED LOCAL CALLS AND LOCAL CALLING CARD SERVICE CALLS

Frontier Communications of South, LLC concurs with the Operator Assisted Local Calls and Local Calling Card Service Calls rates, rules and regulations as filed with the Alabama Public Service Commission by South Central Bell Telephone Company, together with any amendments or successive issues thereof, and makes itself a party to such rates, rules and regulations. Frontier Communications of the South, LLC hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of the Company.

2.9 LOCAL OPERATOR VERIFICATION/INTERRUPTION SERVICE

Frontier Communications of the South, LLC concurs with the Local Operator Verification /Interruption Service rates, rules and regulations governing such communications as filed with the Alabama Public Service Commission by BELLSOUTH Telecommunications, Inc. d/b/a AT&T Alabama together with any amendments or successive issues thereof, and makes itself a party to such rates, rules and regulations.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 2  
1<sup>st</sup> Revised Sheet 3  
Cancels Original Sheet 3

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### CONCURRENCE STATEMENTS

2.10 OPTIONAL CALLING PLANS

Frontier Communications of the South, LLC assents to, adopts and concurs with the Optional Calling Plan Service by Bellsouth Telecommunications, Inc. d/b/a/ AT&T Alabama for Optional Calling Plan Services, as such tariffs and/or Guidebook now exists, or as they may be revised, added to, or supplemented by succeeding sheets or issues. Frontier Communications of the South, LLC hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of the Company.

2.11 INTRASTATE BILLING AND COLLECTION SERVICE

See 200.2.

2.12 DUAL-PARTY RELAY SERVICE

Frontier Communications of the South, LLC concurs with the Dual Party Relay Service rates, rules, and regulations filed with the Alabama Public Service Commission by Bellsouth Telecommunications, Inc. d/b/a/ AT&T Alabama, together with any amendments or successive issues thereof, and makes itself a party to such rates, rules and regulations.

Dual Party Relay Service permits hearing and speech impaired users of Telecommunications Devices for the Deaf (TDD) to communicate with users of ordinary telephones. Communications take place by relaying conversations (voice to TDD and TDD to voice). These calls are between one party who must communicate by means of a TDD and another who communicates by means of an ordinary telephone. Messages are rated from the rate center of the calling party to the rate center of the called. Subscribers may access the Alabama Telephone Relay Service by dialing 711 or a designated toll-free 800 number.

2.13 PRIVATE LINE CONCURRENCE (OCN 0306)

(T)

Frontier Communications of Alabama, LLC assents to, adopts and concurs with the rates, regulations and conditions applicable to all radio broadcast facilities furnished as they are filed by ATTCOM and NECA. The concurrence applies to all facilities, both interexchange and intraexchange.

2.14 LONG DISTANCE OPERATOR SERVICE REQUIRING TELEPHONE NUMBER ASSISTANCE (OCN 0306)

(T)

Frontier Communication of Alabama, LLC concurs with the Long Distance Operator Service Requiring Telephone Number Assistance rates, rules and regulations governing such communications as filed with the Alabama Public Service Commission by BELLSOUTH Telecommunications, Inc. d/b/a AT&T Alabama, together with any amendments or successive documents or issues thereof, and makes itself a party to such rates, rules and regulations.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 3  
1<sup>st</sup> Revised Sheet 1  
Cancels Original Sheet 1

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### MESSAGE TELECOMMUNICATIONS SERVICE (OCN 4464)

(T)

#### 3.1 CONCURRENCE

Long Distance Message Telecommunications Service is telephone communication beyond Local Calling Area. The Company assents to, adopts, and concurs in the Long Distance Message Telecommunications Service Bellsouth Telecommunications, Inc. d/b/a/ AT&T Alabama for InterLATA toll service, as such tariffs or succeeding documents as they now exist, or as they may be revised, added to, or supplemented by succeeding sheets or issues.

#### 3.2 OPTIONAL CALLING PLANS

- A. Optional Calling Plans are specifically designed sent paid toll messages placed from the Optional Calling Plan subscriber's telephone during the service period to stations in the prescribed terminating exchange, exchanges or area. All other toll messages will be billed as regular toll messages.

The Company assents to, adopts, and concurs in the Optional Calling Plan Tariff Bellsouth Telecommunications, Inc. d/b/a/ AT&T Alabama, as such tariffs or succeeding documents as they now exists, or as it may be revised, added to, or supplemented by succeeding sheets or issues.

- B. Measured Circle Calling

Available only where facilities permit.

- C. Rates

See Concurrence Statement above.

#### 3.3 OPERATOR SERVICES

Not Applicable. Frontier Communications of the South, LLC is not an Operator Services Provider.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 3  
Original Sheet 2

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### MESSAGE TELECOMMUNICATIONS SERVICE (OCN 0301)

#### 3.1 MESSAGE TOLL TELEPHONE SERVICE

##### A. Applicability

Applicable to message toll telephone service furnished or made available by the Company between its points and points reached over facilities of connecting companies.

##### B. Territory

Between points in the State of Alabama where the respective rate center of such points are located in said state.

#### 3.2 OPTIONAL CALLING PLANS

Not Applicable

#### 3.3 OPERATOR SERVICES

Not Applicable

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 3  
Original Sheet 3

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### MESSAGE TELECOMMUNICATIONS SERVICE (OCN 0306)

#### 3.1 CONCURRENCE

Long Distance Telecommunications Service is telephone communication beyond Local Calling Area. The Telephone Company assents to, adopts, and concurs in the Long Distance Message Telecommunications Service Tariff filed with the Public Service Commission by, AT&T Alabama for InterLATA toll service, as such tariffs or succeeding documents as they now exist, or as they may be revised, added to, or supplemented by succeeding sheets or issues.

#### 3.2 OPTIONAL CALLING PLANS

- A. Optional Calling Plans are specifically designed sent paid toll messages placed from the Optional Calling Plan subscriber's telephone during the service period to stations in the prescribed terminating exchange, exchanges or area. All other toll messages will be billed as regular toll messages.

The Company assents to, adopts, and concurs in the Optional Calling Plan Tariff filed with the Alabama Public Service Commission by AT&T Alabama, as such tariff or succeeding documents now exists, or as they may be revised, added to, or supplemented by succeeding sheets or issues.

- B. Rates  
See Concurrence Statement above.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 3  
Original Sheet 4

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### MESSAGE TELECOMMUNICATIONS SERVICE (OCN 0306)

3.3 OPERATOR SERVICES

See Concurrence in Section 2.

3.4 LONG DISTANCE DIRECTORY ASSISTANCE SERVICE

See Concurrence in Section 2.4.

3.5 LONG DISTANCE OPERATOR VERIFICATION/INTERRUPTION SERVICE

See Concurrence in Section 2.5.

3.6 LONG DISTANCE OPERATOR SERVICE REQUIRING TELEPHONE NUMBER ASSISTANCE

A. See Concurrence in Section 2.4.

B. Telephone Number Assistance Charges

Long Distance Operator Service requiring Telephone Number Assistance rates, terms and conditions becomes effective in each exchange concurrent with the effective date of a Local Directory Assistance Service offering in that exchange.

C. Rates

A charge of \$ .80 will apply to all Telephone Number Assistance Calls described above, except that the charge per call shall be \$ .40 when the number of completed sent-paid intrastate toll calls appearing on the subscriber's bill and any unused portion of the allowance on Local Directory Assistance equals or exceeds the combined number of Long Distance Directory Assistance calls and Telephone Number Assistance calls defined in Long Distance Directory Service and Long Distance Operator Service requiring Telephone Number Assistance respectively.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 4  
1<sup>st</sup> Revised Sheet 1  
Cancels Original Sheet 1

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### WIDE AREA TELECOMMUNICATIONS SERVICE <sup>1</sup> - Grandfathered

(C)

#### 4 CONCURRENCE

Frontier Communications of the South, LLC concurs in the standard Wide Area Telecommunications Service (WATS) rates, rules and regulations governing such communications as filed by BELLSOUTH Telecommunications, Inc. d/b/a AT&T Alabama, together with any amendments or successive issues thereof and makes itself a party to such rates and charges until this concurrence is revoked or cancelled by either party. Frontier Communications of the South, LLC hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of the Company.

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

(N)  
(N)

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 5  
1<sup>st</sup> Revised Sheet 1  
Cancels Original Sheet 1

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### SERVICE CHARGES

#### 5.1 GENERAL

1. Service charges are the nonrecurring charge or charges applied to the services ordered or connected into service at the customer's request. These include charges for initial commencement of service, changes, restoration, and rearranging of service or facilities, and can be computed by adding one or more of the charges.
2. Service charges may be paid under one of the following plans, at the option of the Company.
  - a. Plan 1 - Payment in full at the time service is requested.
  - b. Plan 2 - Payment in full, on first month's billing.
  - c. Plan 3 - Residential customers can pay their Service Connection Charges, over a period of 3 months. Service charges may be paid in monthly installments of not less than \$10.00 if the total service charge is more than \$36.00. In the event service is terminated, prior to the 3 month period, all outstanding amounts will become due and payable immediately. (T)
3. In all cases where special or unusual construction or installation is required, such charges are in addition to the prescribed service charge. (T)
4. The charges specified contemplate work being performed by the Telephone Company during the usual working hours on normal working days. When, at the specific request of the customer or applicant for service, work is performed at other times, either for the convenience of the customer or applicant for service or for other reasons not under the control of the Telephone Company, the expense incurred by the Telephone Company in excess of the normal expense of such work, when performed during usual working hours on normal working days, may be billed to the customer or applicant for service, in addition to the charges otherwise applicable.
5. Installment billing is available for service order charges, see Section 13.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 5  
1<sup>st</sup> Revised Sheet 2  
Cancels Original Sheet 2

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### SERVICE CHARGES

#### 5.2 DEFINITIONS

A. Service Order Charge - Initial

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

B. Service Order Charge – Subsequent

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

C. Central Office Connection Charge

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

D. Access Line Work Charge

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

E. Returned Check Charge

An administrative charge will be applied to each returned check received. Telephone service will be subject to the discontinuance as specified in Section 5.3 of this Services Catalog

F. Installation Charge

This charge applies to the provision of certain items of equipment or facilities and is in addition to applicable service charges. These charges are identified and presented throughout this Services Catalog as a part of the offering.

G. Reconnect Charge

The charge applied for restoration of service after suspension for nonpayment or to the suspension of service temporarily at the request of the customer.

(N)  
|  
(N)

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 5  
1<sup>st</sup> Revised Sheet 3  
Cancels Original Sheet 3

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### SERVICE CHARGES

#### 5.2 DEFINITIONS (Cont'd)

H. Termination Charge

The charge applied when a customer discontinues an item of service or equipment prior to the expiration for the initial service period designated for such item.

I. Number Change Charge

A Number Change Charge is a charge which applies for a customer originated request for a change of telephone number, PABX or Centrex station number.

J. Network Interface Device Charge

This charge applies when it is necessary to install, move or change the demarcation or network interface device. When a non-standard interface device is required, there will be a time and materials charge.

K. Reserved for Future Use

(T)

(D)

(D)

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Effective Date: July 20, 2021

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 5  
Original Sheet 4

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### SERVICE CHARGES

#### 5.2 DEFINITIONS (Cont'd)

##### L. Trouble Location Charge

A Trouble Location Charge is a non-recurring charge applicable for each repair visit to a customer's premises in connection with a service difficulty or trouble report due to the following:

1. a condition in a customer-provided terminal, or communications system, or customer-provided or maintained inside wiring arranged for connection to Company facilities;
2. a receiver off-hook condition in customer premises equipment;
3. or where specifically stated in this Services Catalog. It also applies to the testing of private line multipoint circuits when it is determined that the trouble is not in the Company-provided facilities.

##### M. Customer Premises Inside Wire

Customer Premises Inside Wire is that wire that runs between the Network Interface Device where the Exchange Access Lines terminate and those standard jack terminations or equivalent, including the standard jack or equivalent, on the customer's premises to which terminal equipment can be connected for access to the Exchange Access Line. Customer premises inside wire will be provided by the customer subject to the provisions of the General Exchange Section of this Services Catalog, Part 68 of the Federal Communications Commission Rules and Regulations, applicable electrical codes and related Company practices. Company practices will be made available to the subscriber at the Telephone Company business office.

##### N. Simple Business

The business individual line basic exchange service which does not terminate in a communications system. The term "Business Non-Key" is synonymous with the term "Simple Business".

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 5  
1<sup>st</sup> Revised Sheet 5  
Cancels Original Sheet 5

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### SERVICE CHARGES

#### 5.3 APPLICATION OF SERVICE CHARGES

##### A. General

1. Service charges as used herein and in other sections of this Services Catalog are applicable to the ordering, connecting, moving, changing, rearranging and furnishing of telephone service and other telephone facilities and service. The charges apply as follows except as provided hereinafter in other sections of this Services Catalog.
2. Service order charges are applicable to the following services:
  - a. All classes of Basic Local Exchange Service
  - b. Coin Telephone Service
  - c. Telephone Answering Service
  - d. Mobile Telephone Service
  - e. Private Branch Exchange Service
  - f. Key and Push Button Service
  - g. Wide Area Telecommunications Service - Grandfathered
  - h. Directory Listings
  - i. Miscellaneous Service Arrangement and Auxiliary Equipment
3. Where the service desired necessitates the use of more than one item of service subject to the service charge, the total charge is the sum of the separate service charges for each item of service furnished except as hereinafter provided.
4. When service is re-established at a location which has been destroyed or made untenable by fire, wind or flood, service charges for connection, move or change do not apply when service is re-established within a reasonable time. If the subscriber desires service at a new location for a temporary period, service charges for connection will apply for the establishment of service at a temporary location but no service charge will apply when service is re-established at the former location.
5. Service charges may be paid at the time of application of service or as otherwise provided herein.
6. Where service is established at a concession rate, except employees' concessions, no concession is allowed for the regular service charges.
7. Service charges apply to changing, or adding Touch Tone service, custom calling features, number changes and any other miscellaneous service as specified in this Services Catalog.

(C)

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

(N)  
(N)

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 5  
Original Sheet 6

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### SERVICE CHARGES

#### 5.3 APPLICATION OF SERVICE CHARGES (Cont'd)

##### A. General (Cont'd)

8. When time and material charges are specified in this Services Catalog, they are in addition to any other applicable service charges. Materials are charged at the lease/purchase cost. Time is considered to be actual time of the persons directly involved, plus the usual overhead allocations of labor.
9. There will be no service charge applied for removing or suspending service.
10. When a subscriber resides in a trailer, service charges and other charges will apply as indicated in 11 of this Services Catalog.
11. Change of name orders are accepted only where the service to and the responsibility of one subscriber is transferred to another with no lapse in service.
12. Billable work performed by Company employees located at an on-premise work station is subject to the initial increment of the Premise Work Charge (plus subsequent increments as appropriate).
13. Subsequent service ordering charges will not apply to subsequent orders for services placed within 30 days of initial order for Basic Local Service.
14. Conditions Under Which No Service Charges Apply:
  - a. To a change of address only (for example, from a post office box number to a street address, and no physical move of location is made by the subscriber).
  - b. To name changes on additional, non-listed trunks of key systems or PBX's, whether or not the trunks are trunk hunting. The charge is keyed to the first trunk only.
  - c. To a residence change of name when the individual remains the same.
  - d. Cancellation of service orders prior to a premise visit or start of work.

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 5  
6<sup>th</sup> Revised Sheet 7  
Cancels 5<sup>th</sup> Revised Sheet 7**

**SERVICE CHARGES  
Frontier Communications of the South, LLC (FC of AL - OCN 4464)**

5.4 RATES

		<u>Residence</u>	<u>Business</u>	
A.	Service Order Charge			
	1. Initial	\$25.00	\$35.00	
	2. Subsequent	\$21.00	\$25.00	
B.	Central Office Connection Charge	\$17.00	\$20.00	
C.	Access Line Work Charge	\$35.00	\$35.00	
D.	Returned Check Charge	\$20.00	\$20.00	
E.	Installation Charge	See Specific Offering in this Services Catalog		
F.	Reconnect Charge	\$42.00	\$48.00	
G.	Number Change Charge	Subsequent Service Order and Central Office Connection Charge		
H.	Network Interface Device Charge	\$5.00	\$5.00	
I.	Trouble Location Charge			(D)
	During Normal Business Hours	\$20.00	\$20.00	(T)
	After Normal Business Hours	\$40.00	\$40.00	

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**Effective Date: July 20, 2021**

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 5  
3<sup>rd</sup> Revised Sheet 8  
Cancels 2<sup>nd</sup> Revised Sheet 8**

**SERVICE CHARGES  
Frontier Communications of the Lamar County, LLC (FC of Lamar - OCN 0301)**

5.4 RATES (Cont'd)

		<u>Residence</u>	<u>Business</u>
A.	Service Order Charge		
	1. Initial	\$25.00	\$35.00
	2. Subsequent	\$21.00	\$25.00
B.	Central Office Connection Charge	\$17.00	\$20.00
C.	Access Line Work Charge, per line	\$35.00	\$35.00
D.	Returned Check Charge	\$20.00	\$20.00
E.	Installation Charge	See specific offering in this Services Catalog.	
F.	Reconnect Charge	\$42.00	\$48.00
G.	Number Change Charge	Subsequent Service Order and Central Office Work Charge	
H.	Network Interface Device Charge	\$5.00	\$5.00
I.	Trouble Location Charge		
	During normal business hour	\$20.00	\$20.00
	After normal business hours	\$40.00	\$40.00

(D)

(D)

(T)

**Effective Date: July 20, 2021**

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 5  
2<sup>nd</sup> Revised Sheet 9  
Cancels 1<sup>st</sup> Revised Sheet 9**

**SERVICE CHARGES  
Frontier Communications of the South, LLC (FC of AL South - OCN 0306)**

5.4 RATES (Cont'd)

		<u>Residence</u>	<u>Business</u>
A.	Service Order Charge		
	1. Initial	\$22.00	\$26.00
	2. Subsequent	\$21.00	\$25.00
B.	Central Office Connection Charge	\$10.00	\$14.00
C.	Access Line Work Charge (per line)	\$34.00	\$34.00
D.	Returned Check Charge	\$20.00	\$20.00
E.	Installation Charge	See specific offering in this Services Catalog.	
F.	Reconnect Charge	\$34.00	\$40.00
G.	Number Change Charge	Secondary Service Order and Central Office Work Charge	
H.	Network Interface Device Charge	\$5.00	\$5.00
I.	Trouble Location Charge		
	During normal business hour	\$20.00	\$20.00
	After normal business hours	\$40.00	\$40.00

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**Effective Date: July 20, 2021**

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 6  
1<sup>st</sup> Revised Sheet 1  
Cancels Original Sheet 1

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### MISCELLANEOUS SERVICES

#### 6.1 TOUCH TONE CALLING SERVICE

##### A. General

1. Touch Tone Calling Service provides for the origination of telephone calls through the use of pushbuttons.
2. The service is available in all exchanges to business and residence subscribers connected to WATS (Wide Area Telephone Service) <sup>1</sup> lines which are interconnected to Bell System Service. (C)
3. Touch Tone Calling Service other than WATS <sup>1</sup> connection requires special central office equipment and will be provided only from central offices where facilities are available. (C)
4. There is no charge for Touch Tone.

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

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 6  
2<sup>nd</sup> Revised Sheet 2  
Cancels 1<sup>st</sup> Revised Sheet 2

### MISCELLANEOUS SERVICES

#### 6.2 CUSTOM CALLING SERVICES

##### A. Basic Feature Definitions

1. 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.
2. Call Forward Busy - This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number on a premise other than the provisioned premises.
3. Call Forward No Answer - This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer preselected interval, to another telephone number.
4. 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.
5. Call Waiting/ Cancel Call Waiting - Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternative conversation between parties.  
  
Cancel Call Waiting allows a Call Waiting subscriber to disable the Call Waiting feature of their telephone for the duration of a telephone call. The subscriber dials a code prior to placing a call to temporarily disable the Call Waiting feature.
6. 3 Way Calling - Permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Normal transmission performance quality cannot be guaranteed on all calls.  
  
The pay per use charge is activated irrespective of whether the call is completed or not.
7. Speed Call 8 \* - This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in an eight-number capacity.

\* This service is limited to customers at existing locations as of July 20, 2014.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 6  
2<sup>nd</sup> Revised Sheet 3  
Cancels 1<sup>st</sup> Revised Sheet 3

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### MISCELLANEOUS SERVICES

#### 6.2 CUSTOM CALLING SERVICES (Cont'd)

##### A. Basic Feature Definitions (Cont'd)

8. Speed Call 30 - This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in a thirty-number capacity. (T)  
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9. Call Transfer \* - This is an arrangement that enables a subscriber to receive or originate calls on their number and transfer that call to a second number. This is done by a switchhook of the receiver button and dialing the third party's number. The subscriber hangs up the phone leaving the two parties connected. Call transfer can only be used in connection with individual line service and both lines must be served out of the same central office.
10. Call Wake-Up \* - This is an arrangement by which a subscriber dials a 2-digit code that allows them to program a wake-up time by a 24 hour clock. The telephone will then ring back the subscriber at the preprogrammed time.
11. Shared Speed Calling \* - This arrangement allows two or more subscribers to "share" a speed calling list by notifying the Telephone Company which other telephone numbers will be involved in this arrangement.
12. Warm Line\* - This 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. Warm line is particularly useful for elderly, handicapped or young people.
13. Remote Access - Call Forward allows customer to activate and deactivate Call Forward from any access line, remotely, rather than only from the base station.
14. Automatic Off-Hook Dialing \* - This permits a customer to designate a pre-authorized telephone number, either the operator or any 7 digit number, which will be automatically connected when the customer goes off-hook with his telephone.
15. Visual Message Waiting Indication - This feature allows the customer to receive a signal on the message waiting indicator lamp of the station set. Subscribers that wish to utilize this service must subscribe to a voice-mail service and provide the customer premise equipment (Lamp) needed to support this feature.
16. Audible Message Waiting Indication - This feature allows the customer to receive an audible signal (Stutter Dial Tone) when they have a message. Subscribers that wish to utilize this service must subscribe to a voice-mail service.

\* This service is limited to customers at existing locations.

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Effective Date: November 15, 2015

SERVICES CATALOG

MISCELLANEOUS SERVICES

6.2 CUSTOM CALLING SERVICES (Cont'd)

B. Advanced Feature Definitions

1. \*69 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. If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*69. The user can press \*89 to deactivate this feature.

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

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

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

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

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

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## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 6  
1<sup>st</sup> Revised Sheet 5  
Cancels Original Sheet 5

### MISCELLANEOUS SERVICES

#### 6.2 CUSTOM CALLING SERVICES (Cont'd)

##### B. Advanced Feature Definitions

5. Selective Call Forward - Allows a customer to program up to 15 telephone numbers to be forwarded automatically to another telephone number. Incoming calls that are on the Selective Call Forward list will be forwarded to the predetermined telephone number. Selective Call Forward is accessed by dialing "\*63" or "1163" from a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement. Entries on the Selective Call Forward list, as well as the forward-to telephone number, can be changed at any time.
6. Selective Call Rejection - Allows a customer to reject call attempts from up to 15 telephone numbers. To use this service, the customer preprograms telephone numbers of calling parties they wish to reject. Any call attempts to the customer's telephone from these specified numbers will be prevented from being completed to that customer. The calling party will get a recording advising the caller that the called party is not receiving calls. The customer can also add an "unknown" caller to the Selective Call Rejection list by activating the feature immediately after receiving an unwanted call. Selective Call Rejection is activated by dialing "\*60" for "1160" from a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement.
7. Selective Call Acceptance - Allows a customer to select specific telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that the customer is not accepting calls. Selective Call Acceptance is accessed by dialing "\*64" or "1164" on a rotary telephone.
8. Call Trace - Allows a customer to automatically activate (\*57 or 1157 from a rotary phone) a trace record of the last incoming Call Trace feature. The customer automatically authorizes and requests the Company to release the results of any and all traces initiated by the customer directly to the customer's servicing law enforcement agency. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.

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

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SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 6  
2<sup>nd</sup> Revised Sheet 6  
Cancels 1<sup>st</sup> Revised Sheet 6

MISCELLANEOUS SERVICES

6.2 CUSTOM CALLING SERVICES (Cont'd)

B. Advanced Feature Definitions

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

10. Caller ID \* - Permits a customer to receive the calling name and telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, provided the calling party has not activated the per call restrict options and where technologically feasible.

Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their name and telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

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

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\* As of May 1, 1997, Caller Identification is grandfathered, only customers of record as of that date may have this service.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 6  
1<sup>st</sup> Revised Sheet 7  
Cancels Original Sheet 7

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### MISCELLANEOUS SERVICES

#### 6.2 CUSTOM CALLING SERVICES (Cont'd)

##### B. Advanced Feature Definitions

12. Multiple Simultaneous Call Forward - This feature provides a business customer with the capability to specify the number of calling paths that will be forwarded from one subscriber line to another telephone number. The feature is offered where facilities permit and at no time will this service take precedent over the requirement for these facilities to provide a customer with telephone service. Multiple Simultaneous Call Forward is restricted to voice use only. The feature is available only as an enhancement to one or more of the following features: Call Forwarding, Call Forwarding Busy and Call Forward No answer. Multiple Simultaneous Call Forward is limited to ten (10) call forwarding paths per telephone number. It can be used with any of the following services: B1, PBX, Centrex and ISDN BRI.
13. Call Waiting Deluxe – This feature allows a customer to control the treatment applied to incoming calls while the customer is off – hook on a call. It notifies the customer of an incoming call with the Call Waiting tone. The customer must subscribe to a Call ID feature and Call Forward Don't Answer feature to use this feature.
14. Toll Control with PIN - allows the subscriber with toll restriction to place toll calls by using a feature access code and a special 1-7 digit PIN (personal identification number) Incoming and local calls are not affected by this feature.

To place a toll call, the subscriber dials the Toll Control access code (\*13 Touch Tone/1113 rotary). If the subscriber invokes the Toll Control with PIN, but places a local call, the local call will be completed.

Toll Control with PIN subscribers have the ability to change their PIN by dialing a PIN change access code (\*12 Touch Tone/1112 rotary).

15. Telemarketing Control \* – This feature is used to inform callers that the subscriber with the Telemarketing Control feature does not want to receive telemarketing calls. When a calling party (where ANI is not available or is blocked for a calling party), attempts to terminate to a line with Telemarketing Control, the caller will receive a recorded announcement indicating that non-telemarketing callers must dial the digit “1” to complete the call. Once the “1” is dialed, the call is completed. If any other digit is entered other than “1” by the calling party, the calling party will receive a busy tone. Calls made to a Telemarketing Control subscriber by a calling party who also has Caller Identification (Caller ID) or Caller ID with Name will not be given the announcement, if the calling number can be displayed. This feature can be activated by dialing “\*78” (“1178” on rotary phones) and can be deactivated by dialing “\*79” (“1179” on rotary phones). Telemarketing Control is not available to customers who subscribe to the Do Not Disturb feature. (C)

\* This service is limited to customers at existing locations.

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**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 6  
10<sup>th</sup> Revised Sheet 8  
Cancels 9<sup>th</sup> Revised Sheet 8**

**MISCELLANEOUS SERVICES**

**6.2 CUSTOM CALLING SERVICES (Cont'd) (OCN 4464)**

**F. Rates**

The following rates and charges are in addition to all other applicable rates and charges for services furnished.

	Monthly Rates		Activation Rates	
	<u>Residential</u>	<u>Business</u>	<u>Residential</u>	<u>Business</u>
<b>1. <u>Basic Features</u></b>				
Basic Call Forward	\$9.00	\$8.50		
Call Forward Busy	\$9.00	\$8.50		
Call Forward No Answer	\$9.00	\$8.50		
Call Forward Busy/No Answer	\$9.00	\$8.50		
Call Waiting/Cancel Call Waiting	\$9.75	\$9.25		
3 Way Calling	\$9.75	\$9.25	\$3.50 <sup>1</sup>	\$3.00 <sup>1</sup>
Speed Call 8*	\$5.15	\$5.15		
Speed Call 30	\$5.15	\$5.15		
Call Transfer *	\$3.31	\$3.31		
Call Wake-Up *	\$3.00	\$3.00		
Shared Speed Calling *	\$3.00	\$3.00		
Warm Line *	\$3.00	\$3.00		
Remote Access-Call Forward	\$7.00	\$5.15		
Automatic Off-Hook Dialing *	\$3.00	\$3.00		
Visual Message Waiting Indication	\$0.50	\$0.50		
Audible Message Waiting Indication	\$0.50	\$0.50		
<b>2. <u>Advanced Features</u></b>				
*69 Call Return	\$6.20	\$6.99	\$3.50 <sup>1</sup>	\$3.00 <sup>1</sup>
*66 Busy Number Redial	\$6.00	\$6.99	\$3.50 <sup>1</sup>	\$3.00 <sup>1</sup>
Priority Call	\$5.25	\$5.25		
Distinctive Ring	\$5.25	\$5.15		
Selective Call Forward	\$5.41	\$5.25		
Selective Call Rejection	\$5.25	\$5.25		
Selective Call Acceptance	\$5.41	\$5.25		
Call Trace			\$7.50 <sup>2</sup>	\$8.25 <sup>2</sup>
Caller ID with Name	\$13.25	\$24.00 (I)		
Caller ID *	\$7.30	N/A		
Anonymous Call Block/Rejection	\$6.00	\$5.50		
Multiple Simultaneous Call Forward	N/A	\$11.00		
Call Waiting Deluxe	\$4.41	\$4.41		
Toll Control with PIN	\$3.00	\$3.00		
Telemarketing Control *	\$3.41	\$3.41		

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

<sup>2</sup> The maximum monthly pay per use charge is \$32.50 for residential and business customers, regardless of the number of times the service is activated within a month.

\* This service is grandfathered and limited to customers at existing locations.

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 6  
4<sup>th</sup> Revised Sheet 9  
Cancels 3<sup>rd</sup> Revised Sheet 9**

**MISCELLANEOUS SERVICES**

6.2 CUSTOM CALLING SERVICES (Cont'd) (OCN 0301)

F. Rates

The following rates and charges are in addition to all other applicable rates and charges for services furnished.

	Monthly Rates		Activation Rates	
	<u>Residential</u>	<u>Business</u>	<u>Residential</u>	<u>Business</u>
<b>1. <u>Basic Features</u></b>				
Basic Call Forward	\$8.50	\$8.50		
Call Forward Busy	\$8.50	\$8.50		
Call Forward No Answer	\$8.50	\$8.50		
Call Forward Busy/No Answer	\$8.50	\$8.50		
Call Waiting/Cancel Call Waiting	\$9.25	\$9.25		
3 Way Calling	\$9.25	\$9.25	\$3.00 <sup>1</sup>	\$3.00 <sup>1</sup>
Speed Call 30	\$5.15	\$5.15		
Call Waiting ID *	\$4.41	\$4.41		
<b>2. <u>Advanced Features</u></b>				
*69 Call Return	\$6.20	\$6.99	\$3.00 <sup>1</sup>	\$3.00 <sup>1</sup>
*66 Busy Number Redial	\$6.00	\$6.99	\$3.00 <sup>1</sup>	\$3.00 <sup>1</sup>
Priority Call	\$5.25	\$5.25		
Distinctive Ring	\$5.15	\$5.15		
Selective Call Forward	\$5.41	\$5.25		
Selective Call Rejection	\$5.25	\$5.25		
Selective Call Acceptance	\$5.41	\$5.25		
Call Trace			\$7.50 <sup>2</sup>	\$8.25 <sup>2</sup>
Caller ID with Name	\$12.75	\$24.00 (I)		
Selective Call Rejection	\$5.50	\$5.50		
Multiple Simultaneous Call Forward	N/A	\$11.00		

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

<sup>2</sup> The maximum monthly pay per use charge is \$32.50 for residential and business customers, regardless of the number of times the service is activated within a month.

\* This service is grandfathered and limited to customers at existing locations.

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 6  
3<sup>rd</sup> Revised Sheet 10  
Cancels 2<sup>nd</sup> Revised Sheet 10**

**MISCELLANEOUS SERVICES**

6.2 CUSTOM CALLING SERVICES (Cont'd) (OCN 0306)

F. Rates

The following rates and charges are in addition to all other applicable rates and charges for services furnished.

	Monthly Rates		Activation Rates	
	<u>Residential</u>	<u>Business</u>	<u>Residential</u>	<u>Business</u>
<b>1. <u>Basic Features</u></b>				
Call Waiting/Cancel Call Waiting	\$9.25	\$9.25		
3 Way Calling	\$9.25	\$9.25	\$3.00 <sup>1</sup>	\$3.00 <sup>1</sup>
Call Forwarding	\$8.50	\$8.50		
Call Forward Busy/No Answer	\$8.50	\$8.50		
Call Forward Busy	\$8.50	\$8.50		
Call Forward No Answer	\$8.50	\$8.50		
Speed Call 8 *	\$5.15	\$5.15		
Speed Call 30	\$5.15	\$5.15		
Call Transfer*	\$3.15	\$3.31		
Automatic Off-Hook Dialing *	\$3.00	\$3.00		
Call Wake-Up *	\$3.15	\$3.15		
Shared Speed Calling*	\$3.00	\$3.00		
Warm Line *	\$3.00	\$3.00		
Remote Access-Call Forward Var.	\$6.50	\$5.15		
Visual Message Waiting Indication	\$.50	\$.50		
Audible Message Waiting Indication	\$.50	\$.50		
Multiple Simultaneous Call Forward	N/A	\$11.00		
<b>2. <u>Advanced Features</u></b>				
Selective Call Rejection	\$5.25	\$5.25		
Priority Call	\$5.25	\$5.25		
Caller ID *	\$7.30	N/A		
Caller ID	\$12.75	\$24.00 (I)		
*69 Call Return	\$6.20	\$6.99	\$3.00 <sup>1</sup>	\$3.00 <sup>1</sup>
*66 Busy Number Redial	\$6.00	\$6.99	\$3.00 <sup>1</sup>	\$3.00 <sup>1</sup>
Selective Call Forward	\$5.41	\$5.25		
Distinctive Ring	\$5.15	\$5.15		
Call Trace			\$7.50 <sup>2</sup>	\$8.25 <sup>2</sup>
Selective Call Acceptance	\$5.41	\$5.25		
Selective Call Rejection	\$5.50	\$5.50		
Call Waiting Deluxe	\$3.68	\$3.68		
Toll Control with PIN	\$3.00	\$3.00		
Telemarketing Control *	\$3.41	\$3.41		

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

<sup>2</sup> The maximum monthly pay per use charge is \$32.50 for residential and business customers, regardless of the number of times the service is activated within a month.

\* This service is grandfathered and limited to customers at existing locations.

**Effective Date: April 1, 2025**

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 6  
3<sup>rd</sup> Revised Sheet 11  
Cancels 2<sup>nd</sup> Revised Sheet 11

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### MISCELLANEOUS SERVICES

#### 6.2 CUSTOM CALLING SERVICES (Cont'd) (OCN 0306)

##### F. Rates

The following rates and charges are in addition to all other applicable rates and charges for services furnished.

3. <u>Non-Recurring Charges</u>	<u>Residence</u>	<u>Business</u>
1. Service Order Work Charge	\$9.00	\$9.00
2. Central Office Work Charge	\$4.00	\$4.00

#### 4. Permanent Telephone Employee

Permanent Telephone Employees can obtain Basic Features at no charge.

Permanent Telephone Employees can obtain any/all Advanced Features at no charge.

#### 5. Flexible Pricing

Rates and regulations for Flexible Pricing are contained in Section 15. Actual rates are specified in Attachment to Section 15.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 6  
Original Sheet 12

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### MISCELLANEOUS SERVICES

#### 6.2 CUSTOM CALLING SERVICES (Cont'd)

##### G. Demonstration Period

##### 1. General

- a. The Demonstration Period gives the Company the option of waiving recurring charges, nonrecurring charges, or both, in order to promote the sale of Custom Calling Services.

##### 2. Regulations

- a. The Company reserves the right to waive any or all of the recurring charges, nonrecurring charges, or both, associated with Basic, Advanced and Usage Sensitive features.
- b. Individual promotional periods will be for a minimum of 30 days and not exceed 90 days.
- c. Within a promotional period, individual line subscribers may be offered the use of the features through a free trial program of up to 60 days. The purpose of this offering is to acquaint subscribers with the benefits of these features. If, at the conclusion of the free trial program, the subscriber elects to retain any or all of the features, rates specified in Section 30 will apply from the date the service was permanently established. Features which the subscriber does not elect to retain will be discontinued and no charge will apply. Installation or service charges for this initial installation may not apply. A customer can take advantage of this offer only once within the same serving central office.
- d. Appropriate notification of waived charges will be made to eligible customers.

SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 6  
Original Sheet 13

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MISCELLANEOUS SERVICES

6.2 CUSTOM CALLING SERVICES (Cont'd)

H. FEATURE PACKAGES

	Monthly Rate	
	<u>Residence</u>	<u>Business</u>
<u>Total Package:</u> *	\$14.95	\$17.95
	(Total)	(Total)
Caller ID with Name		
Selective Call Rejection		
Call Forward		
Call Waiting Deluxe		
Voice Mail		
*66 Busy Number Redial		
Visual Message Waiting Indication		
Speed Dial 8		
3 Way Calling		
Maestro 1500 CW Rental		

	Monthly Rate	
	<u>Residence</u>	<u>Business</u>
<u>Super Package:</u> **	\$9.95	\$12.95
	(SUPER)	(SUPER)
Caller ID with Name		
Selective Call Rejection		
Voice Mail		
Visual Message Waiting Indication		
Choice of 2 Custom Calling Features		
Maestro 1500 CW Rental		

\* The TOTAL package is grandfathered for residence customers as of 4/13/98. The TOTAL package is still available to business customers.

\*\* The SUPER package is grandfathered as of 7/15/98 for residence and business customers.

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 6  
2<sup>nd</sup> Revised Sheet 14  
Cancels 1<sup>st</sup> Revised Sheet 14**

**MISCELLANEOUS SERVICES**

6.2 CUSTOM CALLING SERVICES (Cont'd)

H. FEATURE PACKAGES (Cont'd)

Residence Only

Frontier Freedom Pack: \* \$15.50

- Caller ID with Name
- Message Wait Indication
- \*69 Call Return
- Call Forward
- Call Waiting Deluxe
- Speed Dial 8
- \*66 Busy Number Redial
- 3 Way Calling

Monthly Rate  
Residence Only

Frontier Savers Pack: \* \$9.95

- Caller ID with Name
- Choice of 2 of the following features:
- Call Waiting
- Call Forwarding
- Speed Dial 8
- 3 Way Calling
- \*69 Call Return
- \*66 Busy Number Redial

<b>Packaged Features* (OCN 0301)</b>	<u>Residence</u>	<u>Business</u>	(N)
Package-Call Wait/Call Forward/ 3 Way Calling with Speed Call 8 *	\$6.50	\$6.50	
Package-Call Wait/Call Forward/ 3 Way Calling with Speed Call 30 *	\$6.50	\$6.50	

\* This service is limited to customers at existing locations.

SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 6  
1st Revised Sheet 15  
Cancels Original Sheet 15

MISCELLANEOUS SERVICES

6.2 CUSTOM CALLING SERVICES (Cont'd)

H. FEATURE PACKAGES (Cont'd)

Monthly Rate  
Residence & Business

Frontier Choices Package: \* \$17.95 (T)

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

- |                                     |                            |
|-------------------------------------|----------------------------|
| Call Wait/Cancel Call Wait          | *69 Call Return            |
| Call Waiting Deluxe                 | *66 Busy Number Redial     |
| Call Forwarding                     | Priority Call              |
| Call Forward Busy/No Answer         | Selective Call Forward     |
| Remote Access Call Forward Variable | Selective Call Acceptance  |
| Speed Call 8                        | Selective Call Rejection   |
| Speed Call 30                       | Message Waiting Indication |
| Caller ID Name                      | Telemarketing Control      |
| Selective Call Rejection            |                            |

Monthly Rate  
Business

Frontier Feature5 Package: \* \$11.95 (T)

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 with Name  
 Call Forwarding  
 Choice of 3 Custom Calling features from the following:  
 Call Wait/Cancel Call Wait  
 Speed Call 8  
 \*69 Call Return  
 \*66 Busy Number Redial  
 3 Way Calling  
 Trunk Hunting  
 Call Transfer

\* This service is limited to customers at existing locations. (N)

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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Original Sheet 16

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### MISCELLANEOUS SERVICES

#### 6.3 TELEPHONE NUMBERS IN ROTARY (TRUNK HUNTING)

##### A. General

1. Trunk Hunting Numbers are telephone numbers which may be utilized by subscribers having more than one central office line. These numbers function in such a manner that when the first of such numbers is dialed, that number will be rung if it is not busy. If it is busy, the second number will be rung if it is not busy, etc.
2. Trunk Hunting Numbers may be utilized where more than one central office line is used by:
  - a. Business or residence, 1 party line subscribers
  - b. Key System subscribers
  - c. PBX subscribers
3. All charges, including both local and long distance, are charged to the first number in the series, unless other arrangements are made.
4. Only the first number is ordinarily listed in the telephone directory. See also 18.

##### B. Rates

1. To subscribers with B-1 or R-1 service only:

Each trunk hunting line used will be in addition to the charges in 1. Above.

\$2.25 per month
2. To subscribers with Key System or PBX service, the use of Trunk Hunting Numbers is optional with the subscriber, and no additional charge applies to the use of such numbers.

SERVICES CATALOG

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MISCELLANEOUS SERVICES

6.4 TOLL RESTRICTIONS

A. General

1. Toll Restriction is a service which enables customers to restrict certain types of outgoing calls from being placed over their exchange lines/trunks. It is available to basic exchange customers with Individual Residence Lines or Business Service, PBX Trunks, or Coin Telephone Lines.
2. Toll Restriction is furnished only from central office equipped to provide this service and where facilities permit.
3. Subscribing to Toll restriction does not relieve customers of responsibility for calls charged to their numbers.
4. It is the responsibility of the customer who subscribes to a Toll Restriction service that restricts operator access, to notify all users of their service that an operator cannot be reached.
5. The Company shall not be liable to any person for damages of any nature or kind arising out of, or resulting from, or in connection with the provision of this service, including without limitation, the inability of station users to access the operator for any purpose, or any other restricted codes.
6. Toll Restriction does not provide restriction of non-chargeable calls to Company numbers, such as Repair Service, Public Service Emergency numbers (911), or 1+ 800 calling.
7. Codes that can be screened are 1+, 0-, 0+, 00-, (1+/0+) 411, 976, NPA 900, IDDD 01+, IDDD 011+.

B. Rates

1. The following rates are in addition to all other applicable charges.

Monthly Rate

\$3.00

2. 900/976 Blocking No charge for either  
(Initial & Subsequent Order)                      recurring or non-recurring

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 6  
Original Sheet 18

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### MISCELLANEOUS SERVICES

#### 6.4 CUSTOMIZED/SAME NUMBER SERVICE

##### A. General

1. 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.
2. The Company reserves and retains the right:
  - a. 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. If this should occur, the Customized/Same Number Service Charge will not be refunded to the subscriber.
  - b. 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.
  - c. 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 this Services Catalog.

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FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 6  
Original Sheet 19

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### MISCELLANEOUS SERVICES

#### 6.4 CUSTOMIZED/SAME NUMBER SERVICE (Cont'd)

##### B. Application of Charges

1. The Customized Number Service Charge applies whenever someone:
  - a. 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.
  - b. Requests a number change from their present number to a customized telephone number.
2. The Same Number Service Charge applies whenever someone:

Requests assignment of the same telephone number that had been previously assigned to the subscriber prior to termination.
3. The Same Number Service Charge does not apply whenever a subscriber:
  - a. Requests assignment of the same telephone number that had been previously assigned to the subscriber within three months of termination.
  - b. Requests assignment of the same telephone number that had been previously assigned to the subscriber after 12 months of termination. In such requests, the Customized Number Charge will apply.
4. 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 Customized/Same Number Service.

SERVICES CATALOG

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MISCELLANEOUS SERVICES

6.4 CUSTOMIZED/SAME NUMBER SERVICE (Cont'd)

C. Rates and Charges

1. The following charge applies for Customized Number Service in addition to the appropriate Service Charges described in Section 6 of this Services Catalog and to all other rates and charges applicable to the associated telephone service.

	Nonrecurring Charge	
	<u>Residence</u>	<u>Business</u>
Each customized telephone number requested and placed in service.	\$31.80	\$57.25

2. The following charge applies for Same Number Service requested and placed into service in addition to the appropriate Service Charges described in Section 5 of this Services Catalog and to all other rates and charges applicable to the associated telephone service.

	Nonrecurring Charge	
	<u>Residence</u>	<u>Business</u>
Each same telephone number requested and placed into service (between 4 and 12 months after termination).	\$25.45	\$57.25

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 6  
2<sup>nd</sup> Revised Sheet 21  
Cancels 1<sup>st</sup> Revised Sheet 21**

**MISCELLANEOUS SERVICES**

**6.6 REMOTE CALL FORWARD (RCF)**

**A. General**

Remote Call Forward (RCF) Service provides automatic forwarding of all incoming calls placed to an RCF seven-digit number in one exchange to a terminating telephone number in another exchange.

**B. Regulations**

1. Remote Call Forward is available only in exchanges served by suitably equipped central offices to the extent that existing facilities are available.
2. Remote Call Forward is not offered where the terminating telephone service is Coin Telephone Service.
3. The Telephone Company will not provide identification of the originating telephone number to the Remote Call Forward customer.
4. No assurance can be given that transmission will be fully satisfactory during operation of RCF.
5. Remote Call Forward is furnished upon condition that the customer contract for adequate RCF or terminating facilities to permit the use of the service without impairment, disruption or deterioration of the quality of other telephone service. If, in the opinion of the Telephone Company, additional RCF service or terminating facilities are needed, the customer will be required to subscribe to additional service or facilities. Should the customer refuse to subscribe to adequate RCF or terminating facilities, the RCF service is subject to termination.

**C. Rates**

1. The following rates and charges are in addition to the rates and charges for the terminating service and the equipment and the appropriate 5. charges.

Monthly Rates

Remote Call Forward- Residential	\$25.00
Remote Call Forward- Business	\$36.00

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2. Message Charges - Between the Remote Call Forward number and the terminating telephone number: The Remote Call Forward customer is charged the established direct dialed station-to-station message toll rate. In addition, these charges apply to person-to-person and collect calls made to the RCF number even though such calls might not be accepted at the answering location. This provision is necessary because such calls cannot be distinguished from paid toll calls or from local calls by the RCF equipment.

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1<sup>st</sup> Revised Sheet 22  
Cancels Original Sheet 22

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### MISCELLANEOUS SERVICES

#### 6.7 OFF PREMISES STATION SERVICE

##### A. General

An auxiliary station is an additional station connected on the same circuit as the main station and having the same number as the telephone station.

##### B. Conditions

Extension telephone located on premises other than that which the connecting terminal is located is required to obtain primary service at the secondary location in order to meet the service requirements for public health and safety, or other exceptional cases. Such installments without primary service will not be permitted. Off-premises extension access locations are furnished subject to the following conditions:

1. May be located on the premise of another customer provided the other customer has his own separate service at the same location. Extension service provides the capability of originating or receiving calls from equipped locations in addition to the location of the main station.
2. Business off-premise extensions may be provided at a residence location of the same customer where residence main station service is also provided.
3. Residence off-premise extensions may be provided at the business location of the same customer where business main station service is also provided.
4. The provisions of circuits required to connect main and extension service is subject to additional regulations and charges shown in Extension Line Mileage following.
5. The number of extension instruments, which may be permitted with any main station, is limited to such number as, in the judgment of the Company, will not interfere with the efficient operation of the service.

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

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Original Sheet 23**

**MISCELLANEOUS SERVICES**

**6.7 OFF PREMISES STATION SERVICE (Cont'd)**

**C. Rates**

1. A monthly off-premise station mileage charge per 1/4 mile, or fraction thereof, will be made for each 2-wire circuit required to establish the connection between the connecting terminal and the off-premises extension. Mileage is to be measured from the Central Office to each customer location (primary and secondary) in 1/4 mile increments.

<u>Description</u>	<u>Rate</u>	
1/4 Mile	\$2.00	(OCN 4464)
1st Mile	\$4.50	(OCN 0301)
Each additional 1/4 Mile	\$2.00	(OCN 0301)
1st Mile	\$6.55	(OCN 0306)
Each additional 1/4 Mile	\$2.00	(OCN 0306)

2. The subscriber will pay the cost of any additional construction required.
3. When the only connecting facility required to be constructed is a regular drop (not exceeding 100 feet) and station wiring, regular service charges (5.) will be applied. Any additional construction required will be charged for on a labor and materials basis, in addition to the regular service charges.

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### MISCELLANEOUS SERVICES

#### 6.8 DIRECT-INWARD DIALING (DID) SERVICE

##### A. General

1. DID service permits calls incoming to a PBX or other CPE from the network to reach a specific station line number without assistance of an attendant. DID service is provided subject to the availability of facilities and may be furnished from the central office which regularly serves the area in which the customer is located or from a foreign central office equipped to provide DID service subject to the appropriate intra/interexchange rates.
2. Rates are in addition to the rates shown elsewhere in this Services Catalog for the services and equipment with which this offering is associated.
3. The service includes central office switching necessary for in-dialing from the network directly to station lines associated with customer premises switching equipment.
4. The service must be provided on all trunks in a group arranged for inward service. Each trunk group shall be considered a separate service. Grouping Service will not be provided between separate trunk groups.
5. Facilities and operational characteristics of interface signals between the Company provided connecting arrangements and the customer provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.
6. One primary directory listing will be furnished without charge for each separate trunk group. Additional listings can be obtained as specified in 18. of this Services Catalog.
7. The customer shall be responsible for providing interception of calls to vacant and non-working assigned DID numbers by means of attendant intercept or recorded announcement service.
8. DID numbers are provided in blocks consisting of a minimum of 20 consecutive numbers which may be assigned to station lines or reserved for future use at rates specified herein. The Company does not guarantee to provide a number block consecutive to any other number block. The Company will be responsible for intercept and administration of reserved numbers.

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

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1<sup>st</sup> Revised Sheet 25  
Cancels Original Sheet 25**

**MISCELLANEOUS SERVICES**

6.8 DIRECT-INWARD DIALING (DID) SERVICE, (Cont'd)    **OCN 0306 and OCN 4464**

B. Rates

1. Direct-Inward Dialing (DID) Charges

Group of 20 Working or Reserved DID Numbers

	<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>
a. Group of 20 Working numbers, each \$480.00	\$ 3.00	
b. Group of 20 Reserved numbers, each \$480.00	\$ 3.00	
2. DID Trunk Termination in Central Office		
a. Each \$ 50.00 \$24.00		

Note 1: The non-recurring Charge applies to the first group of DID numbers assigned to station lines per occasion. These rates and charges are applicable in addition to the rates and charges for the provision of PBX trunks and the associated equipment and services.

<b>OCN 0301</b>	<u>Basic instillation Charge</u>	<u>Monthly Rate</u>	<u>Termination Charge</u>
Direct-In-Dialing Service For:	\$475.00	\$317.25	\$7,600.00
First 100 DID Numbers	\$110.00	\$74.25	\$1,800.00
Each additional 100 DID Numbers			

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**Effective Date: January 1, 2018**

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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1<sup>st</sup> Revised Sheet 26  
Cancels Original Sheet 26

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### MISCELLANEOUS SERVICES

6.9 SEASONAL AND VACATION SERVICE<sup>1</sup> – Grandfathered as of May 8, 2020

(C)

A. General

Subscriber line service may be temporarily suspended at the subscriber's request for a period of not less than one full billing month or more than nine months.

B. Conditions

Seasonal and Vacation Service will be furnished will be furnished at the Company's discretion under the following conditions:

1. The reduction does not apply to the equipment located on the subscriber's premises.
2. The reduced rate applies only to basic local exchange service. All other services such as mileage and any other supplemental services will be billed at the full rate during suspended period.
3. In connection with seasonal suspension of service, neither exchange nor toll service is furnished during the period of suspension. However, at the subscriber's option, their incoming calls may be directed to an alternate working telephone, with the same exchange digits as the subscriber's telephone number, and providing the alternate subscriber agrees to the arrangement in writing.
4. The seasonal suspension rate will be applied as of the billing period next succeeding the date of the order for suspension, and the full rate for the service will be applied as of the billing date next preceding the order for removal of the seasonal suspension.
5. Emergency oriented government funded organizations (such as for example, civil defense operating center offices) are not limited to the nine month maximum set forth above.

C. Rates

1. The charge for basic local service during the period of suspension is 50% of the rate regularly charged.
2. Regular service charges, as shown in 5, apply to the restoration of service order but not to seasonal suspension of service order.

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

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SERVICES CATALOG

MISCELLANEOUS SERVICES

6.9.1 VACATION GET AWAY SERVICE

A. General

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

B. Conditions

- 1. Vacation Get Away Service applies to customers of Residential Exchange Access Service as well as vertical features, bundles and other basic services. Vacation Get Away Service is not available for Lifeline customers.
- 2. No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls.
- 3. Vacation Get Away Service will not be made available for periods of less than two (2) months.
- 4. Vacation Get Away Service is available to a customer for a maximum period of nine (9) consecutive months. The customer's number must be working for at least 90 days in a calendar year.
- 5. During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.
- 6. The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months. A service order confirmation will be sent to the customer at the time of restoral.

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- 8. Vacation Get Away Service will be available where technically feasible.
- 9. Charges for Vacation Get Away Service will be a monthly recurring fee.

(C)

C. Rates

	<u>Recurring Charge</u>	
Vacation Get Away Service	\$5.00	(I)

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### MISCELLANEOUS SERVICES

#### 6.10 SPECIAL BILLING NUMBER SERVICE

##### A. General

Charge accounts are non-existent telephone numbers used to provide customers who desire this service a special billing account with the Telephone Company.

##### B. Conditions

1. The account may resemble a regular exchange telephone number, for example 368-0001 (an Atmore number except that the zero thousand group of numbers in Atmore are non-working numbers); or the account number may be a number which does not resemble a regular number, for example 999-0002 (a number usable for this purpose which would not be recognized by any operator as a regular telephone number).
2. The Telephone Company reserves the right to furnish this service only when a well-defined need exists, and when the customer can evidence a good credit rating.

##### C. Rates

The monthly charge for maintaining this service is \$2.50 which is a flat, minimum monthly charge in addition to whatever other charges may be made to the account.

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### MISCELLANEOUS SERVICES

#### 6.11 JOINT USE OF SERVICE

##### A. General

A joint user may be defined as a person, firm, or corporation, whose use of the subscriber's service is not contemplated under the terms of the subscriber's contract, but who, subject to the consent of the subscriber, and to the rules and regulations specified in this Services Catalog, is privileged to use the subscriber's service.

##### B. Conditions

1. Contracts for joint user service must be arranged by a subscriber to the main contract for service who is responsible for the payment of all charges incurred thereunder.
2. Charges for joint user service date from the day information records are posted, and they are payable in the same manner as are charges for the main service. Information records are posted promptly after completing the order.
3. Charges for joint user service are automatically discontinued after terminating the main contract for service. Charges for joint user service may be discontinued upon request of the subscriber in case the joint user becomes a subscriber of exchange service, similar in classification, i.e. business or residence, as that under which joint user service is furnished, or in case of a death of the joint user, or in case the joint user moves from the premises at which the exchange service listed is furnished.
4. Joint exchange service is furnished for the exclusive use of the subscriber, their representatives, employees, and members of the subscriber's family, including those by marriage and other persons residing in the subscriber's house, who are recognized as a part of the subscriber's domestic establishment.
5. Each joint user is allowed one listing in the alphabetical section of the directory without charge.

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MISCELLANEOUS SERVICES

6.11 JOINT USE OF SERVICE (Cont'd)

C. Rates

**(OCN 4464)**

The monthly charges for joint user service for business or resident service is 1/2 the subscriber access line rate shown in 1. of this Services Catalog.

Telephones used in conjunction with joint user service are charged as set forth in 12.

**(OCN 0301)**

The monthly charges for joint user service is One-half the business Individual line rate applicable in the respective exchange. Installation or move applicable service connection charges apply.

**(OCN 4464)**

1. Joint Use of Service, each access line -50% of applicable business rates
2. Permanent guest or tenant maintaining a residence in the hotel-10% of first trunk rate
3. PBX Service - Bus/Hotel- 50% of first trunk rate
4. Semipublic- 50% of first flat rate

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6.12 OUTSIDE PREMISES STATION SERVICE

A. General

An Outside Premise station is an additional station connected on the same circuit as the main station and having the same number as the telephone station.

B. Condition

When special requirements demand that extension telephones be located in separate buildings on the same premises, the cost of providing the connecting facilities will be paid by the subscriber. Where possible, the same type facilities will be used as that serving the subscriber's principal location.

C. Rates

1. When only the connecting facility required to be constructed is a regular drop (not exceeding 100 feet) and station wiring, regular service charges (5.) will be applied. Any additional construction required will be charged for on a labor and materials basis, in addition to the regular service charge.
2. A monthly charge for an outside station mileage of \$1.00 per 1/10 mile, or fraction thereof, air-line measurement, will be made for each 2-wire circuit required to establish the connection.

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### MISCELLANEOUS SERVICES

#### 6.13 ABBREVIATED DIALING – N11 SERVICE

##### A. General

1. 211 service is a three-digit dialing arrangement available in specified areas with Frontier Communications of the South, LLC for delivery of general information via voice grade facilities. Pursuant to the FCC order 00-56, the 211 code is assigned to community information and referral service. In addition, the subscriber must comply with any orders adopted by the FCC.
2. The LCA of 211 Service Subscriber will be the basic LCA as defined in Section A2 of this Services Catalog as facilities permit.
3. Only one 211 number will be assigned to a 211 subscriber or their affiliates, per Local Calling Area. If Local Calling Areas are merged, and a 211 number exists in both areas, the 211 subscriber who established 211 first in time, will be entitled to retain the 211 number in the merged local calling area.
4. An “affiliate” of a 211 subscriber is an entity that directly or indirectly through one or more intermediaries’ controls, is controlled by or is under common control with the 211 subscriber. There term “control” (including the terms “controlling”, “controlled by” and “under common control with”) means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through ownership of voting securities, by contract or otherwise.
5. 211 Service is provided in the Telephone Company’s territory only. To provide access to a 211 number to end users in any other Telephone Company territory within the LCA, the 211 subscriber must make appropriate arrangements with the Telephone Company serving that territory.
6. This service is furnished subject to the availability of 211 numbers.
7. Calls to a disconnected 211 number will be routed to intercept of the announcement facilities for a maximum of 60 days, from the date of disconnection. The announcement provided may refer the caller to another telephone number.
8. Directory listings may be provided for 211 Service at the rates and regulations specified in Section 15 of this Services Catalog. The phrase “Charges Will Apply”, if applicable, will be included in the 211 Service listing at no additional charge.

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### MISCELLANEOUS SERVICES

#### 6.13 ABBREVIATED DIALING – N11 SERVICE (Cont'd)

##### A. General

9. 211 Service is not available from the following classes of service:
  - (a.) Hotel/Motel/Hospital Service
  - (b.) 1+, 0+, 0- (credit card, third party billing, collect calls)
  - (c.) Inmate Service
  - (d.) 101xxxx
  - (e.) Cellular-Type 2A
10. 211 Service is not available to the following classes of service:
  - (a.) Operator assisted calls to a 211 subscriber will not be completed.
11. 211 Service will not provide calling number information in real time to the 211 subscriber. If the 211 subscriber needs this type of information, the 211 subscriber must subscribe to a compatible Calling Number Identification Service, as available.
12. The 211 subscriber is prohibited from selling or transferring their 211 number to any entity either directly or indirectly.
13. If a 211 subscriber becomes an affiliate of or is acquired by another 211 subscriber through merger, acquisition or otherwise, then the affiliated subscribers must surrender all but one 211 number within 90 days of the merger or acquisition.
14. 211 Service will be provided within a maximum of 30 days after the customer's request for service has been processed in order to allow the Telephone Company sufficient time for provisioning.
15. The 211 subscriber must comply with any or all rules pertaining to 211 service, adopted by the FCC in Rule Making Proceeding (CC Docket 92-105).
16. 211 can be delivered via regular exchange access lines by individual business lines, PBX, trunks, etc.
17. Limitations and use of this service as stated in other Sections of this Services Catalog apply.

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Effective Date: August 1, 2011

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### MISCELLANEOUS SERVICES

#### 6.13 ABBREVIATED DIALING – N11 SERVICE (Cont'd)

##### B. Conditions and Requirements

1. The 211 subscriber has 90 days from the date of number assignment to establish service or decide to discontinue service. The Non-Recurring Charge will not be refunded to the subscriber if the service has already been provisioned.
2. Use of 211 Service is subject to possible recall by the NANP (North American Numbering Plan) Administrator for national use. The 211 subscriber must prior to the provisioning of service, sign a written acknowledgment of this condition and an agreement to return the 211 code within six months of receiving a written notice of such a recall from the Telephone Company and abide by any subsequent rules as identified by the FCC in CC Docket 92-105, regarding the use and return of 211 codes.

If the recall is effected by the NANP administrator, the Telephone Company will work with the 211 subscriber affected to transfer their service arrangements if technically and economically feasible, to another abbreviated dialing arrangement and if not feasible, to a seven-digit dialing arrangement within the six month notice period. The 211 subscriber will be required to migrate to any standard access arrangement available for information services subsequently agreed to by the industry and approved by the FCC. The 211 subscriber will be charged the appropriate Services Catalog rates for the newly established service arrangements.

3. The 211 Service is provided where facilities permit. Only one seven- (7) or ten- (10) digit toll free number may be used as the lead number per basic local calling area. All central offices within a basic local calling area must point to the same 7- or 10-digit local number or one 10-digit toll free number.
4. The 211 subscriber should work with cellular companies to ascertain whether the Type 1 cellular customers will be able to reach 211.
5. The 211 subscriber should work separately with CLECs to ascertain that its end users will be able to reach community information and referral services provided by 211.

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### MISCELLANEOUS SERVICES

#### 6.13 ABBREVIATED DIALING – N11 SERVICE (Cont'd)

##### B. Conditions and Requirements (Cont'd)

6. 211 Service will be provided under the following conditions:

- (a.) For network sizing and protection, each 211 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to a 211 number.
- (b.) The 211 subscriber is responsible for obtaining all necessary permits and licenses and all other rights from all persons whose work, statements or performance are used in connection with the service.
- (c.) The 211 subscriber is liable for and shall indemnify and protect the Telephone Company against all suits, actions, claims, demands and judgments and of all costs, expenses and counsel fees incurred on account thereof resulting directly or indirectly from the service in connection therewith.
- (d.) The Telephone Company has full authorization to discontinue 211 service to a subscriber if they fail to comply with regulation and conditions set forth herein, upon five days' notice to the subscriber.
- (e.) The 211 subscriber shall subscribe to adequate exchange facilities to transport the calls to the 211 subscriber's premises.
- (f.) The 211 subscriber shall respond promptly to any and all complaints made to the Telephone Company or by a Regulatory Authority concerning the subscriber's 211 Service or type of service.
- (g.) A written notice will be sent to any 211 subscriber when their service interferes (unreasonably) with or impairs other services rendered to the Public by the Telephone Company or by other subscribers of 211 Service. If after notification, the subscriber makes no modification in the method of operation or service arrangements that are deemed service protective by the Telephone Company or if the subscriber is unwilling to accept the modifications or if the subscriber continues to cause service impairment, the Telephone Company reserves the right at any time, without further notice to institute protective measures up to and including termination of service. In an emergency, as defined by the Telephone Company, the Telephone Company reserves the right at any time without notice, to institute protective measures up to and including termination of service.

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### MISCELLANEOUS SERVICES

#### 6.13 ABBREVIATED DIALING – N11 SERVICE (Cont'd)

##### B. Conditions and Requirements (Cont'd)

7. If a pre-recorded announcement is provided by the 211 subscriber, the following conditions apply:
  - (a.) The 211 subscriber will provide announcements and the Telephone Company will deliver the call.
  - (b.) 211 subscriber sponsorship of any particular announcement of recorded program service shall not preclude another 211 subscriber from sponsoring the same or similar announcement or recorded program service.
  - (c.) The provision of access to the 211 Network by the Telephone Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the Local Exchange Network.
  - (d.) The 211 subscriber assumes full financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to the recording, advertising and promotional expenses and the facilities required to connect the announcement equipment located on the subscriber's premises.
8. The Telephone Company may take all legal and practical steps to disassociate itself from 211 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that generates unacceptable levels of complaints by end users.
9. In no event shall the Telephone Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Telephone Company, or its employees, or agents in connection with this Services Catalog. The Telephone Company shall neither be responsible for calls that cannot be completed as a result of repair or maintenance, nor on equipment owned or leased by the subscriber.

**SERVICES CATALOG**

**MISCELLANEOUS SERVICES**

6.13 ABBREVIATED DIALING – N11 SERVICE (Cont'd)

C. Rates and Charges

1. Application of Rates

- (a.) Service Order Establishment shall apply for each 211 number per local calling area.
- (b.) 211 subscribers will pay normal charges as specified in Section 1 of this Services Catalog for the local access arrangements used for transporting and termination of messages at the 211 subscriber's designated premises.
- (c.) Applicable Service Order Charges as specified in other Section(s) of this Services Catalog apply, in addition to the following rates.
- (d.) A Central Office activation charge will apply per Central Office switch translation to the lead number
- (e.) A change charge will apply to change the point-to-number translation at the subscriber's request.
- (c.) Applicable Service Order Charges as specified in other Section(s) of this Services Catalog apply, in addition to the following rates.
- (d.) A Central Office activation charge will apply per Central Office switch translation to the lead number
- (e.) A change charge will apply to change the point-to-number translation at the subscriber's request.

2. Charges applicable to the 211 Subscriber

	<u>Non-Recurring Charge</u>
(a.) Establishment of 211 service, per 211 service number, per Local Calling Area (LCA)	\$100.00
(b.) Central Office Activation	\$112.00
(c.) Translation change of point-to-number	\$19.00

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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### MISCELLANEOUS SERVICES

#### 6.14 TELECOMMUNICATION SERVICE PRIORITY

##### A. General

1. 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 Services Catalog language contained herein.

2. The TSP program has two components: restoration and provisioning.
  - a. 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.
  - b. 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 service will be restored before provisioning new TSP services.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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### MISCELLANEOUS SERVICES

#### 6.14 TELECOMMUNICATION SERVICE PRIORITY (Cont'd)

##### B. TSP Request Process

##### 1. TSP Request Process - Restoration

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

- a. Determine that its telecommunications service supports an NS/SP function under one of the following four TSP categories.
  1. National Security Leadership
  2. National Security Posture and U.S. Population Attack Warning.
  3. Public Health, Safety, and Maintenance of Law and Order
  4. Public Welfare and Maintenance of National Economic Posture
- b. Identify the priority level to be requested for the telecommunications service. The priority level is determined by the end-user's TSP category (see 2.a 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.
- c. Complete the TSP Request for Service Users form (SF 315) available on the National Communications System (NCS) website (<http://tsp.ncs.gov/>).
- d. 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.
- e. Submit the SF 315 to the OPT.
- f. 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.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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### MISCELLANEOUS SERVICES

#### 6.14 TELECOMMUNICATION SERVICE PRIORITY (Cont'd)

##### B. TSP Request Process (Cont'd)

##### 2. TSP Request Process - Provisioning

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

- a. Certify that its telecommunications service is an emergency service. Emergency services are those that support one of the NS/EP functions listed in 2a(a) above and are so critical that they must be provisioned at the earliest possible time, without regard to cost to the user.
- b. Verify that the Company cannot meet the service due date without a TSP assignment.
- c. Obtain approval from the 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.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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### MISCELLANEOUS SERVICES

#### 6.14 TELECOMMUNICATION SERVICE PRIORITY (Cont'd)

##### C. Responsibilities of the End-User

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

1. Identify telecommunications services requiring priority.
2. 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).
3. Submit the TSP Authorization Code along with a service request to the Company. The TSP assignment is signified by the TSP Authorization Code.
4. Accept TSP services by the service due dates.
5. 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.
6. Pay the Company any authorized costs associated with priority services.  
Report to the Company any failed or unusable services with priority levels.
7. Report to the Company any failed or unusable services with priority levels.
8. Designate a 24-hour point of contact for each TSP request and appraise the OPT.
9. Cooperate with the OPT during reconciliation (comparison of NS/EP service information and resolution of any identified discrepancies) and revalidation.
10. During certain emergencies, make TSP service requests verbally, but follow up with a written service order within two working days.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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Original Sheet 41

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### MISCELLANEOUS SERVICES

#### 6.14 TELECOMMUNICATION SERVICE PRIORITY (Cont'd)

##### D. Responsibilities of the Company

The Company will perform the following:

1. 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).
2. Revoke TSP services at the direction of the end-user or OPT.
3. Ensure the TSP Program priorities supersede any other telecommunications priority that may be provided (other than control services and order wires).
4. Designate a 24-hour point of contact to receive reports of TSP service outages from TSP service users.
5. Designate a 24-hour point of contact to coordinate TSP processes with the OPT.
6. Confirm completion of TSP service order activity to the OPT.
7. Participate in reconciliation of TSP information at the request of the OPT.
8. Ensure that all subcontractors complete reconciliation of TSP information with the service vendor, when acting as the prime contractor.
9. Ensure that other carriers supplying underlying facilities are provided, upon request, information necessary to implement priority treatment of facilities that support NS/EP services.
10. 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.
11. Disclose content of the NS/EP TSP database only as may be required by law.
12. Comply with regulations and procedures supplemental to and consistent with guidelines issued by the OPT.

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.

SERVICES CATALOG

MISCELLANEOUS SERVICES

6.14 TELECOMMUNICATION SERVICE PRIORITY (Cont'd)

E. 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.

F. Rates and Charges

1. This charge applies in addition to all standard installation and service connection charges.
2. 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.
3. 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.
4. Facilities required by the Company for provisioning, restoration, or maintenance are exempt from the TSP rules.

Initial Service Charge, per line\* \$104.02

Change in TSP Priority Code Subsequent Service Order Charge

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

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Cancels 2<sup>nd</sup> Revised Sheet 43**

**MISCELLANEOUS SERVICES**

6.15	<u>DIGITAL BILLING</u>			(T)
	A. <u>General</u>			
	Digital billing provides a complete version of the bill, including bill detail bill messages and inserts. Digital billing is available online, by email and in mobile app. Digital billing customers will receive the digital bill based on preferences managed by the customer, including a notification when the bill is ready to view. Upon election to digital billing, the paper version will be discontinued. If a customer elects to receive both the digital bill and a paper bill, a monthly charge will apply. Digital bill payment and auto pay can also be managed online, in mobile app, or with Frontier’s automated phone system.			(C)
	C. <u>Rates</u>			
		Monthly Rate <u>Residence</u> <u>Business</u>		(N) (N)
		Rate for Digital Billing with Duplicate paper bill	\$5.00      \$5.00	(T)(I)

6.16	<u>CONVENIENCE FEE</u>			
	A. <u>General</u>			
	A convenience fee is a charge that is added onto a customer’s account if a customer makes a payment using a Company Representative. The customer is informed by the Company Representative of the applicable charges prior to processing the payment. The charge will be collected at time of payment processing.			
	B. <u>Regulations</u>			
	1. This fee will not apply if:			
			<ul style="list-style-type: none"> <li>• The automated payment systems are unavailable due to system outages.</li> <li>• At the time payment is made, the customer agrees to sign up for automatic bill payment.</li> <li>• Payment is taken for a deposit.</li> <li>• The payment is for a Government account.</li> </ul>	
	C. <u>Rates</u>			
		1.Convenience Fee, per occurrence	\$10.00	

**Effective Date: September 2, 2021**

SERVICES CATALOG

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MISCELLANEOUS SERVICES

6.17 BUSINESS TRAFFIC STUDY SERVICE

A. General

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

B. Regulations

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

C. Rates

Monthly

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

SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 6  
1st Revised Sheet 45  
Cancels Original Sheet 45

MISCELLANEOUS SERVICES

6.18 ROAD WORK RECOVERY SURCHARGE

A. General

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

B. Regulations

Surcharge will be assessed at the time of billing.

There will be no proration of charges.

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

C. Rates

Monthly Rate Per Account

Business	\$0.00
Residence	\$0.00

6.19 DUPLICATE BILL CHARGE

1. General

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

2. Rates

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

(N)

(N)

Effective Date: July 20, 2021

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 7  
Original Sheet 1

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### COIN TELEPHONE SERVICE

#### 7.1 ACCESS LINE SERVICE FOR COIN OPERATED TELEPHONES

##### A. General

Access line service for pay telephones is an exchange line service provided to the public on a fee-per-call basis, independent of any other commercial transactions for the purpose of making telephone calls, whether the telephone is coin-operated or is activated either by calling collect or using a calling card.

##### B. Responsibility of the Subscriber

1. The subscriber shall be responsible for the installation, maintenance and operation of pay telephones used in connection with this service.
2. Pay telephones must be connected to the Company network in compliance with Part 68 of the FCC Rules and Regulations.
3. The service is furnished subject to the condition that all applicable regulations in 13 of this Services Catalog will be adhered to.
4. The service is provided for use by the subscriber but may be used by others when so authorized by the subscriber, provided that all such usage is subject to the provisions of this Services Catalog.
5. This service is not subject to concessions.
6. This service may not be suspended at a reduced rate.
7. Access line service for pay telephones cannot be included on accounts containing other classes of service. A separate account is required for this offering at each location.
8. The Company will provide screening information of unauthorized toll call charges to the line. The operator will not perform coin collection functions.
9. The Company is not responsible for refunds of coins deposited in customer provided coin-operated public telephones.
10. Pay telephones may not be attached to other types of access lines.
11. Non-coin pay telephones must provide for local call completion.

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**Effective Date: August 1, 2011**

SERVICES CATALOG

COIN TELEPHONE SERVICE

7.1 ACCESS LINE SERVICE FOR COIN OPERATED TELEPHONES (Cont'd)

C. Violations of Regulations

- 1. Where any pay telephones are used and/or connected in violation of this Services Catalog, the Company will promptly notify the subscriber of the violation.
- 2. Failure of the subscriber to discontinue such use or to correct the violation will result in the suspension or disconnection of the subscriber's service until such time as the subscriber complies with the provisions of this Services Catalog.

D. Rates

- 1. Access line service for pay telephones is provided on a Flat Rate basis.  
Monthly service charges per access line.

<u>Class of Service</u>	<u>USOC</u>	<u>Rate</u>	
a. Flat rate coin-operated Pay Telephone Access Line Less than 25 pay telephones	ACL-CP	\$41.80	
25 or more telephones	ACL-25	\$32.60(OCN 4464) \$32.80 (OCN 0306	(T)
b. Flat rate non-coin Pay Telephone Access Line	ACL-NC	\$22.50	and OCN 0301) (T)
c. Coin Signaling Additive	ANSPR	\$2.09	

- 2. Service charges are applied on the same basis as for individual Business Subscriber Line Service covered in 5. of this Services Catalog.
- 3. The subscriber is responsible for Directory Assistance Service charges as covered in 1.
- 4. Other rates and regulations in this Services Catalog not discussed herein that pertain to Business Subscriber Line Service apply.
- 5. Directory listings in connection with two-way public telephone access lines are furnished under the same rates and regulation in this Services Catalog 15 as other business service.
- 6. Toll restriction is furnished under the same rates and regulations in this Services Catalog 6.4 as other business service.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 8  
Original Sheet 1

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### DEFINITIONS

**ACCESS LINE-** The Telephone Company line from the central office switching point up to and including the termination of the customer's premises in either a protector or other point of demarcation.

**ACCESS LINE WORK CHARGE-** The charge for work associated on the central office up to and including the protector on the customer's premises or on an outside circuit between premises or between locations on the same premises.

**ACCESSORIES-** Devices attached to, or used with, the facilities furnished by the Telephone Company and which are independent of, and not electrically acoustically or inductively connected to the path of the telephone system.

**ACTUAL COST-** The cost of materials, labor and necessary overhead actually incurred by the Telephone Company to complete a particular project or task.

**ADDITIONAL LINE-** A circuit connecting a station with another station or a circuit connecting a private branch exchange station with a private branch exchange switchboard. An additional line may terminate on a key in lieu of an instrument.

**AIRLINE MILEAGE-** The shortest distance between the points involved.

**ALABAMA RELAY CENTER-** The Alabama Relay Center permits hearing and speech impaired users of Telecommunications Devices for the Deaf (TDD) to communicate with users of ordinary telephones. Communications take place by relaying conversations (voice to TDD and TDD to voice). These calls are between one party who must communicate by means of a TDD and another who communicates by means of an ordinary telephone. Messages are rated from the rate center of the calling party to the rate center of the called party.

**APPLICANT-** An individual, firm, corporation, partnership, institution, association or organization whether public or private, applying for or requesting provision of telecommunications service in accordance with this Services Catalog.

**AREA CALLING SERVICE-** An optional offering that provides seven-digit local calling from the subscribers home wire center to all Company wire centers and participating independent company wire centers within a 40 miles radius within the same LATA, based on airline mileage, in addition to the existing local calling area.

**AUXILIARY LINE-** An additional and independent telecommunications channel from the central office to the same premises as the main line and associated therewith.

**BASE RATE-** A schedule rate for any form of exchange service which does not include mileage charges.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 8  
Original Sheet 2

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### DEFINITIONS

**BASE RATE AREA-** The developed sections which are a part of or contiguous to the community in which the exchange is located as set forth in the telephone utility's Services Catalogs and within which specified area local exchange service is furnished at uniform rates without mileage or zone rate charges.

**BILL TO THIRD PARTY-** Denotes a billing arrangement by which a long distance call may be charged to an authorized station as determined by the Company other than the station originating the call or the station where the call is terminated. Calls through the Alabama Relay Center may be billed only to a third number within Alabama.

**BUILDING-** A structure under one roof, or two or more structures under separate roofs but connected by an enclosed passageway through which wires may be safely run.

**BUSINESS OFFICE-** The office of the Telephone Company which handles subscriber billing collections and public requests for service.

**BUSINESS SERVICE-** Company service provided to firms, corporations, agencies, partnerships, associations, and other institutions, public or private, whose basic concerns is the conduct of the business, or the fulfillment of a public responsibility, and normally engaged in acts of commerce. One indication of commercial service is the reference to a user's phone number in public advertising of a business nature.

**CALL-** An attempted or completed communication.

**CENTRAL OFFICE-** The location of the Telephone Company's switching equipment and where an individual telephone station may be switched and connected to another.

**CENTRAL OFFICE EQUIPMENT-** Switching, transmission and power equipment located within a central office for the purpose of connecting local, EAS and toll calls.

**CENTRAL OFFICE LINE-** A circuit directly connecting an individual line or party line with a central office.

**CENTRAL OFFICE WORK CHARGE-** The charge for work associated with the central office applicable for functions required within the central office.

**CHANGE-** Revisions in telephone service, lines or equipment subsequent to the establishment of such services, lines or equipment, and also to rearrangements of outside or inside wiring (including house cable which does not involve moves, at the customer's request).

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 8  
Original Sheet 3

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### DEFINITIONS

**CHANNEL-** A path for communications between two or more stations or Telephone Company offices, furnished in such a manner as the Telephone Company may elect, whether by wires, radio or a combination thereof.

**CLASS OF SERVICE-** A description of telecommunications service furnished a subscriber which denotes such characteristics as nature of use (Business or Residence) or type of rate (Flat Rate or Message Rate). Classes of service may be subdivided in "grades", such as an individual line or party line,

**CLOSED-END FOREIGN EXCHANGE-** A local service provided from a customer's premise to the point of connection with an inter-exchange facility which connects the customer to dial tone at a foreign exchange. This allows users located in the Telephone Company service area to access the public switched network of the Foreign Exchange Company.

**COMMISSION-** Alabama Public Service Commission.

**COMMUNICATION SYSTEM-** Channels and other facilities which are capable, when not connected to exchange telecommunications service, of two-way communications between customer-provided terminal equipment or deregulated Company provided stations.

**COMMUNITY OF INTEREST FACTOR (CIF)-** A unit of measurement for determining the feasibility of Extended Area Service. A CIF is arrived at by dividing the total long distance (toll) calls made during a study period by the total number of customers (access lines) of the originating telephone exchanges involved in the study.

**COMPANY-** Wherever used in this Services Catalog, refers to Frontier Communications of the South, LLC unless the context clearly indicates otherwise.

**CONNECTING ARRANGEMENTS-** The equipment provided by the Telephone Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Telephone Company.

**CONNECTING COMPANY-** A corporation, association, partnership or individual owning or operating one or more exchanges and with which communications services are interchanged.

**CONSTRUCTION CHARGE-** A separate nonrecurring charge made for the construction of facilities in excess of those contemplated under the rates quoted in the service order schedule.

**CONTIGUOUS PROPERTY-** The land, including any building or buildings thereon, occupied or used in the conduct of one establishment or business, throughout which there is general access without the necessity of crossing land used publicly or privately by others. Contiguous property has a single mailing address.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 8  
Original Sheet 4

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### DEFINITIONS

**CONTINUOUS PROPERTY-** The plot of ground, together with any buildings thereon, occupied by the customer, which is not divided by public highways or separated by property occupied by others. Where a customer occupies property on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., and the properties would otherwise be continuous, such properties are treated as continuous property provided local wire or cable facilities are used and the customer furnished all local distribution pole line facilities or underground conduit required in connection therewith.

**CONNECTING TERMINAL-** The connecting point between the Telephone company's exchange plant and the equipment located on the customer's premises.

**CONSTRUCTION-** All activities required by the Telephone Company in order to initiate, rearrange, discontinue or otherwise provide or modify service or facilities provided to the subscriber.

**CONTRACT-** An agreement, either written or oral, under which telecommunications services or facilities are furnished subject to the rules and regulations specified in this Services Catalog.

**COST-** The cost of labor and materials, which includes appropriate amounts to cover the Company's general operating and administrative expenses.

**CREDIT CARD-** Denotes a billing arrangement by which a long distance call may be charged to an authorized Company credit card number.

**CUSTOM CALLING-** Special calling features such as call waiting, call forwarding, 3 Way Calling and speed calling. Available only in areas equipped with special equipment at the central office.

**CUSTOMER-** The person, firm, or corporation responsible for the payment of charges and compliance with the regulations of the Telephone Company.  
May be different from the user. (See User.)

**CUSTOMER PREMISE EQUIPMENT (CPE)-** Any terminal equipment located at customer premises which is used for telecommunications.

**DATA ACCESS ARRANGEMENT-** A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to assure proper operation and protection of the telecommunications network.

**DATE OF PRESENTATION-** The date upon which a bill or notice is mailed. In case of a hand deliver special bill or notice, the date of presentation is the date delivered.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 8  
Original Sheet 5

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### DEFINITIONS

**DEMARCATION POINT-** The point of physical interconnection the telephone network and the customer premises wiring. This is part of the telephone network and maintained by the Telephone Company.

**DIAL SWITCHING EQUIPMENT-** A unit of electro-mechanical or electronic switching equipment used in a central office or in connection with a private branch exchange system.

**DIRECT ELECTRICAL CONNECTIONS-** A physical connection of the electrical conductors in the communications path.

**DIRECTORY LISTINGS-** Information contained in the Telephone Company-owned telephone directory or directory assistance records, where telephone users may obtain the telephone number of listed subscriber stations.

**DISCONNECT-** Discontinuance of telephone service made at t request of the subscriber or at option of the Telephone Company for nonpayment of service or other valid reasons; the facilities so disconnected by the Telephone Company may be made immediately for use by another subscriber.

**DROP WIRES-** Wires between the distribution wire or cable terminal and the point of entrance to the building in which the subscriber's telephone service is located.

**DUAL NAME LISTING-** Provided for customers subscribing to residence service who share the same surname and reside at the same address, and for the person known by two first names.

**EMERGENCY-** A situation or condition, as determined by the Telephone Company, which demands immediate attention and requires substantial change from the normal conduct of utility business and which left unattended could seriously threaten the public safety.

**EXCHANGE-** A unit consisting of one or more central offices established for the administration of telephone service in a specified area which usually embraces a city, town, or village and its environments.

**EXCHANGE ACCESS SERVICE-** An unlimited local exchange service which allows users not located in the Telephone Company's serving area to access the public switched network of the Telephone Company.

**EXCHANGE AREA-** A territory included within the boundaries of an exchange.

**EXCHANGE MESSAGE-** A completed telephone call or telephonic communication between exchange stations in the same local service area.

**EXCHANGE SERVICE-** The service of furnishing access to Company facilities for telephone communication within a local service area in accordance with regulations and for the rates and charges specified in this Services Catalog.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 8  
Original Sheet 6

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### DEFINITIONS

EXISTING CUSTOMER- Reference to existing customer in both the Services Catalog and the Obsolete Section 100 means customer as of the date of this Services Catalog.

EXTENDED AREA SERVICE- A telephone service providing for calls between two exchanges without applying message toll charges.

FACILITIES- All property and means owned, operated, leased, licensed, used, furnished or supplied for, by or in connection with the rendition of telephone service.

FLAT RATE SERVICE- The type of exchange service furnished at a stipulated monthly rate with an unlimited number of calls within a specified local service area.

FOREIGN ATTACHMENT- Lines, instruments, appliances, or apparatus not owned or furnished by the Company.

FOREIGN CENTRAL OFFICE- Any central office other than that which serves the area in which the customer is located.

FOREIGN EXCHANGE- The exchange which includes the central office from which the foreign exchange service is furnished.

FOREIGN EXCHANGE LINE MILEAGE- The measurement applying to that portion of a central office line connecting customer with a foreign central office from the common boundary line to the customer's station, for which a monthly charge is made in addition to the base rate for exchange service.

FOREIGN EXCHANGE (FX) SERVICE- Exchange service furnished a subscriber from a central office located in an exchange other than that in which the subscriber's primary station is located.

GRADE OF SERVICE- Refers to the number of parties served on a telephone line, such as one-party, two-party, multi-party, etc.

GRANDFATHERED SERVICE- Services no longer offered to new subscribers. Existing subscribers may continue service until moves or changes of service occur.

INDIVIDUAL LINE SERVICE (OR ONE PARTY SERVICE)- A grade of exchange service by means of a central office line arranged to serve one subscriber telephone number only.

INITIAL SERVICE PERIOD- The minimum length of time for which a customer is obligated to pay for service, facilities and equipment, whether or not retained by the customer for such length of time.

INTERCOMMUNICATING SYSTEM- An arrangement involving two or more stations which enables a user to signal and connect with other stations in the system. Effective November 1, 1987, intercommunications systems will be provided on a deregulated basis.

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**Effective Date: August 1, 2011**

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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### DEFINITIONS

**INTEREXCHANGE CHANNEL-** That portion of a channel which connects stations in two or more exchanges.

**INSIDE WIRING-** The wire and incidentals installed on subscriber's premises to connect the communication devices with the connecting terminal.

**INSTALLATION-** Any activity required by the Telephone Company in order to initiate, rearrange, delete or otherwise provide or modify service or facilities for use by the general public.

**INSTALLATION CHARGES-** An initial, nonrecurring charge made under certain conditions to cover all or a portion of the cost of installation of telephone service. The payment of an installation charge gives the subscriber no ownership wholly or in to the property installed.

**INTERCONNECTIONS-** A term used to indicate the connection of customer-provided communicating device with the facilities owned by the Telephone Company.

**INTERFACE-** That point on the premises of the subscriber at which facilities owned by others is connected to Telephone Company facilities.

**JOINT USER-** An individual or concern authorized by the Telephone Company and the subscriber to share in the use of the customer's telephone service, subject to rules and regulations of this Services Catalog.

**JOINT USE OF SERVICE-** An arrangement whereby an individual, firm or corporation whose telephone needs are not such as to justify the provision of separate customer service is permitted to use the service of a customer.

**KEY LINE-** A circuit connecting a key system with a central office.

**KEY TELEPHONE SYSTEM-** An exchange system furnished by means of assemblies serving one or more individual central office lines, including at least one multi-button telephone set, and associated apparatus arranged for various combinations of cutoff, holding, inter-communicating pickup and signaling within the capacity of the equipment.

**LEASE LINE-** A channel tying together two or more points in the exchange area for the sole use of the subscriber. It is terminated at each point on the subscriber owned equipment and is not connected to the central office switching equipment.

**LINE EXTENSION-** The outside plant required in addition to existing facilities to render telephone service, exclusive of instruments.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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### DEFINITIONS

LOCAL ACCESS AND TRANSPORT AREA (LATA)- Geographic area established for the purpose of defining the territory within which a Bell Operating Company may offer its telecommunications services.

LOCAL CALLING AREA- The areas within which telecommunications service is furnished subscribers under a specific schedule of exchange rates and without toll charges. A local calling area may include one or more exchange service areas, or portions of exchange service areas.

LOCAL CHANNEL- That portion of a channel which connects a station to an interexchanging channel or a channel connecting two or more stations within an exchange area.

LOCAL MESSAGE- A completed call or telephonic communication between a calling station and any other exchange station within the local service area of the calling station.

LOCAL PRIVATE LINE TELEPHONE SERVICE- A line located wholly within an exchange, furnished for the subscriber's own use for communicating or signaling between points on that line.

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

LOCAL TELEPHONE SERVICE- Service available within the Telephone Company service area for communication between subscribers located within that Telephone Company service area only.

MESSAGE- A completed subscriber telephone call.

MESSAGE UNIT- A unit charge established for calls within the local service area as provided in the Subscriber Services Catalog.

MESSAGE TOLL SERVICE OR MESSAGE TELECOMMUNICATION SERVICE (MTS)-  
Long distance telecommunications service between exchange areas, categorized as intraLATA/intrastate, intraLATA/interstate, interLATA/intrastate, or interLATA/interstate and rated on a time and distance basis.

MILEAGE CHARGE- Additional recurring charges based upon distance measurement as provided for in this Services Catalog.

MINIMUM CONTRACT PERIOD- The minimum length of time for which a customer is obligated to pay for service, facilities and equipment, whether or not retained by the customer for such minimum length of time.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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### DEFINITIONS

MISCELLANEOUS COMMON CARRIERS- Miscellaneous Common Carriers, as defined in Part 21 of the Federal Communications Rules, are communications common carriers which are not engaged in the business of providing either a public landline message telephone service or public message telegraph service.

MISCELLANEOUS SERVICE- Service not regularly furnished with the various classes of exchange service.

MOBILE TELEPHONE SERVICE- A communication service provided by means of radio frequencies through a land radio telephone base station. Connections may be established between a wire station and a mobile or fixed unit or between two mobile or fixed units.

MOVE- A transfer of telephone service from one location to another on the same premise where there is no interruption of service other than is incident to the work involved. Transfers of telephone service from one premise to another, or from location to another on the same premise involving a break in the continuity of service and resulting in cessation of local service charges but not considered as moved but as new service and service charges that may be applicable.

MOVE OR CHANGE CHARGE- Initial nonrecurring charges made for a change of location or type of equipment on the same premises made at the subscriber's request where there is no interruption of service other than incident to the work involved and which is not initiated by the Telephone Company or required for the proper maintenance of the equipment or service.

NETWORK CONTROL SIGNALING UNIT- The terminal equipment furnished, installed, and maintained by the Company for the provision of network control signaling.

NETWORK INTERFACE DEVICE (NID)- A standard FCC Registration Program jack or equivalent that is installed by the Telephone Company as part of the network access line on a customer's premises at a location determined by the Company which is accessible to the customer and consistent with FCC Registration regulations governing the location of the network interface. The network interface is located on the customer's premises and serves as the point of connection for all premises services to the telecommunications network.

NETWORK TERMINATING WIRE- Wire installed for network service for a specific customer and used to connect the intrabuilding network cable or the outside plant distribution facilities to the Network Interface.

NEW SUBSCRIBER- Applicants having no basic monthly service or those subscribers changing service premises.

NON-LISTED SERVICE- The telephone number of the subscriber which, at the request of the subscriber is not listed in the telephone directory but can be obtained by contacting the information operator.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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### DEFINITIONS

**NON-PUBLISHED SERVICE-** A customer listing, that is required at the customer's request in writing, to both unpublished in the telephone directory and to be withheld from any request made upon directory assistance desks or any type of request, unless so ordered by a regulation body of the Telephone Company.

**NORMAL WORKING SITUATION-** Those situations which can be reasonably anticipated by the Telephone Company, planned for in advance and handled as a part of the usual day-to-day operations, without requiring substantial deviation from standard operating practices.

**OFF-PREMISES STATION-** Service which provides a connection from the access line termination (station) to another station located on property or in a building not contiguous to the access line termination.

**OTHER COMMON CARRIER (OCC)-** Specialized Common Carriers, Domestic and International Records Carriers, Domestic Satellite Carriers and Value-Added Carriers that are authorized by the FCC to provide private or off- network MTS/WATS equivalent services.

**PARTY LINE SERVICE-** A Grade of service furnished under Services Catalog provisions by means of a central office line arranged to serve more than one subscriber telephone number and with segregated ringing for each telephone number on that line.

**PERMANENT DISCONNECTS-** Termination of Telephone Company service where the intent is not to reconnect the service in the foreseeable future. Facilities related to such disconnections of service become immediately available to the Telephone Company to satisfy other service requirements.

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

**PREMISE VISIT CHARGE-** Charges incurred when it is necessary for the company to visit the subscribers service location.

**PREMISES WIRE-** All wiring within the same building or between buildings on the same continuous property of a customer and located on the customer's side of the network interface. In the absence of a network interface, all wiring on the customer's side of the first point of connection at a customer's premise. Work performed to install and maintain premises wire will be performed on a deregulated basis effective January 1, 1987 pursuant to the FCC's Second Report and Order CC Docket No. 79-105.

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**Effective Date: August 1, 2011**

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### DEFINITIONS

**PRIVATE BRANCH EXCHANGE (PBX) SERVICE-** An inter-communication system composed of switchboards, automatic switching equipment, and various ancillary devices located on the subscriber's premises, including local stations with intercommunication capability between them through automatic switching equipment. Access to the Telephone Company's local exchange and long distance facilities is by means one or more central office trunks.

**PRIVATE BRANCH EXCHANGE TRUNK-** A circuit connecting a private branch system with a Central Office.

**PRIVATE LINE CIRCUIT (DEDICATED)-** A circuit provided to a subscriber which is not connected to the switching equipment of the Telephone Company and does not provide general access to the local exchange.

**PRIVATE LINE TERMINAL-** Each end of a private line dedicated circuit.

**PUBLIC TELEPHONE SERVICE-** A non-listed, non-customer exchange station installed for the convenience of the public at a location chosen or accepted by the Telephone Company. A coin collecting device may be provided for immediate collection of charges for each outgoing local and toll message, or the paystation may be of a coinless nature intended for collect or third number billing purposes.

**REGRADE-** A change in the classification of service.

**RESIDENTIAL TELEPHONE SERVICE-** Service furnished to a home, personal quarters or adobe used only for residential or domestic purposes and from which business is not normally conducted. Residential service does not include multi-family apartments or hotels where a landlord or manager is responsible for payment to the Telephone Company.

**RESTORATION CHARGE-** A charge applying to restore service following a temporary suspension of such service for nonpayment of charges.

**ROTARY HUNTING-** Routes a call to an idle station line in a prearranged group when the called station line is busy.

- a. Terminal- The hunt always starts with the called station line and ends with the last station line in the prearranged group completing the call to the first idle station line encountered. Unless the first station line is called, only a portion of the group is tested.
- b. Circular Hunting- The hunt starts with the called station line and always proceeds in a prearranged order to test all lines in the group once, completing the call to the first idle station line.

**ROUTE MILEAGE-** The distance measured along the route of the circuit between any two or more given points on that circuit.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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### DEFINITIONS

**SERVICE CHARGE-** A nonrecurring charge applying to the establishment of telephone service for a subscriber and subsequent alterations to that service.

**SERVICE CONNECTIONS-** The establishment of telephone service, lines or equipment for a customer, and transfers of telephone service, lines or equipment from one premise to another or non-contiguous property subsequent to the establishment of such service lines or equipment for a customer.

**SERVICE ORDER CHARGE-** A charge made to offset the cost of establishing or changing a subscriber service.

**SERVICE POINT-** Used in connection with customer-owned communications, the point on the customer's premises where customer-provided equipment connects with the facilities of the Telephone Company.

**SPECIAL BILLS-** A bill for accumulated exchange and toll service charges rendered in lieu of the requirement of a cash deposit for the reestablishment of credit before disconnection of service provided in the Services Catalog schedules, or a bill for accumulated exchange or toll charges rendered at such a time as the amount of the unpaid charges, billed and unbilled, materially exceed the normal amount of any prepaid charges or any deposits made in connection with a particular service.

**SPECIAL CONTRACTS-** The agreement between the Telephone Company and a subscriber for the furnishing of utility service in instances where all or a part of this Services Catalog does not apply.

**STATION-** Each telecommunications instrument location on the premises of a subscriber or authorized user and connected for his benefit.

**STATION DEMARCATION CHARGE-** See Network Interface Device.

**SUBSCRIBER-** See "Customer".

**SUPPLEMENT EQUIPMENT-** Attachments, apparatus, and accessories or devices which, at the request of the subscriber, the Telephone Company provides in accordance with the rate schedule of this Services Catalog.

**SWITCH-** A unit of dial switching equipment which provides interconnection between station lines or trunks.

**TARIFF-** The rates, charges, rules and regulations adopted and filed by the Telephone Company and approved by the Commission.

**TARIFF SHEET-** An individual sheet of the Telephone Company's tariff.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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### DEFINITIONS

**TELECOMMUNICATIONS SERVICES-** The provision of facilities for the transmitting and reception of messages, impressions, pictures and signals by means of electricity, electromagnetic waves, and any other kind of energy, force variations, or impulses whether conveyed by cable, wire, radiation through space, or transmitted by means of other media within specific area or between designated points.

**TELEPHONE COMPANY-** See "Company".

**TELEPHONE NUMBER-** A designation assigned to a telephone station or private branch exchange necessary for placing calls to the telephone station or private branch exchange for identification in the assessment of message charges, etc.

**TEMPORARY DISCONNECT-** A short-term suspension of utility service without removal or disconnection of any subscriber equipment. Such disconnections may be made at the request of the subscriber or on the initiative of the Telephone Company in accordance with the rules and regulations of this Services catalog.

**TERMINATION CHARGE-** A special charge applied under certain conditions defined in a special contract with the subscriber when the service is terminated by the subscriber before the expiration of the minimum contract period. Termination charges shall be specified in the written agreement and known in advance by the subscriber.

**TEMPORARY SERVICES-** Local service definitely known to be needed for a short period, such as service for contractors while constructing a building, for a sales campaign, or for events such as conventions, fairs, circuses, and athletic contests.

**TERMINAL-** A point at which a circuit element may be directly connected to one or more other elements.

**TERMINAL EQUIPMENT-** All equipment provided by common carriers and locates on customer premises except over voltage protection equipment, coin-operated or pay telephones, and multiplexing equipment to deliver multiple channels to the customer. Mobile radio equipment transmit earth stations are also not considered to be terminal equipment. Effective November 1, 1987, all terminal equipment is provided on a nonregulated basis.

**TIE LINE-** A dedicated telephone circuit connecting two private branch exchange systems for the purpose of interconnecting the stations of one system with the stations of the other.

**TOLL CALL-** A call to a point outside the local calling area of an exchange for which a long distance charge applies.

**TOLL CENTER-** A telephone switching center at which the operations (manual or dial) function (message timing, switching, and recording) takes place in connection with the provision of toll message service.

## SERVICES CATALOG

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### DEFINITIONS

**TOLL LINE-** A circuit used exclusively for the transmission of messages between points located in different exchange areas where specific charges for each such message are applicable.

**TOLL MESSAGE-** A message between stations in different exchange areas and furnished under the provisions of "Message Toll Telephone Service", Section 4.

**PERSON TO PERSON TOLL MESSAGE-** A toll message in which the user stipulates a desire for communication with a specified person or station at a specific location.

**STATION TO STATION TOLL MESSAGE-** A toll message in which the user stimulates communication only with a specified telephone or switchboard.

**COLLECT MESSAGE-** A toll message in which the user stimulates that the called party accept and pay all charges associated with the message.

**THIRD NUMBER MESSAGE-** A toll message in which associated charges are billed neither to the calling station nor to the called station, but rather to a station not involved in the message.

**CREDIT CARD MESSAGE-** A toll message in which associated charges are billed to a credit card number assigned by a telephone company and issued to either the called or calling party.

**TOLL RATES-** The charge prescribed for toll messages based upon the duration and distance of the call.

**TOLL SERVICE-** Toll Service ( Long Distance Service) is that part of the total telephone service rendered by the Company which is furnished between customers in different exchange areas in accordance with the rates and regulations specified in this Services Catalog.

**TOUCH TONE CALLING SERVICE-** A classification of exchange service whereby calls are originated through the use of pushbuttons in lieu of rotary dials.

**TROUBLE LOCATION CHARGE-** The charge for each visit by the Telephone Company to the premises of the customer, or authorized user, where the report results from the use of equipment provided by the customer, or authorized user.

**TRUNK LINE-** A channel of communication from the central office to another switching system or between a PBX, key system or similar intercommunication device and the Telephone Company's central office.

**TYPE OF SERVICE-** The grade or level of service provided to a subscriber in a particular circumstance.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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### DEFINITIONS

UNDERGROUND SERVICE CONNECTION- A customer's "drop" wire which is run underground from a pole line or an underground distributing cable.

USER- The user of a service regardless of the identity or location of the subscriber or customer of the service.

WATS ACCESS- Provides for termination of WATS access line.

WIDE AREA TELECOMMUNICATIONS SERVICE- The furnishing of facilities for dial type telephone communications between a wide area service access line and other exchange telephones in the area prescribed in this Services Catalog.

ZONE- One of a series of specified areas, beyond the base rate of an exchange in which service is furnished at rates in addition to base rates.

ZONE BOUNDARY- The limit of a specified area beyond the base rate area of an exchange.

ZONE CHARGES- A charge applying in addition to the base rate for service when a subscriber's main station, PBX, or Centrex system is outside the base rate area but is located within the exchange area.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 9  
Original Sheet 1

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### PRIVATE LINE SERVICE

#### 9.1 INTRAEXCHANGE SERVICE

##### A. General

1. Intraexchange Service enables a customer to communicate between specified locations within the same or different buildings and within the same or different buildings and within the same central office district or exchange as the switching equipment with which the service is associated. Mileage charges apply as set forth in 9.1C.
2. Private Line Service is telecommunications service between two or more, terminals, none of which is connected to, or otherwise made available to, any local exchange switching facility. The service is provided only under special conditions where warranted by the circumstances and where facilities are available.

##### B. Conditions

1. This Company's service responsibility is limited to that furnished by its own facilities.
2. Any applicant for private line service extending beyond this Company's service area, who is located in this Company's area will normally contract for service with this Company and be treated as its subscriber, however, such procedure is not mandatory.

##### C. Rates

###### 1. General

1. Where all terminals are located in a single central office area, each intraexchange private line has a \$3.50 per month charge which includes two terminal connectors and 2/10 of a route mile of circuit. An additional charge of \$1.00 each for a connection through a central office; each additional terminal connection over two; and each additional 1/10 of a route mile of circuit over the first two.
2. Service charges shall be applied as shown in 5.
3. Any other facilities required will be furnished by the Telephone Company at rates quoted elsewhere in this Service Catalog.

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**PRIVATE LINE SERVICE**

9.1 INTRAEXCHANGE SERVICE (Cont'd) (OCN 0306)

C. Rates (Cont'd)

	<u>Monthly Rate</u>
2 terminal connectors and 2/10 of a route mile	\$3.50
Connection through central office	\$1.00
Each additional terminal connection over two	\$1.00
Each additional 1/10 mile over two	\$1.00

	<u>Monthly Rate</u>	<u>Installation</u>
1. Local Channels		
a. First mile, Fraction thereof	\$6.55	See Section 5
b. Each additional ¼ Mile, fraction Hereof	\$2.00	See Section 5
2. Private line terminations into Key Systems:		
a. Lines equipped for Ring down signaling Each, per Key System	\$3.00	See Section 5
b. Lines equipped for two-Way Automatic or one-way Automatic and one-way Ring down signaling each, per Key System	\$6.00	See Section 5
3. Automatic ring down equipment Including Power supply for use with Automatic signaling, per line	\$10.00	See Section 5
4. Manual ring down equipment including power supply for use with manual signaling, per line	\$10.00	See Section 5

	<u>Monthly Rate</u>
Between buildings in the same exchange on a two-point or multi-point channel (not arranged for switching), or for a channel located within the same building:	
Type C1, each	\$17.00
Type C2, each	\$36.50

**Effective Date: January 1, 2018**

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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Original Sheet 3

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### PRIVATE LINE SERVICE

#### 9.2 INTRALATA PRIVATE LINE SERVICE

##### A. Undertaking of the Company

##### 1. Provision of Facilities

The Company undertakes to maintain and repair the facilities which it furnishes. The Customer or authorized user may not rearrange, disconnect, remove or attempt to repair any equipment installed by the Company except upon the written consent of the Company.

##### 2. Work Performed Outside Regular Working Hours

The rates and charges specified in this Service Catalog contemplate that work will be performed during regular working hours and that work once begun will not be interrupted by the customer. If, at the request of the customer, work is performed outside of regular working hours, either to meet his convenience or because the time allowed is insufficient to permit completion during regular hours or if the customer interrupts work which has begun, the customer may be required to pay any additional costs incurred.

##### 3. Scope

- a. IntraLATA Private Line Service is the furnishing of the Company facilities for communication between specified locations 24 hours daily seven days per week. Facilities may be those of the company only or those of the Company and connecting companies.
- b. The Company does not undertake to transmit messages.
- c. IntraLATA Private Line Services not specified in this Service Catalog will be provided on an Individual Case Basis (ICB).
- d. IntraLATA Private Line Service is available to end user customers only. BellSouth, IXCs, competitive local exchange carriers and other carriers must order under the Company's Special Access Tariff.
- e. Provisions of Private Line Services referenced in this Section are subject to availability of Company facilities, equipment, and technical capabilities, and, as applicable any limitations and operating characteristics of equipment and technical capabilities.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 9  
Original Sheet 4

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### PRIVATE LINE SERVICE

#### 9.2 INTRALATA PRIVATE LINE SERVICE (Cont'd)

##### A. Undertaking of the Company (Cont'd)

##### 4. Liability

The liability of the Company for damages arising out of mistakes, omissions, interruptions, preemptions, delays or errors or defects in transmissions occurring in the course of furnishing service and not caused by the negligence of the customers, or the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in no event exceed an amount equivalent to the proportionate charge to the customer or the period of service during which such mistake, omission, interruption, preemption, delay, or error or defects in transmission occurs.

a. The Company shall be indemnified and saved harmless by the customer against:

- (1) Claims for libel, slander and infringement of copyright arising from the material transmitted over the facilities;
- (2) Claims for infringement of patents arising from, combining with, or using in connection with, facilities furnished by the Company, apparatus and systems of the customer; and
- (3) All other claims arising out of any act or omission of the customer in connection with the facilities provided by the Company.

b. The Company is not liable for any act or omission of the other company or companies furnishing a portion of the service.

c. The Company does not guarantee or make any warranty with respect to equipment provided 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, where suffered, made, instituted or asserted by the customer or by any other party or person, or any personal injury to or death of any person or persons, 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 said equipment so provided.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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Original Sheet 5

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### PRIVATE LINE SERVICE

#### 9.2 INTRALATA PRIVATE LINE SERVICE (Cont'd)

##### A. Undertaking of the Company (Cont'd)

##### 4. Liability (Cont'd)

- d. The Company may require each customer to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.
- e. The company is not liable for any defacement of or damage to the premises of a customer resulting from the furnishing of channel facilities or the attachment of the instruments, apparatus and associated wiring furnished by the Company on such premises or by the installation or removal thereof, when such defacement or damage is not the result of negligence of the agents or employees of the Company.
- f. The Company shall be under no liability for the quality or defects in voice recordings where Company combined transmitting and recording equipment is utilized in making such recordings.
- g. Unauthorized Computer Intrusion

The Company's liability, if any, for its willful misconduct is not limited by this section of the Service Catalog. With respect to any other claim or suit by a subscriber, common carrier, reseller, or any other party for damages caused by, or associated with, any unauthorized computer intrusion, including but not limited to the input of damaging information such as a virus, time bomb, any unauthorized access, interference, alteration, destruction, theft of, or tampering with, a Company computer, switch, data, database, software, information, network or other similar system, the Company's liability, if any, shall not exceed an amount equal to the proportionate charge by the Company for the service for the period during which the service provided by the Company was affected or so utilized.

##### h. Transmission of Data

The Company shall not be held liable for any damage, harm or loss of data caused by the subscriber using the Company's voice-grade telephone access lines and/or facilities for the transmission of data. The Company's liability shall be limited to errors or damages to the transmission of voice messages over these facilities, and the liability shall be limited to an amount equal to the proportionate amount of the Company's billing for the period of service during which the errors or damages occur.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 9  
Original Sheet 6

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### PRIVATE LINE SERVICE

#### 9.2 INTRALATA PRIVATE LINE SERVICE (Cont'd)

##### A. Undertaking of the Company (Cont'd)

##### 4. Liability (Cont'd)

##### i. Errors or Damages Caused by System Date Limitations

The Company's liability for errors or damage resulting from the inability of the Company's systems to process dates, such as the Year 2000, shall be limited to the amount equal to the proportionate amount of the Company's billing for the period of service during which the errors or damages occur.

##### j. Unauthorized Devices

The Company shall not be held liable or responsible for any damage or harm that may occur as the result of unauthorized devices or the failure of the Company to detect unauthorized devices on the subscriber's line.

##### 5. Provision of Facilities

a. The Company or the Company and other carriers will provide all facilities necessary for private line service to the demarcation point at a customer premises, except that, the customer or authorized user may provide his own terminal equipment or communications systems for use with such service as specified in 1- 3 following or as otherwise specified hereinafter.

(1) Where the customer or authorized user provides his own communications system, or terminal equipment the customer or user shall provide all station apparatus and associated channels which are a part of the system and which are located on the same customer's premises as the system.

(2) When a private line is used for data transmission which requires terminal equipment (data sets), such data sets may be provided by the customer or authorized user except that the Company shall furnish all data sets located in the Company's central offices. Where the customer or authorized user elects to provide his own data set(s) on a given private line, it shall be the responsibility of the customer or authorized user to ensure the continuing compatibility of such data set(s) with the facilities furnished by the Company.

(3) When a private line is used for transmission purposes other than voice, it is contemplated that the customer or authorized user will provide the station equipment for such other purposes.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 9  
Original Sheet 7

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### PRIVATE LINE SERVICE

#### 9.2 INTRALATA PRIVATE LINE SERVICE (Cont'd)

##### B. Digital Data Services

###### 1. General

Digital Data Services are transmission services designed to transmit data in digital form end to end over Digital facilities.

###### 2. Description of Services

Digital Data Services are capable of the simultaneous two-way transmission of digital signals at synchronous speeds of 2.4, 4.8, 9.6, 19.2, 56 or 64 Kbps between points within a LATA.

###### 3. Definitions

Digital Local Channel – denotes a path for services furnished from the serving wire center to the demarcation point on the customer's premises.

Digital Interoffice Channel – denotes a path for services between the serving wire center and its primary node central office, or between node central offices, within a LATA. An interoffice channel may be furnished in such a manner as the Company may elect.

Multipoint Service – denotes a service which provides communications capability between more than 2 private line locations by means of bridging or hubbing arrangement.

Secondary Channel Capability – denotes the offering of a companion digital transmission capability over the same physical facility as the primary channel at a lower bit rate. Terminal equipment required to support secondary channel capability must be provided by the customer.

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**PRIVATE LINE SERVICE**

9.2 INTRALATA PRIVATE LINE SERVICE (Cont'd)

B. Digital Data Services (Cont'd)

4. Rates and Charges

a. Digital Local Channel is furnished between a Serving Wire Center and the customer's premises. The Digital Local Channel Charges apply per local Channel and include a Channel Termination at the Company's Central Office.

		<u>Nonrecurring Charge</u>		<u>Month to Month</u>	<u>12 Months</u>	<u>24 Months</u>
		<u>First</u>	<u>Additional</u>			
(1)	2.4 Kbps	\$414.00	\$271.00	\$65.00	\$58.75	\$56.50
(2)	4.8 Kbps	\$414.00	\$271.00	\$65.00	\$58.75	\$56.50
(3)	9.6 Kbps	\$414.00	\$271.00	\$65.00	\$58.75	\$56.50
(4)	19.2 Kbps	\$414.00	\$271.00	\$65.00	\$58.75	\$56.50
(5)	56.0 Kbps	\$459.00	\$311.00	\$105.00	\$93.00	\$86.00
(6)	64.0 Kbps	\$499.00	\$351.00	\$105.00	\$93.00	\$86.00

b. A Digital Data Interoffice Channel is furnished between a serving wire center and the Central Office or between the Central Offices. A fixed rate and a rate per mile apply to each Digital Data Interoffice Channel provided.

(1) Interoffice channel, each channel

		<u>Nonrecurring Charge</u>	<u>Month to Month</u>	<u>12 Months</u>	<u>24 Months</u>
(a)	Fixed Rates Applicable				
(i)	2.4, 4.8, 9.6, and 19.2 Kbps	\$67.00	\$22.00	\$19.50	\$19.00
(ii)	56.0 and 64.0 Kbps	\$67.00	\$40.00	\$36.00	\$34.00
(b)	Each mile or fraction thereof				
(i)	2.4, 4.8, 9.6, and 19.2 Kbps	-	\$2.05	\$1.90	\$1.75
(ii)	56.0 and 64.0 Kbps	-	\$4.10	\$3.80	\$3.50

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**PRIVATE LINE SERVICE**

9.2 INTRALATA PRIVATE LINE SERVICE (Cont'd)

B. Digital Data Services (Cont'd)

4. Rates and Charges (Cont'd)

c. Optional Features, Functions, and Charges

(1) Multipoint Service, per local or interoffice channel bridged <sup>1, 2, 3</sup>

		<u>Nonrecurring Charge</u>	<u>Month to Month</u>	<u>12 Months</u>	<u>24 Months</u>
(a)	2.4, 4.8, 9.6, and 19.2 Kbps	\$28.00	\$25.00	\$24.00	\$22.00
(b)	56.0 and 64.0 Kbps	\$28.00	\$25.00	\$24.00	\$22.00

(2) Secondary Channel Capability per local Channel

(a)	Each <sup>1,2,3</sup>	\$140.00	\$15.00	\$14.00	\$13.00
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(3) Data Over Voice Channel, per local channel

(a)	9.6 Kbp3	\$540.00	\$40.00	\$38.00	\$36.00
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(4) Speed Service Charge

	<u>Non-recurring Charge First</u>	<u>Charge Add'l</u>
Per Local		
Channel	\$300.00	\$170.00

<sup>1</sup> This option may not be available where 56.0 Kbps repeaters are required for digital local channels.

<sup>2</sup> This option is not available with 64.0 Kbps or when the Data Over Voice Channel option is used.

<sup>3</sup> Not available at all service locations.

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### PRIVATE LINE SERVICE

#### 9.2 INTRALATA PRIVATE LINE SERVICE (Cont'd)

##### C. Voice Grade Service

###### 1. General

- a. Voice Grade Service provides for voice and/or data communications on a two point or multipoint basis for service 7 days per week, 24 hours per day, for a minimum period of one month.
- b. Channel Services provided under the provisions of this Service Catalog are offered for IntraLATA Services only. Voice Grade Services consist of Local Channels, Interoffice Channels, and Optional Features and Functions.

###### 2. Rate Categories

Following are the basic rate categories which apply to Voice Grade service.

- a. Local Channels - A local Channel provides for a communications path between the demarcation point at a customer premises and the serving wire center of that premises. One local channel charge applies per channel termination.
- b. Interoffice Channels - This rate category provides for the transmission facilities between serving wire centers associated with two customer premises, between serving wire centers associated with a customer premises and a Company hub, or between two Company hubs.

Interoffice mileage is portrayed as a flat rate and a rate per mile. For method of determining airline mileage, see the NECA Tariff.

- c. Optional Features and Functions - This rate category provides for features and functions which may be added to a service and to improve its quality or utility to meet specific communications requirements. These are not necessarily identifiable with specific equipment, but rather represent the end result in terms of the performance characteristics which may be obtained. This category includes (1) and (2) following.

###### (1) Hub Functions

A hub is a Company designated wire center where bridging or multiplexing functions are performed i.e., connecting three or more customer premises in a multipoint arrangements or channelizing analog or digital services requiring a lower capacity or bandwidth.

- (2) Provides for such things as signaling, conditioning, transfer arrangements, protection switching, etc.

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### PRIVATE LINE SERVICE

#### 9.2 INTRALATA PRIVATE LINE SERVICE (Cont'd)

##### C. Voice Grade Service (Cont'd)

##### 3. Service Configurations

- a. There are two types of service configurations which can be provided. These are described as follows:

(1) Two-Point Service

A two-point service connects two customer premises either directly through a serving wire center(s) or through a Company hub where additional functions are performed.

(2) Multipoint Service

Multipoint service connects three or more customer premises through a Company hub.

- (a) There is no limitation on the number of mid-links available with multipoint service. However, when more than three mid-links are provided in tandem, the quality of the service may be degraded. A mid-link is a channel between hubs (i.e., bridging locations).
- (b) Voice Grade Multipoint Channel services for data use have a limit of six two-wire facility type local channels or 20 four-wire facility type local channels when used with customer-provided station equipment.
- (c) Only certain types of service are available for multipoint applications.

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### PRIVATE LINE SERVICE

#### 9.2 INTRALATA PRIVATE LINE SERVICE (Cont'd)

##### C. Voice Grade Service (Cont'd)

4. Special Routing of IntraLATA Voice Grade Service.
  - a. The Voice Grade services furnished in this Service Catalog are provided over such routes as the Company may elect.
  - b. Special routing is involved where, in order to comply with requirements specified by the customer, the Company furnishes the private line service in a manner which includes one or both of the following conditions:
    - (1) Where two or more private lines must be furnished over different physical routes.
    - (2) Where a private line must be furnished on a route which avoids specified geographical locations.
  - c. When special routing of services is furnished a customer, the rates will be determined on an individual case basis.
5. Service Descriptions
  - a. Voice Grade Service provides for voice and/or data communications on a two-point or multipoint basis for service 7 days per week, 24 hours per day, for a minimum period of one month. These channels may also be furnished on a link (partial channel) basis when connected to services such as D1. Channels which also provide tie line service will not be furnished to connect a flat rate system with a message rate system. The transmission characteristics and various types of services furnished are described in B. and C. following.

**SERVICES CATALOG**

**PRIVATE LINE SERVICE**

9.2 INTRALATA PRIVATE LINE SERVICE (Cont'd)

C. Voice Grade Service (Cont'd)

5. Service Descriptions (Cont'd)

- b. Basic parameters and specifications for Voice Grade Service are described for the end to end operations as follows:

Basic Parameters	For Speech Application	For Data Application
Net Loss	Local Channels used with terminal equipment: Limit as specified in the following Local Channel descriptions. Losses or gains present in CPE have not been included.	
DC Resistance	Local Channel limit as specified in the following Local Channel descriptions. Does not imply or guarantee end to end DC continuity.	
Frequency Error	Plus or Minus 5 Hz	Plus or Minus 5 Hz
Frequency Response	(Referenced to 1000 Hz loss)	
300 - 3000 Hz	-3dB to + 12 dB	-3dB to + 12 dB
500 - 2500 Hz	-2dB to + 8 dB	-2dB to + 8dB
Envelope Delay Distortion 800 - 2600 Hz C-Notched Noise (with a -13dBm0 1000 Hz Test Signal)	Not Controlled	Less than 1750 Microseconds
Impulse Noise	Not Controlled	15 Counts in 15 minutes at a threshold of 6dB below a -13dBm0 rms 1000 Hz Signal
Phase Jitter	Not Controlled	10 degrees peak to peak
Non-Linear Distortion 2nd Order Distortion	Not Controlled	25 dB below signal level
3rd Order Distortion	Not Controlled	30dB below signal level

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### PRIVATE LINE SERVICE

#### 9.2 INTRALATA PRIVATE LINE SERVICE (Cont'd)

##### C. Voice Grade Service (Cont'd)

##### 5. Service Descriptions (Cont'd)

c. Transmission parameters for voice grade service are described as follows:

##### Voice Grade

- (1) Two-Wire - A two-wire interface with effective two-wire facilities engineered for a 1004 Hz net loss of 0 to 10dB. Generally furnished for voice transmission, or Supervisory Control Use. Multipoint service may be provided.
- (2) Four-Wire - A four-wire interface with effective four-wire facilities engineered for a 1004 Hz net loss of 0 to 16dB. Generally furnished for voice transmission. Multipoint service may be provided.

##### Data

- (1) Two-Wire - A Two-Wire interface with four-wire facilities engineered for a 1004 Hz net loss of 16dB. Generally used in the provision of analog data services. Multipoint services may be provided.
- (2) Four-Wire - A Four Wire interface with four-wire facilities engineered for a 1004 Hz net loss of 16dB. Generally used in the provision of analog data services. Multipoint service may be provided.

d. Telemetry/Alarm Bridging Service

##### (1) Regulations

- (a) This Service Catalog section contains the regulations applicable for Telemetry/Alarm Bridging Service.
- (b) Except as otherwise specified following, the regulations contained herein are in addition to the regulations found in other sections of this Service Catalog.
- (c) Telemetry/Alarm Bridging Service requires the use of equipment as specified following and voice grade local channels.

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### PRIVATE LINE SERVICE

#### 9.2 INTRALATA PRIVATE LINE SERVICE (Cont'd)

##### C. Voice Grade Service (Cont'd)

##### 5. Service Descriptions (Cont'd)

##### d. Telemetry/Alarm Bridging Service (Cont'd)

##### (1) Regulations (Cont'd)

- (d) Terminal equipment provided by the customer to use with this service must meet specifications for such customer-provided equipment found in other sections of this Service Catalog.
- (e) No more than 128 remote stations may be connected to a master station over an individual Split Band Active Bridge.
- (f) In Split Band Active Bridging arrangements, secondary bridges must be directly connected to the primary bridge via mid-link channels. Secondary bridges cannot be connected through other secondary bridges to allow additional layers of tandeming.
- (g) Secondary bridges, utilized in Split Band, Active Bridging arrangements, reduce the two-wire remote station capacity of the primary bridge. The initial secondary bridge reduces the primary bridge capacity by twelve two-wire remote station connections. Each subsequent secondary bridge reduces the primary bridge capacity by four additional two-wire remote station connections. At the customer's option external bridging may be provided for connecting secondary bridges at the rate applicable following without reducing the two-wire capacity of the primary bridge.
- (h) Standard multipoint bridging charges as provided in other sections of this Service Catalog are not applicable to this service except as provided in g. preceding.

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### PRIVATE LINE SERVICE

#### 9.2 INTRALATA PRIVATE LINE SERVICE (Cont'd)

##### C. Voice Grade Service (Cont'd)

##### 5. Service Descriptions (Cont'd)

##### d. Telemetry/Alarm Bridging Service (Cont'd)

##### (1) Regulations (Cont'd)

(i) Access over remote station channels is provided through a local channel and through the appropriate channel connection as contained following. Interconnection of remote stations located outside the serving wire center where the bridge to which they are to be connected is located will require interoffice channels at charges contained in this Service Catalog.

(j) Access over each four-wire mid-link channel for Split Band Active Bridging is through voice grade interoffice channels at charges contained in this Service Catalog. Additionally, mid-link channel connections are required as described following.

##### (2) Service Description

(a) Telemetry/Alarm Bridging Service is a multi-station, voice frequency, private line service designed to provide connections between a master station and a number of remote stations simultaneously. Direct transmission between remote stations is not intended. This service is intended for application in multipoint, voice frequency, data or tone signaling arrangements with transmission at rates up to 400 baud.

##### (b) Telemetry/Alarm Bridging Service

Split Band, Active Bridging - A bridging arrangement providing for a four-wire (master station or mid-link channel) frequency split common port and multiple two-wire (remote station) ports intended for application in multipoint, voice frequency, data or tone signaling arrangements. Two-way (polling) communication between the master station and each remote station is intended.

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### PRIVATE LINE SERVICE

#### 9.2 INTRALATA PRIVATE LINE SERVICE (Cont'd)

##### C. Voice Grade Service (Cont'd)

##### 6. Rate Regulations

##### a. Types of rates and charges

The two types of rates and charges are monthly rates and nonrecurring charges and are described as follows:

##### (1) Monthly Rates

Monthly rates are recurring charges that apply each month or fraction thereof that a service is provided. For billing purposes, each month is considered to have 30 days.

##### (2) Non-recurring Charges

Nonrecurring Charges are one-time charges that apply for a specified work activity. The three types of nonrecurring charges that apply are installation of service, installation of features and functions and service arrangements.

##### (a) Installation of Service

Nonrecurring charges apply for each service terminated at the customer's premises. For the installation of local channels when more than one of the same type of service, between the same locations, for the same customer is ordered and installed at the same time, one at each location is billed at the First Service Installed rate and the others are billed at the Additional Service Installed rate.

The nonrecurring charges for the Installation of Services are set forth following as Nonrecurring Charges for the Local Channel and the Interoffice Channel rate elements.

##### (b) Nonrecurring charges apply for the installation of features and functions available with the various services. For some features and functions there is a lower charge if installed coincident with the service and a higher charge if installed subsequent to the service.

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### PRIVATE LINE SERVICE

#### 9.2 INTRALATA PRIVATE LINE SERVICE (Cont'd)

##### C. Voice Grade Service (Cont'd)

##### 6. Rate Regulations (Cont'd)

##### a. Types of rates and charges (Cont'd)

##### (3) Service Rearrangements

##### (a) Service Rearrangements

Service rearrangements are changes to existing (installed) services which do not result in either a change in the minimum period requirements or a change in the physical location of the point of termination at a customer premises.

Changes which result in the establishment of new minimum period of obligations are treated as disconnects and starts. Changes in the physical location of the point of termination are treated as moves and are described and set forth in this Service Catalog.

The charge to the customer for the service rearrangement is dependent on whether the change is administrative only in nature or involves actual physical change to the service.

Administrative changes will be made without charge(s) to the customer. Such changes require the continued provision and billing of the Private Line Service to the same entity (i.e., customer remains responsible for all outstanding indebtedness for the service).

Administrative changes are as follows:

- Change of customer name (i.e., the customer of record does not change but rather the customer of record changes name),
- Change of customer or customer's premises address when the change of address is not a result of a physical relocation of equipment.
- Change in billing data (name, address or contact name or telephone number).

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### PRIVATE LINE SERVICE

#### 9.2 INTRALATA PRIVATE LINE SERVICE (Cont'd)

##### C. Voice Grade Service (Cont'd)

##### 6. Rate Regulations (Cont'd)

##### a. Types of rates and charges (Cont'd)

##### (3) Service Rearrangements (Cont'd)

##### (b) All other service rearrangements will be charged for as follows:

- If the change involves the addition of other customer designated premises to an existing multipoint service, the nonrecurring charge for the local channel rate element will apply. The charges will apply only for the location(s) that is being added.
- If the change involves the addition of an optional feature or function which has a separate nonrecurring charge, that nonrecurring charge will apply.
- If the change involves changing the type of signaling on a voice grade service the subsequent, nonrecurring charge will apply for the new type signaling. The charge will apply per service termination affected.
- For all other changes, including a change of the customer of record involving no physical changes to the service provided or the addition of optional features without separate nonrecurring charges, a charge equal to a local channel rate element nonrecurring charge will apply. Only one such charge will apply per service, per change.

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### PRIVATE LINE SERVICE

#### 9.2 INTRALATA PRIVATE LINE SERVICE (Cont'd)

##### C. Voice Grade Service (Cont'd)

##### 6. Rate Regulations (Cont'd)

##### a. Types of rates and charges (Cont'd)

##### (3) Service Rearrangements (Cont'd)

##### (c) Moves

(i) A move involves a change in the physical location of one of the following:

(a) The point of interface at the customer premises.

(b) The customer's premises.

(ii) The charges for the move are dependent on whether the move is to a new location within the same building or to a different building.

(a) **Moves Within the Same Building** When the move is to a new location within the same building, the charge for the move will be an amount equal to one-half the nonrecurring (i.e., installation) charge for the affected service termination at the customer's premises. There will be no change in the minimum period requirements. If a move is made at the same time a service rearrangement is made, the total charge will never exceed a full nonrecurring charge for the basic service.

(b) **Move to a Different Building**

Moves to a different building will be treated as a discontinuance and start of service and all associated nonrecurring charges will apply. New minimum period requirements will be established at the new location. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

SERVICES CATALOG

PRIVATE LINE SERVICE

9.2 INTRALATA PRIVATE LINE SERVICE (Cont'd)

C. Voice Grade Service (Cont'd)

7. Rates and Charges

a. Digital Local Channels

Digital Local Channels denotes a path furnished from the serving wire center to the demarcation point on the customer's premises.

(1) Rates per Digital local channel

<u>Voice</u>	<u>Rate</u>	<u>First</u>	<u>Additional</u>
Two or Four Wire	\$66.00	\$378.00	\$156.00
Data			
Two or Four Wire	\$72.00	\$432.00	\$192.00

b. Interoffice Channel

(1) When station locations of a voice grade service are located in different wire center serving areas, interoffice channel charges apply. Charges are based on the direct airline distance measured between the serving wire centers.

A fixed and per mile charge applies as set forth following:

	<u>Fixed Monthly Charge</u>	<u>Monthly Charge Per Mile</u>	<u>Nonrecurring Charge Per Channel</u>
Voice Grade Service	\$42.00	\$2.70	\$115.20
Voice Grade Data Service	\$42.00	\$2.70	\$115.20

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PRIVATE LINE SERVICE

9.2 INTRALATA PRIVATE LINE SERVICE (Cont'd)

C. Voice Grade Service (Cont'd)

7. Rates and Charges (Cont'd)

c. Optional Features and Functions

(1) Bridging

Bridging charges are applicable where more than two Local Channels, or one or more Local Channels and more than one Interoffice Channel, or more than one Local Channel and one Interoffice Channel are bridged or hubbed at the same wire center.

(a) Voice Grade Bridges

(i) Voice Bridging Per Port

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Two-Wire	\$18.00	\$38.40
Four-Wire	\$18.00	\$38.40

(ii) Data Bridging Per Port

Four-Wire	\$30.00	\$40.80
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**PRIVATE LINE SERVICE**

9.2 INTRALATA PRIVATE LINE SERVICE (Cont'd)

C. Voice Grade Service (Cont'd)

7. Rates and Charges (Cont'd)

c. Optional Features and Functions (Cont'd)

(1) Bridging (Cont'd)

(a) Voice Grade Bridges (Cont'd)

(iii.) Telemetry and Alarm Bridging - Split Band,  
Active Bridging

(a) Common Equipment, per central office

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
First Bridging Shelf, Capacity of 48 two-wire Connections	\$120.00	\$390.00
Additional bridging shelf, Capacity of 56 two-wire Connections installed Subsequent to the first Bridging shelf	\$120.00	\$350.00
Additional bridging shelf, Capacity of 56 two-wire Connections installed at The same time as the first Bridging shelf	\$50.00	\$220.00

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PRIVATE LINE SERVICE

9.2 INTRALATA PRIVATE LINE SERVICE (Cont'd)

C. Voice Grade Service (Cont'd)

7. Rates and Charges (Cont'd)

c. Optional Features and Functions (Cont'd)

(1) Bridging (Cont'd)

(a) Voice Grade Bridges (Cont'd)

(iii.) Telemetry and Alarm Bridging - Split Band,  
Active Bridging (Cont'd)

(b) Channel connections, per channel  
connected

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Remote station channel Connection	\$5.00	\$36.00
Mid-link channel connection, First channel	\$10.00	\$46.00
Mid-link channel connection, Subsequent channels	\$10.00	\$46.00

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PRIVATE LINE SERVICE

9.2 INTRALATA PRIVATE LINE SERVICE (Cont'd)

C. Voice Grade Service (Cont'd)

7. Rates and Charges (Cont'd)

c. Optional Features and Functions (Cont'd)

(2) Signaling Arrangements

Signaling arrangements are provided at the customer's option to arrange channels for suitable signaling. Signaling is required on all off-premises extension channels and tie line channels associated with PBX (or similar) systems.

Per local channel

	Monthly Rate	Nonrecurring Charge	
		Initial	Subsequent
(a) Ringdown-Manual	\$13.20	\$40.80	\$218.00
(b) Ringdown-Automatic	\$12.00	\$18.00	\$68.40
(c) E & M Type	\$12.00	\$52.80	\$198.00
(d) Type A (0-199 ohms)	\$7.20	\$48.00	\$138.00
(e) Type B (200-299 ohms)	\$7.20	\$44.40	\$138.00
(f) Type C (900 or more ohms)	\$3.60	\$14.40	\$138.00

SERVICES CATALOG

PRIVATE LINE SERVICE

9.2 INTRALATA PRIVATE LINE SERVICE (Cont'd)

C. Voice Grade Service (Cont'd)

7. Rates and Charges (Cont'd)

c. Optional Features and Functions (Cont'd)

(3) Conditioning (Voice Grade Services)

- (a) Conditioning provides more specific transmission characteristics for data services. There are two types of C-conditioning and one type of D-conditioning, each with different technical specifications. C-type conditioning controls attenuation distortion and envelope delay distortion. D-type conditioning controls the signal to C-notched noise ratio and intermodulation distortion.

Conditioning is charged on a per Local Channel Basis for two-point and multipoint service. For two-point services the parameters apply to each service. For multipoint services the parameters apply to any path between any two service points.

- (b) When a channel is equipped with Type D1 conditioning and is utilized for voice communications, the Company does not undertake to represent that the channel will be suitable for such voice transmission.
- (c) C-Type Conditioning

C-Types of Conditioning per local channel

	Monthly Rate	Nonrecurring Charge	
		Initial	Subsequent
C1 Type	\$2.40	\$12.00	\$78.00
C2 Type	\$2.40	\$26.40	\$88.00

- (d) D-Type Conditioning

D-Type Conditioning per local channel

D1 Type	\$2.40	\$19.20	\$82.80
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PRIVATE LINE SERVICE

9.3 ALARM CIRCUITS

A. General

An alarm circuit is a two-wire line or cable pair provided by the Telephone Company from the customer's premises to a different location (Police Station, customer's residence, etc.) within the Exchange Rate Area of the Telephone Company Exchange, over which the customer operates his own alarm equipment.

B. Conditions

1. The customer will be required to furnish and maintain the circuit closing device and the wiring between this device.
2. The customer shall indemnify and hold harmless and thereby release the Company from any and all legal or other expenses, claims, costs, losses, suits or judgments for damages or injuries to or deaths of persons, or damages to or destruction of property arising in any way directly or indirectly, by reason of any use by the customer of the facilities provided by the Company.

C. Rates

Alarm Circuit, per cable pair	<u>Monthly Rate</u>
First quarter Mile	150% of B-1 rate
Each additional quarter mile, or fraction thereof	\$1.00
Alarm Circuit, per cable pair, where cable pair does not go through the local exchange central office.	
First Quarter Mile	150% off B-1 rate
Each additional quarter mile; or fraction thereof	\$1.00
Installation, Move or Change Charge, Per Cable Pair	\$35.00

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PRIVATE LINE SERVICE

9.4 RADIO TRANSMISSION CHANNELS (OCN 0306)

A. Rates

Special broadcasts requested by a connecting company for radio stations in their territory and/or by a local radio station.

	<u>Installation Charge</u>	<u>Monthly Rate</u>
For each local channel loop First 1/4 route mile or fraction thereof	\$10.00	\$6.55
Each additional 1/4 mile or fraction thereof.	None	2.00
Minimum Rate	\$10.00	1/4 of monthly rate

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PRIVATE LINE SERVICE

9.5 MILEAGE

A. General

This service involves furnishing suburban and/or off-premises station service, where applicable, for PBX trunks, one- or two-party services in sections outside the base rate area or on properties other than that on which the first station for the class and grade of service is located with the exchange areas at the rates listed below.

B. Conditions

1. Mileage applicable to off-premises property business, residence, PBX or key telephone stations located on properties, other than those on which the first stations or switchboard are located, will be determined in the following manner:

The off-premises property mileage measurement is the rate mileage distance between the terminals.

2. Suburban mileage will be based upon airline mileage, between the location of the first station or PBX switchboard service, and the nearest point on the base rate or special rate area boundary.

C. Rates

Monthly Rate

1. On continuous or non-continuous property, business, residence, PBX or key station circuits, bells, or signal circuit exterior to the building in which the first station is located
  - a. For the first mile or fraction thereof, airline measurement \$6.55
  - b. For each additional quarter mile or fraction thereof, airline measurement \$2.00

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### FOREIGN EXCHANGE SERVICE

#### 10.1 GENERAL

- A. Foreign exchange service is exchange service furnished to a subscriber from a central office of an exchange other than the one that normally serves the area in which the subscriber is located.
- B. Foreign exchange service does not come within the Telephone Company's general undertaking, nor does the Telephone Company obligate itself to furnish such service generally; but, will do so where facilities of such a character are available as will permit satisfactory telephone transmission, and where the service is warranted by the circumstances involved.
- C. Foreign exchange service may be provided only in connection with private branch exchange trunk lines, and individual lines business or residence service. The service will be furnished only at one location or premises for each channel or circuit.

#### 10.2 DEFINITIONS

- A. Foreign Exchange (or FX) Service is exchange (local) service furnished to a subscriber from an exchange other than the one from which he would normally be served. Such service is not in accord with the general plan of furnishing telephone service and such service is furnished only under special conditions, where warranted by the circumstances, including availability of facilities involved.
- B. The exchange in whose service area the customer is located and which furnished the telephone or PBX termination for foreign exchange service and which bills and collects for such service is called the Local Exchange.
- C. The exchange which provided the central office facilities and thereby furnished the foreign exchange service is called the Serving Exchange.
- D. Where Foreign Exchange Service is provided between exchanges or exchange areas of the Company, it is called Intra-Company FX Service. Where such service is furnished between an exchange of the Company and that of another Company, it is called Inter-Company FX Service.

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### FOREIGN EXCHANGE SERVICE

#### 10.3 RATES

- A. The monthly rate for Foreign Exchange Service is the monthly rate for individual access line, station, or PBX trunk, applicable in the serving exchange plus the regular authorized monthly charges for any exchange service facilities, except stations and PBX trunks (but including any applicable mileage charge), used in furnishing the service by the local exchange, plus;
1. Mileage charges, route measurement, of Company owned circuit used in connecting the local exchange central office with the serving exchange central office, plus;
  2. Any additional charges made by another telephone company or companies in furnishing the circuit.
  3. The charge set out in (1) above is predicated on the Company having available facilities. If it is necessary for this Company to construct new facilities or to rent space on foreign poles to carry FX circuits, there will be an additional charge to be negotiated based on the cost of such facilities.
- B. Installation and service connection charges for furnishing Foreign Exchange Service shall be the authorized charges for individual line main station, or PBX trunk applicable in the serving exchange, plus the regularly authorized installation charges for any exchange service facilities, except stations used in furnishing the service by the local exchange

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**FOREIGN EXCHANGE SERVICE**

10.3 RATES (Cont'd)

C. Rates and Charges

1. Interexchange Channel including the Channel Terminals

(1) Per channel

	<u>Installation Charge</u>	<u>Monthly Rate</u>
(a) First mile	\$535.00	\$76.00
(b) Each additional mile or fraction thereof		\$2.00

2. Interoffice Channel including the Channel Terminals

(1) Per channel

(a) First ¼ mile	\$5.80
(b) Each additional ¼ mile or fraction thereof	\$1.30

3. Usage charge, flat rate banding, per channel

(1) Band

	<u>Installation Charge</u>	<u>Monthly Rate</u>
(a) 0 - 10 miles		\$40.00
(b) 11 - 20 miles		\$60.00
(c) 21 - 30 miles		\$80.00
(d) 30 - 50 miles		\$100.00
(e) Over 50 miles		\$122.00

**Effective Date: August 1, 2011**

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### FOREIGN EXCHANGE SERVICE

#### 10.4 APPLICATIONS, BILLING AND COLLECTION PROCEDURE

- A. Interexchange FX Service will be furnished under the terms and conditions of the Foreign Exchange Service Agreement executed between this Company and the Company involved. This agreement contemplates that:
1. When a party located in this Company's exchange service area, desires this class of service, he shall apply for same to this Company, which will obtain from the Company furnishing the serving exchange its charges and conditions for providing its parts of the applicants requested service, and on submission to applicant, and his acceptance by executed contract of the overall charges including those of this Company both for installation and monthly flat rate costs and conditions of service. This applicant becomes a FX subscriber of this Company which will perform all billing to and collecting from said subscriber for the entire service rendered.
  2. When a party located in another Company's exchange service area desires FX Service to an exchange belonging to this Company, his application should be made to the other Company which should handle all necessary arrangements for service and on establishment of same, do all subscriber billing and collecting. This Company has no responsibility to the subscriber with respect to such matters.

#### 10.5 DIRECTORY LISTINGS

- A. "800" Type Foreign Exchange Listings in the white pages of the telephone directory will be \$3.00 per month, billable and payable for the entire 12-month normal directory life, at the time of publication or before. No free listings will be provided in the Yellow Pages on such FX listings.

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### CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

#### 11.1 LINE EXTENSION CHARGES

##### A. General

1. Construction charges are non-recurring charges made under certain conditions and are in addition to applicable charges for the class of service furnished, mileage charges, service connection charges, charges for moves and changes, and other charges that may be applicable.
2. Construction charges are payable at the time the application for service is signed or when the account is rendered, as the Company, at its option, may require.
3. The word "Cost" is to be interpreted to mean the cost of labor and materials, and in addition charges for supervision and other overhead expenses associated with the construction.
4. When attachments are made to poles of other companies, in lieu of providing new pole line construction for which the subscriber would regularly be charged construction charges under the provision of this section, the attachment rental charges to the Company for such attachments must be borne or in part by the subscriber as the particular circumstances may warrant.
5. Whenever possible and feasible, the general distribution system will be either underground or buried. Aerial drops are preferred with aerial distribution systems; aerial or buried drops may be used with underground systems; buried drops are preferred with buried systems. As concerns specific applications, the policy is as follows:
  - a. Rural Areas: (those areas beyond the thickly built up town areas). It is the policy to use Buried Distribution Systems and Buried Drops wherever possible for all new construction and for all replacements of existing plant.
  - b. Town Areas: It is the policy to use the following types of construction, in the order named:
    - (1) Underground Distribution Systems are preferred where cable routes exceed 600 pairs, and where possible and feasible.
    - (2) Buried Distribution Systems are preferred where Underground is not possible and feasible.
    - (3) Aerial Distribution Systems are used where neither Underground nor Buried Systems are possible and feasible.

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### CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

#### 11.1 LINE EXTENSION CHARGES (Cont'd)

##### B. Private Right-of-Way

When an applicant is so located that it is necessary to use private right-of-way to furnish service and the Company is unable to obtain the required right-of-way without cost, the applicant may be required to pay the cost incurred in securing, clearing, and retaining such right-of-way.

##### C. Exceptions to Construction Charges

1. Except as provided under "Temporary Service," no construction charge is made for the provision of new pole lines or wire on pole lines or wire on public highways in well populated areas.
2. Except as provided under "Temporary Service," where the applicant is located in a remote area and the construction of outside plant is required to provide facilities to serve one or more applicants, the applicant or applicants may be required to bear that portion of the cost of such construction in excess of an amount equal to five years exchange service charges for the service subscribed for.

#### 11.2 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)

#### 11.3 TEMPORARY SERVICE

When construction is required for temporary service and there is not immediate prospect of reusing the plant provided, the subscriber is required to bear the total cost of such construction and the cost of removal provided, however, that the salvage value of any plant removed shall be deducted from the total cost to be paid by the subscriber.

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#### 11.4 MOVES OR CHANGES OF EXISTING CONSTRUCTION

When the Company moves or changes existing construction or equipment for which no specific charge is quoted in this Services Catalog, the person at whose request the move, or change, is made may be required to bear the cost of such move or change.

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### CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

#### 11.5 CONSTRUCTION IN RESIDENTIAL DEVELOPMENTS

All telephone service placed in residential developments of 5 or more adjoining lots in a recorded plan for the construction of single-family residence including mobile homes intended for year-round occupancy, or one or more adjoining lots for the construction of one or more apartment houses containing an aggregate of five or more family units, if telephone service to such residential or apartment house lots necessitates extending the Company's existing distribution lines.

A developer shall:

- A. At his own cost, provide the Company with easements satisfactory to the Company for occupancy and maintenance of distribution and service lines and related facilities, except in public ways which the Company has the legal right to occupy.
- B. At his own cost, clear the ground in which the aforesaid line and related facilities are to be placed, of trees, stumps and other obstructions.
- C. Place with the Company, in advance or upon other terms the Company may require the following charges when the developer requests construction ahead of the time the Company would normally provide service at customer request.
- D. A prepayment in aid of construction in an amount not in excess of 50% of the Company's costs of the distribution cable for the development.
- E. Such prepayment in aid of construction will be refunded on a proportionate basis for each contract for telephone service received. The basis of total refund shall be 100 percent refund upon receipt of telephone contracts for telephone service from 50 percent of the total development within a 3 year period.

If the developer changes the plot plan after installation of the Company's lines has begun, or otherwise necessitates additional costs by his act or failure to act, such additional costs shall be borne by the developer or his agent.

All distribution and service lines installed within a development shall conform to the Company's construction standards; and shall be owned and maintained by the Company. Such installations shall be performed by the Company or by such other entity as the Company may authorize to do the work. The Company shall not be liable for injury or damage occasioned by the willful or negligent excavation, breakage or other interference with its facilities by other than its own employees or agents.

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### CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

#### 11.6 MISCELLANEOUS CONDITIONS

##### A. Charges to Customers

1. In all cases, normal service charges (6. Service Connection Charges) apply.
2. Except as indicated in this schedule, no other charges will be made when Buried Distribution Systems or Buried Drops are utilized to provide service.
3. When a customer desires a special type of installation, or to be served by a type of construction not normal to the area in which he is located, or which is not normally provided by the Telephone Company, the customer may be required to pay the time and material cost of such installation or construction.

##### B. Special Types of Construction

When a special type of construction is desired by a subscriber or when the individual requirements of a particular situation make the construction unusually expensive, the subscriber is required to bear the excess cost of such construction.

##### C. Special Request Revenue Guarantee and Extended Services Period

When a substantial number of central office lines are requested by an applicant in providing local (or foreign exchange service) the applicant may, based upon the circumstances in each case, be required to guarantee a minimum monthly amount of revenue for a minimum period with termination charges applicable in case of cancellation prior to the expiration of minimum service period.

##### D. Relocation of Utility Facilities

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

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### CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

#### 11.7 RESIDENCE CUSTOMER INCENTIVE PROGRAM

##### A. General

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

##### B. Terms and Conditions

1. This competitive response offering may be offered to potential new residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.
2. For a potential new residence customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.
3. To qualify for these offers, a residence customer is required to have a satisfactory credit rating with the Company.
4. For a potential new residence local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the residence customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.
5. The recipients of the customer incentive offer, and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in C following.
6. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange residence customer is not inconsistent with the provisions of this Tariff and the amount does not exceed the maximum amount set forth in C following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.

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### CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

#### 11.7 RESIDENCE CUSTOMER INCENTIVE PROGRAM (Cont'd)

##### B. Terms and Conditions (Cont'd)

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

##### C. Rates and Charges

1. The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
  - (a) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s), or
  - (b) A waiver of up to three months of the recurring rate(s) or charge(s), or
  - (c) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
  - (d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum above, shall be used.
2. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.
3. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

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### CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

#### 11.8 BUSINESS CUSTOMER INCENTIVE PROGRAM

##### A. General

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

##### B. Terms and Conditions

1. This competitive response offering may be offered to potential new business local exchange customers. In addition, the Company may provide a retention benefit to any existing business customer who has retained a service for some period of time.
2. For a potential new business customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.
3. To qualify for these offers, a business customer is required to have a satisfactory credit rating with the Company.
4. For a potential new business local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the business customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.
5. The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in C following.
6. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange business customer is not inconsistent with the provisions of this Tariff and the amount does not exceed the maximum amount set forth in C following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.

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### CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

#### 11.8 BUSINESS CUSTOMER INCENTIVE PROGRAM (Cont'd)

##### B. Terms and Conditions (Cont'd)

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

##### C. Rates and Charges

1. The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
  - (a) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s), or
  - (b) A waiver of up to three months of the recurring rate(s) or charge(s), or
  - (c) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
  - (d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum above, shall be used.
2. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.
3. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

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Effective Date: February 1, 2003

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### INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT AND SYSTEMS PROVIDED BY THE CUSTOMER

#### 12.1 GENERAL REGULATIONS

##### A. General

This section addresses the responsibilities and liabilities of the customer and company where customer provided terminal equipment and communication systems interconnect with the regulated services of the Telephone Company. Customer provided refers to any equipment purchased by the customer or leased by the customer from the deregulated operations of the Telephone Company or from any other provider of such equipment.

##### B. Responsibility of the Customer

Customer-provided communications equipment may be used with the facilities furnished by the Telephone Company for telecommunications services as provided in this Catalog. In all such cases the customer-provided communications equipment will be constructed, maintained and operated as to work satisfactorily with the facilities of the Telephone Company.

Where telecommunications service is available under this Catalog for use in connection with customer-provided communications systems, the operating characteristics of such equipment or system shall be such as not to interfere with any of the services offered by the Telephone Company. Such is subject to the further provisions that the customer-provided equipment or system does not endanger the safety of Telephone Company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the Telephone Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the Telephone Company's service. Upon notice from the Telephone

Company, that the customer-provided equipment or system is causing or is likely to cause such hazard or interference, the customer shall make such change as shall be necessary to remove or prevent such hazard or interference. The customer indemnifies and saves the Telephone Company harmless against claims for infringement of patents arising from combining such equipment or system with, or using it in connection with, facilities of the Telephone Company; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Telephone Company.

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### INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT AND SYSTEMS PROVIDED BY THE CUSTOMER

#### 12.1 GENERAL REGULATIONS (Cont'd)

##### C. Responsibility of the Telephone Company

The Company shall not be responsible for the installation, operation or maintenance of any customer-provided terminal equipment or communications system. Telecommunications or private line service is not represented as adapted to the use of customer-provided equipment or systems and where such are connected to the Company facilities the responsibility of the Company shall be limited to the furnishing of facilities suitable for telecommunications service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service. Subject to this responsibility, the Company shall not be responsible for (1) the through transmission of signals generated by the customer-provided equipment or systems or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer-provided equipment or systems, or address signaling where such signaling is performed by customer-provided signaling equipment.

The Telephone Company will, at a subscriber's request, provide information concerning interface parameters, including the number of ringers which may be connected to a particular telephone line needed to permit customer-provided terminal equipment to operate in a manner compatible with telecommunications or private line service.

The Telephone Company may make changes in its telecommunications or private line services, equipment, operations or procedures, where such action is not inconsistent with Part 68 of the Federal Communications Commission's Rules and Regulations.

If such changes can be reasonably expected to require modification or alteration of customer-provided terminal equipment or communications systems or materially affect its performance, the Company will make a reasonable effort to notify the customer in advance, to allow the customer an opportunity to maintain uninterrupted service.

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

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### INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT AND SYSTEMS PROVIDED BY THE CUSTOMER

#### 12.1 GENERAL REGULATIONS (Cont'd)

##### D. Violations of Regulations

Where Customer-provided equipment or system or communication system provided to a customer is used with telecommunications service in violation of any of the provisions in this Services Catalog, the Telephone Company will take such immediate action as necessary for the protection of its services and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or system or correct the violation and shall confirm in writing to the Company within 5 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Telephone Company within the time stated above shall result in termination of the customer's service until such time as the customer complies with the provisions of this Services Catalog. The right of the Telephone Company to terminate service as provided above, includes the right to suspend service or to disconnect such customer-provided equipment or communications system.

##### E. Hazardous or Inaccessible Locations

Customer-provided equipment which serve a location which the Telephone Company considers impracticable to service because of hazard or inaccessibility may be connected with telecommunications service by means of connecting equipment furnished by the Telephone Company.

##### F. Provisions of Channels and Equipment

When the customer elects to provide his own communications system, it is contemplated that the customer shall provide all station apparatus and associated channels which are part of the system and which are located on the same customer's premises as the system.

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### INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT AND SYSTEMS PROVIDED BY THE CUSTOMER

#### 12.1 GENERAL REGULATIONS (Cont'd)

##### G. Recording, Reproducing, and Automatic Answering and Recording Equipment

##### 1. Recording of Two-Way Telephone Conversations

Telecommunications and private line services are not represented as adapted to the recording two-way telephone conversations. Customer-provided voice recording equipment may be connected with telecommunications and private line services, in accordance with the provisions in this Services Catalog, subject to the following conditions:

When recording equipment is in use and is a direct electrical connection with services of the Telephone Company, a recorder tone that is repeated at intervals of approximately fifteen seconds is required except that the recorder tone described is not required:

- a. When the equipment will be used by public fire and police departments exclusively for the receipt of intrastate fire and police calls and attended at all times for such purposes.
- b. For Federal Communications Commission licensed broadcast stations for the purpose of recording two-way telephone conversations for broadcast over the air so long as those activities are consistent with the applicable broadcast regulations.
- c. When such equipment is used by the United States Department of Defense at command centers for emergency communications transmitted over the Defense Department's private line system when connected to the telecommunications network.
- d. For the United States Secret Service of the Treasury Department to record telephone conversations which endanger the safety and security of the President of the United States, and members of his immediate family.

Customer-provided voice recording equipment shall be so arranged that it can be physically connected to and disconnected from Telephone Company facilities and switched on and off.

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### INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT AND SYSTEMS PROVIDED BY THE CUSTOMER

#### 12.2 CONNECTIONS OF REGISTERED TERMINAL EQUIPMENT AND SYSTEMS

- A. Customer-provided registered terminal equipment, registered protective circuitry, and registered communications systems may be directly connected at the customer's premises to the telecommunications network, subject to Part 68 of the Federal Communication Commission's Rules and Regulations:
1. A customer-provided registered PBX or key system may be connected directly to the public switched network and cannot be connected via a Centrex System. The customer-provided equipment and the associated customer-provided premises wiring must be compliance with Section 68.214 and 68.215 of the FCC's Rules and Regulations.
  2. The customer shall notify the Company of each line to which registered equipment is to be connected and shall notify the Company when such registered equipment is permanently disconnected. The customer shall provide the Company the registration number and ringer equivalence number for the registered equipment. The customer is also responsible for specification of the appropriate protective connecting arrangement when other than the standard jack is required. (See FCC part 68, Section 68.106, Notification to the Telephone Company.)
  3. The Company is not obligated to provide system and/or terminal equipment or station wiring beyond the point of connection (network interface) with customer-provided systems and/or terminal equipment.

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### INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT AND SYSTEMS PROVIDED BY THE CUSTOMER

#### 12.2 CONNECTIONS OF REGISTERED TERMINAL EQUIPMENT AND SYSTEMS (Cont'd)

##### B. Premises Wiring Associated with Registered or Grandfathered Communications Systems.

1. Premises Wiring is wiring which connects separately-housed equipment entities or system components to one another or wiring which connects an equipment entity or system component with the telephone network interface, located at the customer's premises and not within an equipment housing. This premise wiring will be provided on a deregulated basis effective January 1, 1987.
  - a. Fully-protected Premises Wiring is premises wiring which is:
    - (1) No greater than 25 feet in length (measured linearly between the point where it leaves the equipment or connector housings) and registered as a component of and supplied to the user with the registered terminal equipment or protective circuitry with which it is to be used.
    - (2) A cord which complies with (1) preceding and which is extended once by a registered extension cord. extension cords may not be used as a substitute for wiring which for safety reasons should be affixed to or embedded in a building's structure.
    - (3) Wiring located in an equipment room with restricted access, provided that this wiring remains exposed for inspection and is not concealed or embedded in the building's structure, and that it conforms to Part 68 of the Federal Communications Commission's Rules and Regulations.
    - (4) Electrically behind registered equipment, system components or protective circuitry which assure that electrical contact between the wiring and commercial power wiring or earth ground will not result in hazardous voltages or excessive longitudinal imbalance at the telephone network interface.
  - b. Protected Premises Wiring Requiring Acceptance Testing for imbalance is premise wiring which is electrically behind registered equipment, system components or circuitry, which assure that electrical contact between the wiring and commercial power wiring will not result in hazardous voltages at the telephone network interface.
  - c. Unprotected Premises Wiring is all other premises wiring.
2. Customers who intend to connect premise wiring other than Fully-Protected Premises Wiring to the telephone network shall give advance notice to the Company in accordance with the procedures specified in Part 68, Section 68.106(c) of the Federal Communication Commission's Rules and Regulations.

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### INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT AND SYSTEMS PROVIDED BY THE CUSTOMER

#### 12.3 CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS

Direct Connections and Connections Through Connecting Arrangements Provided by the Company.

- A. If the initial rule-compliance connection was made prior to January 1, 1980, grandfathered Terminal Equipment and Grandfathered Communication Systems may remain directly connected and be moved and reconnected to the telecommunications network for the life of the equipment without registration. The equipment or systems may be modified only in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations, subject to the following:
1. The customer shall notify the Company when grandfathered terminal equipment or a communication system is to be connected. Notification should include a description of the equipment, manufacturer's name, model number, and type of equipment and state its previous connection. The customer shall also notify the Company when such communications equipment and systems are to be permanently disconnected.
  2. All connections are made through a network interface agreeable to the Company and the customer.
  3. All such connections shall comply with all the criteria contained in Subpart D of Part 68 of the Federal Communications Commission's Rules and Regulations both prior to and after the application of each of the mechanical and electrical stresses specified in that section.

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### INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT AND SYSTEMS PROVIDED BY THE CUSTOMER

#### 12.4 ACOUSTIC OR INDUCTIVE CONNECTIONS

##### A. General

Customer-provided voice or data terminal equipment and customer-provided communications systems may be acoustically or inductively connected at the customer's premises to the telecommunications network provided the connection is made externally to the network control signaling unit when the unit is Telephone Company-provided. The customer-provided communications equipment must comply with all the criteria contained in Subpart D of Part 68 of the Federal Communications Commission's Rules and Regulations both prior to and after the application of each of the mechanical and electrical stresses specified in that section.

#### 12.5 CONNECTION OF CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS NOT SUBJECT TO PART 68 OF THE FCC RULES AND REGULATIONS

A. Customer-provided communications systems not subject to Part 68 of the Federal Communications Commission's Rules and Regulations may be connected with the telecommunications services in accordance with this Services Catalog. These communications systems (including channels derived from such systems), not exceeding voice grade, may be connected at the customer's premises provided that:

1. Such telecommunications service or customer-provided communication system is utilized for the origination or termination of communications at the customer's premises where the connection is made.
2. The connection shall be through a network control signaling unit and connecting arrangement furnished by the Company.
3. The connection shall be made through switching equipment provided by either the customer or by the Company.
4. The provisions relating to minimum protection criteria set forth in Subpart D of Part 68 of the Federal Communications Commission's Rules and Regulations both prior to and after the application of each mechanical and electrical stresses specified in that section. As related to minimum protection criteria and when applied to the connection of customer-provided communications systems, the term "Customer's premises" shall include any premises on which the customer-provided communications system is terminated.

When a telecommunications service is used in the provision of a composite data service for others and connection of such service is made to a communications system provided by a customer and the connection is made through customer-provided data switching equipment, the provisions of a. and c. above do not apply.

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### INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT AND SYSTEMS PROVIDED BY THE CUSTOMER

#### 12.6 CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT SPECIFICALLY EXCLUDED FROM THE FCC REGISTRATION PROGRAM

- A. Customer-provided terminal equipment may be connected at the customer's premises to party line and semipublic coin services of the Company in accordance with the following:
1. The connection of customer-provided terminal equipment to services excluded from the Federal Communications Commission's (FCC) Registration programs shall be through a protective connecting arrangement which must be furnished by the Company.
  2. The connection of customer-provided communications equipment must comply with all the criteria contained in Subpart D of Part 68 of the FCC's Rules and Regulations both prior to and after the application of each of the mechanical and electrical stresses specified in that section.

#### 12.7 CUSTOMER PREMISES INSIDE WIRE

A. General Regulations

1. Customer premises inside wire and standard jacks associated with residence and business individual line basic local exchange services, as defined elsewhere in this Services Catalog, may be provided by either Company on a deregulated basis after January 1, 1987 or the customer.
2. Customer premises inside wire is defined that wire, including connectors, blocks and jacks, within a customer's premises that extends between the termination of the Exchange Access Line and those standard jack locations within the customer's premises to which terminal equipment can be connected for access to the Network Access Line.
3. Customer premises inside wire provided by the customer must be installed in accordance with the technical standards and installation guidelines furnished to the Commission by the Company and must comply with the National Electric Safety Code and applicable local codes.
4. Customer premises inside wire provided by the customer may be connected to residence and business line basic local exchange service furnished by the Company at a specific network interface.
5. The network interface for the connection of customer premises inside wire consists of a standard modular jack or appropriate device and is provided as apart of the network access line. This will be installed inside or outside the customer's premises at a location determined by the Company which is accessible to the customer. The normal location will be in close proximity to the protector or entrance facility, whenever practicable.

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### INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT AND SYSTEMS PROVIDED BY THE CUSTOMER

#### 12.7 CUSTOMER PREMISES INSIDE WIRE (Cont'd)

##### A. General Regulations (Cont'd)

6. The Company is not obligated to connect telephone instruments and standard modular jacks to customer-provided inside wire.
7. Maintenance of customer owned premises inside wire may be performed by either the Company on a deregulated basis after January 1, 1987, or the customer.

##### B. Responsibility of the Customer

1. When the customer provides the inside wire and standard jacks, the installation must be in accordance with the technical standards furnished to the Commission by the Company.
2. In the event the customer maintains or attempts to maintain inside wire, the customer assumes the risk of loss of service, damage to property, or death to or injury of the customer's agent. The customer will save the Company harmless from any and all liability claims, or other damage suits arising out of the customer's wire maintenance activity.

##### C. Responsibility of the Company

1. The Company will make the technical standards and installation guidelines for customer provision of inside wire available to customers at Business Office or other designated locations.
2. The Telephone Company is responsible for the access line from the central office switching point up to and including the termination on the subscriber's premises in either a protector, interface or other point of demarcation.
3. The Telephone Company will offer installation and repairs of subscriber wire and jacks through a non-regulated Telephone Company wiring plan. The Company will provide customer requested installation, maintenance or rearrangements of inside wire on a detariffed basis. The charges will be a flat rate schedule or time and materials schedule basis.

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### INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT AND SYSTEMS PROVIDED BY THE CUSTOMER

#### 12.7 CUSTOMER PREMISES INSIDE WIRE (Cont'd)

##### D. Violation of Regulations

1. Where customer-provided inside wire is a violation of 12.2B, the Company will properly notify the customer of the violation and will take such immediate action as is necessary for the protection of the telecommunications network and Company employees.
2. The customer shall discontinue use of the customer-provided inside wire or correct the violation and notify the Company in writing that the violation has been corrected within 20 days after receipt of such notice.
3. Failure of the customer to discontinue such use or to correct the violation will result in the suspension of the customer's service until such time as the customer complies with the provision of this Services Catalog.

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### GENERAL RULES AND REGULATIONS

#### 13.1 APPLICATION

- A. The Catalog sets forth the terms and conditions under which Customers ("Customer," "you" or "your") agree to use the Services (as defined below) and under which Frontier Communications of the South, LLC ("Frontier," "Company" or "we") agrees to provide the Services to Customers, unless otherwise noted.
- B. The Catalog becomes a binding contract following your acceptance of the terms and conditions applicable to the ordered Service. You are deemed to have accepted the terms of the Catalog applicable to your Service upon your order of, use of, or payment for the Service following this notification.
- C. Unless expressly stated otherwise, the Catalog also applies to Customers who have entered into a separate contract for Services for a specified time period; provided, however, in the event of a conflict between the terms in the separate contract and the terms in the Catalog, the terms in the separate contract shall control with respect to Services subject to that contract.

#### 13.2 GENERAL TERMS AND CONDITIONS

- A. Services. "Service" or "Services" means those telecommunications products or services offered by Frontier in Alabama for which the prices, charges, terms and conditions of sale are specified in the Catalog.
- B. Prices. You are responsible for all charges associated with the Services and rate plan selected, including all taxes, usage charges, telecommunications surcharges (e.g., Universal Service Fund fees) or other applicable governmental charges due on account of the Services. Such taxes, fees and/or surcharges are subject to change without notice to Customer except as may be required by law. Charges for ancillary services, including but not limited to, charges for installation, change orders, directory assistance and operator services used by Customer will be imposed at Frontier's current rates and such charges are also subject to change without notice to Customer except as may be required by law. Promotional pricing and terms will expire in accordance with the terms applicable to each promotion, without further notice to you.
- C. Credit Check/Deposit. Customer authorizes Frontier to conduct a credit search which Frontier will use to determine the credit worthiness of the Customer.
- D. Unauthorized Use. Frontier shall not be liable for any damages, including charges for Services that Customer may incur as a result of the unauthorized use or misuse of the Services by Customer's family, guests, employees, third parties, or the public. Customer shall remain responsible for such charges.

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### GENERAL RULES AND REGULATIONS

#### 13.2 GENERAL TERMS AND CONDITIONS (Cont'd)

- E. Indemnification. Customer agrees to defend, indemnify and hold Frontier, our employees, affiliates and agents, harmless from any and all losses, claims, demands, damages, expenses (including reasonable attorneys' fees), or any liability whatsoever, arising from any use of the Services by you or any person you permit to use the Services, including without limitation, liability resulting from the content of communication such as defamation, fraud or invasion of privacy, any combination of the Services with other products or services not provided by Frontier, any modification of the Services or any infringement of intellectual property.
  
- F. Warranty Disclaimer. EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN THE CATALOG, FRONTIER DISCLAIMS ANY AND ALL REPRESENTATIONS AND WARRANTIES, EXPRESS, IMPLIED OR ARISING BY COURSE OF PERFORMANCE, DEALING, CUSTOM OR TRADE USAGE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE (EVEN IF WE KNEW OR SHOULD HAVE KNOWN SUCH PURPOSE) AND NON-INFRINGEMENT. YOU AGREE THAT THE SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. FRONTIER DOES NOT WARRANT THAT THE SERVICES WILL MEET YOUR NEEDS, OR WILL BE UNINTERRUPTED, ERROR-FREE, OR SECURE.
  
- G. Limitation of Liability
  - G.1 EXCEPT FOR DAMAGES RESULTING FROM THE UNAUTHORIZED OR ILLEGAL USE OF THE SERVICES BY YOU OR YOUR FAMILY, GUESTS OR EMPLOYEES, NEITHER PARTY (NOR ITS SUPPLIERS OR AFFILIATES) SHALL BE LIABLE TO THE OTHER PARTY FOR PUNITIVE, SPECIAL, CONSEQUENTIAL, INCIDENTAL OR INDIRECT DAMAGES INCLUDING WITHOUT LIMITATION, LOSS OF BUSINESS PROFITS, OR OTHER COMMERCIAL OR ECONOMIC LOSS ARISING OUT OF THE USE OR INABILITY TO USE THE SERVICES, EVEN IF THE PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

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### GENERAL RULES AND REGULATIONS

#### 13.2 GENERAL TERMS AND CONDITIONS (Cont'd)

##### G. Limitation of Liability (Cont'd)

G.2 EITHER PARTY'S MAXIMUM TOTAL LIABILITY TO THE OTHER PARTY IN CONNECTION WITH THE SERVICES, FOR ANY AND ALL CAUSES OF ACTION AND CLAIMS, SHALL BE:

G.2.1 FOR DAMAGES ARISING OUT OF ERRORS, OMISSIONS, INTERRUPTIONS, DELAYS OR DEFECTS IN TRANSMISSION OR DEFECTS IN COMPANY FACILITIES (A "FAILURE"), INCLUDING SUCH DAMAGES CAUSED BY THE PARTY'S NEGLIGENCE, THE CHARGES FOR THE AFFECTED SERVICES FOR THE PERIOD OF THE FAILURE;

G.2.2 FOR INDEMNITY, THE REMEDIES SET FORTH IN SECTION E;

G.2.3 FOR DAMAGES CLAIMED ON ACCOUNT OF ERRORS IN, OMISSION FROM OR INCLUSION INTO ITS DIRECTORIES, FRONTIER ASSUMES NO LIABILITY;

G.2.4 FOR ANY DAMAGES ARISING OUT OF GROSS NEGLIGENCE OR THE WILLFUL OR INTENTIONAL MISCONDUCT OF THE PARTY, THE AMOUNT OF DIRECT DAMAGES PROVEN;

G.2.5 FOR ALL OTHER DAMAGES NOT SET FORTH ABOVE AND NOT EXCLUDED UNDER THE CATALOG, EACH PARTY'S MAXIMUM LIABILITY DURING ANY TWELVE MONTH PERIOD SHALL BE LIMITED TO THE LESSER OF (i) DIRECT DAMAGES PROVEN, OR (ii) THE AMOUNT PAID BY CUSTOMER TO FRONTIER UNDER THE CATALOG FOR THE ONE MONTH PERIOD PRIOR TO ACCRUAL OF THE MOST RECENT CAUSE OF ACTION.

G.3 NOTHING IN THIS SECTION SHALL LIMIT YOUR LIABILITY TO FRONTIER FOR ANY AND ALL CHARGES INCURRED FOR THE SERVICES.

H. Termination of Services. Frontier may either suspend or terminate the Service for reasons as provided in this Catalog. Upon termination, Customer shall be responsible for the payment of all charges due.

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

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### GENERAL RULES AND REGULATIONS

#### 13.2 GENERAL TERMS AND CONDITIONS (Cont'd)

- J. Customer Responsibilities. You agree to provide us with the access and support required to allow us to implement, maintain and provide the Services. You shall ensure that the facilities or equipment provided by you are properly interconnected with the Services, facilities and equipment provided by Frontier. Frontier shall not be liable for any damages or losses caused by the failure of equipment, inside wire or other facilities provided by you or a third party and you shall be liable if such facilities cause damage to Frontier, our customers, and/or our providers. You are solely responsible for the selection, implementation and maintenance of security features for protection against unauthorized or fraudulent use of Services and Frontier shall have no liability therefor.
- K. Miscellaneous
- K.1 The Catalog, including these general terms and conditions, constitutes the entire agreement of the parties with respect to the Services and takes the place of all prior agreements, negotiations, and representations, whether written or oral, concerning the Services. Frontier may revise the terms and conditions of this Catalog. We may decrease prices without prior notice. Increases to the prices or material changes to the Catalog resulting in more-restrictive terms or conditions shall be effective no sooner than thirty (30) days after notice is provided in a bill insert, as a message printed on your bill, in a separate mailing, or by any other reasonable method permitted by law. If you do not agree to the revision(s), you must terminate your Service(s) within thirty (30) days of the date the notice was mailed or otherwise delivered. By continuing to use the Service(s) after revisions are in effect, you are accepting and agreeing to all revisions. Price increases and more-restrictive terms do not include (i) the introduction of a new Service, (ii) the addition of a new feature to existing Service, or (iii) the imposition of governmental charges.
- K.2 Either party's failure to enforce any of the provisions of the Catalog or to exercise any right or option is not a waiver of any such provision, right, or option, and shall not affect the validity of the Catalog. Any waiver must be written and signed by the Parties. The invalidity or unenforceability of any part of the Catalog will not affect the other parts thereof, and the remaining terms and conditions of the Catalog shall continue to apply as necessary to reflect the original intention of the parties.
- K.3 Customer shall not transfer, assign or resell the Services without the prior written consent of Frontier. Frontier may freely assign or transfer all or part of our rights under the Catalog without notice.

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### GENERAL RULES AND REGULATIONS

#### 13.3 USE OF SERVICE

##### A. Abuse or Fraudulent Use of Service

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

1. the use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information without payment of the charge applicable for service;
2. rearrangement of, tampering with or connection of equipment to the facilities of the Company to obtain, to attempt to obtain or assist others to obtain service without payment (in total or in part) of regular charges for the service;
3. false representation, scheme, trick or device whatsoever intended to avoid payment (in total or in part) of regular charges for the service;
4. the use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;
5. the use of profane or obscene language;
6. the use of the service in such manner as to interfere unreasonably with the use of the service by one or more other customers;
7. the impersonation of another.

##### B. Use of Service for Unlawful Purposes

All service is provided subject to the condition that it will not be used for any unlawful purpose.

##### C. Use of Party Line Service

Not applicable to Frontier Communications of the South, LLC.

##### D. Use of Customer Service

The service provided to the subscriber is exclusive and may not be used by another except for employees, agents or representatives of the subscriber, or members of the subscriber's domicile; nor may any subscriber charge or receive compensation from another for services or use of the facilities provided to that subscriber without the prior written approval of the Telephone Company. This restriction does not apply to semi- public service.

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### GENERAL RULES AND REGULATIONS

#### 13.3 USE OF SERVICE (Cont'd)

##### E. Minimum Contract Period

1. Unless stated otherwise in this Services Catalog or the Company's General; Subscriber Services Tariff, the initial contract period will be one month.
2. For directory listings both the initial and subsequent period will be coincident with the directory period.

##### F. Termination of Service

1. When cancellation occurs prior to the start of installation or service by the Telephone Company, no charges will apply.
2. When installation of facilities has been initiated or service established and provided prior to cancellation, a charge equal to the estimated installed cost, less salvage value may be applied or a charge equal to the minimum period of service, including installation charges, if any, and full amount of any termination charges applicable, whichever is less.
3. Installation of facilities for the subscriber is considered to have started when the Telephone Company has incurred any expense in the connection therewith, or the preparation thereof, which it would not have otherwise incurred, provided the subscriber had advised the Telephone Company to proceed with such installation.
4. In the case of directory listing service where the listing has appeared in the directory, monthly charges will be made to the end of the directory period, except that the charges will cease at the time the contract for the main service is terminated.
5. Classified advertising service is provided for a minimum of the one year directory period. For the subscriber's convenience, the billing is done on a monthly basis. Therefore, if the service is cancelled during the year, the remaining balance of the classified advertising costs become due.
6. The Telephone Company may temporarily or permanently disconnect the subscriber's service if a subscriber, whose bill is presented monthly fails to pay in full the regulated charges on his bill following 5 days written notice when it becomes delinquent.
7. The subscriber shall be provided five day written notification prior to disconnection of service.
8. Service which has been temporarily disconnected will be charged the regular rates for a period not exceeding 10 days following the disconnect date. When the interval between the date service is temporarily disconnected and the date service is reconnected is less than 10 days, there will be no adjustment for that month's rental rate.

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### GENERAL RULES AND REGULATIONS

#### 13.3 USE OF SERVICE (Cont'd)

##### F. Termination of Service (Cont'd)

9. The Telephone Company may either suspend service or terminate the subscriber's contract without suspension of service, or, following a suspension of service, sever the connection and remove any of its equipment from the subscriber's premises upon:

- a. Abandonment of service.
- b. Failure of a customer to make suitable deposit required by the Telephone Company.
- c. Nonpayment of any regulated sum due for exchange, toll, or other service.
- d. Use of the service for any unlawful purpose.
- e. Use of service in such a way as to impair or interfere with the service of other customers.

Such improper use includes, but is not limited to, the making of nuisance calls and the use of telephone service by a customer, or with his permission, in connection with a plan or contrivance to secure a large volume of telephone calls, to be directed to such customer at or about the same time, resulting in preventing, obstructing, or delaying the telephone service of others.

- f. If the Telephone Company's equipment or facilities are damaged, replaced or rearranged, or repaired by a subscriber.
- g. Access to subscriber property necessary to provide service is denied to the Telephone Company.
- h. Use of services or Telephone Company owned facilities in an unlawful manner.
- i. Use of CPE or inside wire by the subscriber which does not meet Telephone Company and Federal Communications Commission licensing standards, or is likely to cause an unsafe or hazardous condition as defined by the Telephone Company.
- j. Any other violation of the Telephone Company's rules and regulations applying to subscriber's contracts or to the furnishing of service.

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### GENERAL RULES AND REGULATIONS

#### 13.3 USE OF SERVICE (Cont'd)

##### G. Resale of Service

The resale of any service provided by the Company is not permitted except as provided elsewhere in this Services Catalog or as specifically authorized by the Company.

##### H. Restoration of Service

1. In its discretion, the Telephone Company may restore, or re-establish service which has been suspended or discontinued, for nonpayment of regulated charges without payment of all charges due. Such restoration, or re-establishment, shall not be construed as a waiver of any rights to suspend, or discontinue, service for non-payment of any such, or other, charges due and unpaid for the violation of the provisions of the Services Catalog; nor shall the failure to suspend or discontinue service for non-payment of any past due accounts operate as a waiver to suspend, or discontinue, service for non-payment of such account or any other past due account.
2. Should service be suspended for non-payment of charges, restoration of service will be made as specified under S of this Services Catalog.
3. A customer who fails to pay his bill by the time specified by the regulations of the Telephone Company regarding the prompt payment of bills, and who further fails to pay such bill within a reasonable period (regardless of whether or not service is discontinued for such non-payment, e.g., when disconnected for noncompliance, on wiring or equipment, etc.) may be required to pay such bill together with the applicable reconnection charge.

##### I. Subscriber Complaints

1. Informal and formal complaints against the Telephone Company shall be made first directly to the Telephone Company.

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### GENERAL RULES AND REGULATIONS

#### 13.3 USE OF SERVICE (Cont'd)

##### J. Alabama Relay Center Restrictions

1. The following calls may not be placed through the Alabama Relay Center:
  - . Calls to 976, 900, or 700 numbers.
  - . Calls to time or weather recorded messages.
  - . Calls to other informational recordings.
  - . Station sent paid calls from coin telephones.
  - . Operator handled conference service and other teleconference calls.
  - . All calls billed to Cards (i.e., Credit Cards and Calling Cards) other than those issued by AT&T or the LEC's.
2. The Company will not transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections. Employees of the Company are forbidden to accept either oral or written messages to be transmitted over the facilities of the Company, except where the Company transmits messages for Telecommunications Devices for the Deaf (TDD).
3. Where the Company transmits messages through the Alabama Relay Center, the Company shall not be liable for errors in translating, transmitting, receiving or delivering messages by telephone, TDD or any other instrumentality over the facilities of the Company, connecting utilities or through the Alabama Relay Center, in the absence of gross negligence or willful misconduct.

##### K. INTERCONNECTION AGREEMENTS

The services offered in this Services Catalog enable communication between a customer of Frontier and another customer of Frontier, a customer of another ILEC, or a customer of another TSP (Telecommunication Service Provider), provided the TSP has properly executed an interconnection agreement or other appropriate traffic interchange agreement with Frontier. Frontier will not originate calls to a TSP's NXX that is within the local calling scope of the calling party until an interconnection agreement or traffic interchange agreement with Frontier has been fully executed and proper facilities are in place.

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### GENERAL RULES AND REGULATIONS

#### 13.4 ESTABLISHMENT AND FURNISHING OF SERVICE

##### A. Application for Service

1. All applications for service shall be made at the business office of the Telephone Company by telephone or in person. Applicant shall provide his full legal name and address of the property to be served. The applicant agrees to abide by the rules and regulations of the Telephone Company as specified in its Tariff on file with the Commission and/or this Services Catalog.
2. No customer may make application for telephone service for another applicant in order to avoid paying an outstanding bill of the applicant.
3. It shall be the responsibility of the subscribers or their agents to provide all easements, information, and assistance as may be required by the Telephone Company for the installation of their service. No service may be established until all easements have been provided without charge to the Telephone Company.
4. Except where public safety or lawful emergencies require expeditious handling, the Telephone Company will normally process all applications in the order received.
5. When an applicant desires a multi-access line installation (such as a Key System or Private Branch Exchange) a written contract is usually required. Most other applications will generally be accepted by telephone.
6. Where an applicant or subscriber, or resident member in the applicant's household, has any past due and unpaid accounts arising from the furnishing of telephone service, the Telephone Company reserves the right to reject any application for, or suspend, service until the amount due and the amount required for advance payment, or deposit, shall have been paid.
7. The following exceptions exist to denial of service by the Telephone Company. Failure to pay for the following shall not constitute sufficient cause for denial of service:
  - a. Directory advertising charges in dispute,
  - b. Charges in dispute billed for other carriers or information service providers,
  - c. Non-regulated equipment or services,
  - d. Local Dial-it charges in dispute,
  - e. Business service at a different location and a different telephone number shall not constitute sufficient cause for refusal of residence service or vice versa.

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### GENERAL RULES AND REGULATIONS

#### 13.4 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

##### B. Application of Business Rates

1. Business or residence classification of subscriber service is determined by the use made of the service. Service is classified as business service and business rates apply where the use is primarily of a business, professional, institutional, or otherwise occupational nature, or where the service or any part thereof is furnished at a business location, except as where specified elsewhere in the Services Catalog. Where the telephone number is used in connection with business, professional, institutional, or occupational advertising or other promotional media, business rates will apply, except when a residence phone number is advertised as an alternate call number in connection with a business telephone number. Telephone service furnished to schools, lodges, churches, and clubs shall be charged at the business telephone rate.
2. Business rates apply at residence locations when the subscriber has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising either by business cards, newspapers, handbills, billboards, circulars, motion pictures, or other advertising matter, such as on vehicles, etc. When such business use is not such as commonly arises and passes over the residence telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed, then residential rates shall apply, except for the residential work @home program, which makes all Yellow page products available to any residential participant in the program. The Work at Home Program provides the following features:
  - No White Page listings in the business name
  - No free semi-bold listing in the yellow page
  - Business name not listed in directory assistance
3. Business rates apply at residence locations, when a station or extension bell is located in a shop, office, or other place of business.

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### GENERAL RULES AND REGULATIONS

#### 13.4 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

##### B. Application of Business Rates (Cont'd)

4. Business rates apply at offices, stores, factories, institutions, and at all other places usually recognized as being strictly business nature. Business rates also apply at:
  - a. Residence locations, where the place of residence is adjacent to a place of business and is connected thereof, and it is not evident that the telephone located in the residence is to be employed primarily for domestic use.
  - b. Residence locations, where an extension station or extension bell is located in any place where business rates would apply under the provisions of this Services Catalog.
  - c. At any location where a business designation is provided or when any title indicating a trade or profession is listed, except as modified under "Residence Rates" in this Services Catalog.
5. Business rates also apply at all other locations where the subscriber's primary use of the service is for business purposes.

##### C. Application for Residence Rates

1. The residential telephone rates will apply to telephone customers who use their telephones, located in their place of lodging and residence for the purpose of social and emergency use only. Extension of the primary service will be confined to the area serving the individual or for the family, living as a household unit. Rooms or quarters occupied by other than the above will require independent telephone service if desired. Advertising the telephone number publicly, other than occasionally (pertaining to the household unit), will require a business telephone rate.
2. When it is determined that a subscriber to residence service is using the service in such a manner that it should be reclassified as business service under the above provisions, 30 days after the subscriber has been given written notice the Telephone Company will discontinue the service of such customer in the event he refuses to permit his service to be classified as business service and pay applicable business rates.

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### GENERAL RULES AND REGULATIONS

#### 13.4 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

##### C. Application for Residence Rates (Cont'd)

3. Residential rates shall apply at the residence of a clergyman, physician, nurse, midwife, dentist, veterinary surgeon, or other medical practitioner, provided the telephone is not located in that portion of the subscriber's residence which is used as an office, and provided no business designation is employed. Abbreviated titles such as Dr., Professor, Rev.," are not considered business designations.
4. Residential rates will apply in a private stable or garage which is strictly a part of the subscriber's domicile, and in a college fraternity house where members of the fraternity reside.
5. The use of the service to terminate and re-originate calls received over a data service onto the public switched network will be subject to business access line charges as well as feature Group A usage charges located in the company's state and federal access tariffs.

##### D. Advance Payments

Applicants for telephone service may be required to make, prior to the installation of the service, and advance payment equal to the service charges applicable plus one month's exchange service charges for the service applied for. In its discretion, the Telephone Company may provide the service applied for prior to receipt of the advance payment. Such action shall not be construed as a waiver of any rights to require such advance payments for other service for the applicant or other applicants. In any case where special, unusual or temporary construction is required, the provisions of 12. will apply.

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### GENERAL RULES AND REGULATIONS

#### 13.4 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

##### E. Customer Billing

1. The Telephone Company will endeavor to mail its bills for telephone service on or before the same date each month.
2. The customer is responsible for prompt payment monthly, of all charges for facilities and services furnished to the customer. This will include charges for all calls originated by the customer or accepted by him as "collect," "third number," "calling card," or "special billed" calls. Charges are payable at the Telephone Company's business offices or at any agency authorized to receive such payments. If verbal or written objection is not received by the Telephone Company within ten business days after the bill is presented, the account shall be deemed correct and binding upon the subscriber. Adjustments due to billing inaccuracies will be limited to the most recent 36-month period.
3. Recurring charges shall be billed monthly in advance. Nonrecurring and toll charges shall be assessed at the time such service is provided and billed as part of the next regular monthly bill. Special billing may be made by the Telephone Company to any subscriber where the total amount due the Telephone Company becomes unusually high without valid reason, or when the subscriber cancels service.
4. Late Payment Charge applies to each subscriber's bill (including amounts billed in accordance with the Company's Billing and Collection Services) when any undisputed portion of a previous month's bill has not been paid in full by the subsequent billing date. The late payment charge is applied to the total amount carried forward and is included in the total amount due in the subscriber's current bill.

Residence - A late payment charge of 1.5 percent or \$9.00 (whichever is greater), applies.

Business - A late payment charge of 1.5 percent or \$14.00 (whichever is greater), applies. (I)

5. A delinquent account will subject the customer's service to temporary or permanent disconnection, pursuant to the provisions of this Services Catalog.
6. All billings presented for payment by the Telephone Company will show the type of service rendered, the related charges, and the total bill for such service.

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### GENERAL RULES AND REGULATIONS

#### 13.4 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

##### E. Customer Billing (Cont'd)

7. For local service outages properly reported by the subscriber and for which the subscriber is not at fault, an adjustment to the regular monthly service charge is allowed at the subscriber's request as follows:
  - a. No allowance is given for a service outage whose duration is less than twenty-four (24) hours after receipt of the outage notice from the subscriber. For outages greater than twenty-four (24) hours, an allowance equal to 1/30 of the regular monthly recurring charges shall be made each 24 hours service remains unusable; except that the total allowances may not exceed the regular monthly recurring charges for service.
  - b. Refunds will be computed at the Telephone Company or the subscriber may request a refund specifying the outage period, date and time of restoration. The Telephone Company will, upon verification, make appropriate adjustments in its next regular billing.
8. When a bona fide dispute exists as to any aspect of the bill between the customer and the Telephone Company in attempting to arrive at an amiable settlement, the customer will be given the name and address of the Public Service Commission. A toll free number for the Commission is located in the front of the telephone directory. The customer will also be advised that he may request intervention of that body in the dispute. If the customer does file a complaint with the Commission, all action to disconnect his service will be withheld until the dispute can be adjudicated by the Commission.
9. Charges for company services offered under this Services Catalog are covered in other portions of this Services Catalog and consist of nonrecurring charges for installation and certain administrative expenses; monthly recurring charges for line services and supplemental equipment; and charges for use of public pay station service. Toll access charges are set in accordance with rules and regulations of the Federal Communications Commission and state law. Interstate long distance toll telephone charges are billed to the subscriber by the Telephone Company in accordance with connecting company interstate tariff currently approved by the FCC.

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### GENERAL RULES AND REGULATIONS

#### 13.4 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

##### E. Customer Billing (Cont'd)

10. Installment Billing - Residential customers may elect to pay their service connection, initial installation, move, substitution, and other nonrecurring local charges associated with service orders, including restoral charges and maintenance service charges, in monthly installments of a 3 month or 6 month period. When installment billing is requested, it will be applied to all nonrecurring charges associated with a given service order, subject to the following:
  1. Only residential customers may use installment billing.
  2. Charges will be billed in 6 monthly installments.
  3. A customer may not pay a portion of the charges and then request installment billing for the remaining charges.
  4. More than one installment plan may be in effect for the same customer at the same time.
  5. If a customer disconnects service during the installment payment period, all unbilled charges will be included in the final bill rendered.
  6. Installment billing will continue even if an account is temporarily suspended.
  7. No interest or carrying charges will be applied.
  8. Not applicable where promotional credit has been given against the non-recurring charge.

##### F. Telephone Numbers

1. The customer has no property right to the telephone number nor any right to continuance of service through any particular central office.
2. The Company reserves the right to change the customer's telephone number or the central office associated with such number, or both, as may be required for the proper conduct of its business.

##### G. Alterations

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

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### GENERAL RULES AND REGULATIONS

#### 13.4 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

##### H. Special Construction

##### 1. Private Property (See also 12. Charges Applicable Under Special Conditions)

- a. An average amount of entrance and distribution facilities may be furnished by the Company provided the facilities are of the standard type normally furnished for the particular location or kind of service.
- b. If additional entrance or distribution facilities are required; if the conditions are such as to require special equipment, maintenance or methods of construction; if the stability of the customer has not been established; if the installation is for a temporary or semi-permanent purpose or if for any other reason the construction costs are excessive as compared with the revenue to be derived, the applicant shall be required to pay the costs over and above those applicable for a normal installation.
- c. The customer will provide the Company without charge written permission for the placing of the Company's facilities on the property.

##### 2. Underground

When feasible conduit will be furnished by the Company at cost, or conduit may be provided by the applicant subject to the Company's specifications. Conduit used for Telephone Company facilities may not be used for any other purpose without the consent of the Company. The distance between the conduit and any Electric Light or Power Conduit or Conductor shall be in accordance with the Company's specifications.

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### GENERAL RULES AND REGULATIONS

#### 13.4 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

##### I. Special Assemblies of Speculative Projects

##### 1. Rates

##### Computations

- a. Rates for special assemblies are equivalent to the estimated cost of furnishing the special assembly.
- b. Estimate cost consists of an estimate of the total cost to the Company in providing the special assembly including:
  - (1) Cost of maintenance.
  - (2) Cost of operation.
  - (3) Depreciation on the estimated cost installed of any facilities used to provide the special assembly based on the anticipated useful service for life of the facilities with an appropriate allowance for the estimated net salvage.
  - (4) General administration expenses, including taxes on the basis of average charges for these items.
  - (5) Any other item of expense associated with the particular situation.
  - (6) An amount, computed on the estimated cost installed of the facilities used to provide the special assembly, for return on investment.
- c. Estimated cost installed mentioned above includes the cost of equipment and materials provided or used plus the estimated cost of installing, including engineering, labor, supervision, transportation, rights-of-way and other items which are chargeable to the capital accounts.
- d. In computing the rates for special assemblies, one of the three rate treatments is used:
  - (1) Monthly rental and termination agreement with or without an installation charge.
  - (2) Monthly rental with an installation charge.
  - (3) Installation charge only.

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### GENERAL RULES AND REGULATIONS

#### 13.4 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

##### J. Transfer of Service Between Subscribers

1. When a change of occupancy or legal responsibility takes place on any premise served by the Telephone Company, notice shall be given within a reasonable time prior to such change. The outgoing subscriber is responsible for all service charges, including toll until such notice has been properly transmitted, received and processed by the Telephone Company. If the incoming subscriber desires to continue the existing service and keep the same telephone number of the previous subscriber, he must make timely application to do so and assumes full responsibility for all billing received, including toll, from the date of the change of occupancy. When the date of change of occupancy does not coincide with the billing cycle date of toll and other services, it is the responsibility of the involved customers to split the billing between themselves. No service under this section shall be provided for the incoming subscriber until all his prior indebtedness has been resolved to the satisfaction of the Telephone Company.
2. In the event a home or business changes ownership during the period and a special contract or unpaid construction charges remain, the present owner must arrange to satisfy the present agreement with the Telephone Company or make arrangements satisfactorily to the Telephone Company for a new owner to assume the obligation for the balance of the obligation.
3. All such notices shall be made in person or in writing. Telephone communications shall not be considered proper notice. The Telephone Company is not responsible for errors, delays or expense resulting from procedures other than those defined in this Services Catalog.
4. Continuance of existing service is conditioned upon the acceptance of the present arrangement of services, including directory advertising.

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### GENERAL RULES AND REGULATIONS

#### 13.5 ESTABLISHMENT AND MAINTENANCE OF CREDIT

##### A. Establishment of Credit

1. Customer credit will be deemed established if:
  - a. The applicant for service has been a customer of any telephone utility within the last two years and during the last twelve consecutive months of service did not have more than two occasions in which a bill was paid after becoming delinquent and never had service disconnected for nonpayment.
  - b. The applicant for service furnishes a satisfactory guarantor to secure payment of bills for the service requested.
  - c. The applicant pays a cash deposit subject to proof of established credit in accordance with this Services Catalog.
  - d. The applicant demonstrates a satisfactory credit rating by appropriate means including, but not limited to, the production of acceptable credit cards, letters of credit reference, or the names of credit reference which may be quickly or inexpensively contacted by the Telephone Company.
2. Customers are rated by the Telephone Company for credit purposes.
3. Original ratings are determined by the Company from whatever information may be available to it, such as from the Credit Bureaus, other telephone companies, old records, etc.
4. Monthly numerical ratings are recorded each month for each customer. The monthly rating reflects the subscribers payment and treatment record for that month.
5. Each month, by computer program, each subscriber is de-rated, based on the 12 previous monthly ratings.
6. Second reminder (second notices) and service cutoff notices are mailed to customers 15 to 18 days after bill rendition each month indicating the total amount due. Bills are delinquent if not received following 20 days after the billing date. The company will provide at least 5 days written notice of intention to disconnect.

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### GENERAL RULES AND REGULATIONS

#### 13.5 ESTABLISHMENT AND MAINTENANCE OF CREDIT (Cont'd)

##### B. Deposits

1. The Telephone Company may, subject to an applicant's establishment of credit and in order to safeguard its interest, require the applicant or subscriber to make a suitable deposit to be held by the Telephone Company as security for payments due for service rendered.
2. The fact that a deposit has been made in no way relieves the applicant or subscriber from complying with the Telephone Company's regulations as to advance payments and the prompt payment of bills on presentation. Neither does it constitute a waiver or modification of the regular practice of the Telephone Company providing for discontinuance of service for nonpayment of any regulated sums due the Telephone Company.
3. The amount of the initial required deposit shall not exceed an amount equal to the charges for one month's local exchange service added to two month's estimated toll service. If, after ninety days service, the actual deposit is found to be greater than an amount equal to one month's local service plus two month's actual average toll service, the Company will, upon request of the subscriber to the company, promptly refund the difference.
4. The Company may require, upon reasonable written notice of not less than 15 days, a new deposit, where previously waived or returned, or an additional deposit, in order to secure payment of current bills. The total amount of the required deposit will not exceed twice the actual average monthly toll billing, plus one month's local service charge, for the ninety-day period immediately prior to the date of the notice. In the event the customer has had service less than ninety days, then the Company will base its new or additional deposit upon the actual average monthly billing available.
5. Deposits shall be automatically refunded to the customer after twelve consecutive months of prompt payment. Prompt payment shall be construed to mean that a customer has not received two or more notices within the preceding twelve month period.

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### GENERAL RULES AND REGULATIONS

#### 13.5 ESTABLISHMENT AND MAINTENANCE OF CREDIT (Cont'd)

##### B. Deposits (Cont'd)

6. Deposits held by the Telephone Company shall bear a simple interest at the rate of seven percent per annum accrued from the date the deposit is received. The interest shall be paid, at the option of the Telephone Company, directly to the subscriber or credited to the subscriber's account, and such payments shall be made annually. No interest shall be paid on deposits held by the Telephone Company until and unless a customer relationship and the deposit has been in existence for a continuous period of thirty days; then he shall be entitled to receive interest from the date of the placement of the deposit.
7. The Telephone Company will maintain records indicating the names of customers having deposits on file, the premises occupied by the customer at the time deposit was placed, the date and amount of the deposit, and a record of all transactions concerning each customer deposit.
8. Receipts of deposit will be issued to each customer. These receipts contain the notice that, after ninety days' service, the subscriber is entitled to refund of any deposit over and above an amount equal to one month's local service plus two month's actual average toll service.
9. The amount of deposit, plus any interest applicable may be refunded by the Telephone Company at any time, or if on deposit when the contract is terminated, the deposit plus any interest due will be applied to any in-debtness due the Telephone company for telephone service charges under the contract. In the latter case, refund to the customer will be made no later than sixty days after service has been discontinued.

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### GENERAL RULES AND REGULATIONS

#### 13.5 ESTABLISHMENT AND MAINTENANCE OF CREDIT (Cont'd)

##### C. Discontinuance of Service for Failure to Maintain Credit

1. Under the Company's collection practices, the service of all subscribers is subject to suspension for nonpayment of exchange or toll service, or both, whereby a month's exchange service was rendered, and payment for which has not been received. The delinquent date shall be determined as follows:
  - a. For services billed in advance - at least 20 days after the billing date,  
  
However, the Company shall first give the subscriber five days' notice in writing of its intention to suspend service.
2. Where the subscriber's right to credit is not established and where such subscriber makes extensive use of the toll lines, request for payment of toll charges may be made in advance of the above date and in advance of the regular billing date. Where the subscriber fails to pay such toll charges upon demand and it appears that the revenues of the Company are endangered, the station may be suspended from all service without further notice assuming proper notice has been given.
3. The subscriber's monthly bill will include the due date. In the event the customer indicates that he cannot or will not pay his overdue bill, and/or refuses to negotiate reasonable payment arrangements, the Telephone Company will immediately disconnect his telephone service assuming proper notice has been given.
4. With respect to restoration of service and/or reestablishment of credit upon a service disconnection the customer will be required to meet those conditions outlined in the Services Catalog section governing advance payments.

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### GENERAL RULES AND REGULATIONS

#### 13.5 ESTABLISHMENT AND MAINTENANCE OF CREDIT (Cont'd)

##### D. Restoration Charge

1. When service has been suspended for nonpayment of charges, restoration of service is made upon payment of all charges due. The restoration charge (see 6.) may be paid at the same time or billed to the subscriber on the next bill. Under special arrangements and due to circumstances relating to vital considerations, restoration of service may be made before all charges have been paid.
  - a. When service has been suspended for nonpayment and at some later date is either restored or permanently discontinued, credits for service (against the rental charges) will be issued only in full monthly billing period increments. Partial billing period credits will not be applicable.
  - b. When service has been suspended for nonpayment, company owned instruments will ordinarily be left in place, pending payment of the outstanding bill, for a minimum period of five days. After that time, a permanent removal order will be issued, the service will be discontinued, and all company owned instruments will be removed from the premises. Once so discontinued, such service will be again reestablished only upon reapplication by the subscriber and reinstallation by the Telephone Company (in the same manner as if a completely new subscriber were requesting service.)

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### GENERAL RULES AND REGULATIONS

#### 13.5 ESTABLISHMENT AND MAINTENANCE OF CREDIT (Cont'd)

##### E. Adjustments for Local Taxing Authority Payments

1. Taxes which are levied on the Telephone Company for direct charge to the subscriber, such as sales and Federal excise taxes, shall be added to the subscriber's monthly billing as a surcharge.
2. In the event any taxing authority imposes, collects or receives from the Company any license, occupational, franchise, privilege, inspection or other similar tax or fee, or otherwise, whether in a lump sum, or at a flat rate, or based on receipts, or based on poles, wires, conduits or other facilities, or otherwise, the amount of such tax or fee will be billed, insofar as practical, pro rata to the customers receiving exchange service within such county or territory of other local taxing authority.
3. In order to avoid changing such pro-rated charges to customers monthly, an annual determination of the per-customer proration shall be made at an appropriate date each year and that charge shall apply to all customers for the ensuing 12 months.
4. Nothing in this Services Catalog shall prohibit the billing of customers of the amount of the tax or fee imposed by any such taxing authority which is in effect at the time of the filing of this Services Catalog or of future payments to such taxing authority in the same or smaller amounts.

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### GENERAL RULES AND REGULATIONS

#### 13.6 OBLIGATION AND LIABILITY OF THE COMPANY

##### A. Undertaking of the Company

1. The Telephone Company does not transmit messages but offers the use of its facilities for communications between patrons. If, because of transmission difficulties, the operation, or order to accommodate the subscriber, repeats messages, the operator is deemed to be acting as the agent of the persons involved and no liability shall attach to the Telephone Company because of any errors made by the operator or misunderstanding that may arise between subscribers because of the errors.
2. The Telephone Company shall make its services available to applicants, without discrimination and in accordance with applicable Federal, state and local laws and its approved Services Catalogs.
3. A properly identified employee of the Telephone Company shall have access to the premises of a subscriber at all reasonable times for the purpose of conducting telephone business.
4. If, after a reasonable effort and proper notice on the part of the Telephone Company, access cannot be gained to the premises, the telephone Company may discontinue service if there is a requirement to do so until such access can be gained.
5. If access cannot be gained to retrieve Company station equipment, the equipment charge will continue until such equipment is retrieved or the cost of the station equipment may be added to the subscriber's bill.
6. Priority of service. The Telephone Company may not discriminate in regard to service provided for any customer. Normal service is provided in chronological order, however, during periods of public emergencies or when the full capacity of the Telephone Company services are not available, the Telephone Company will endeavor to provide whatever limited service possible and on a priority system based on a current analysis of the best interests of the public.

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### GENERAL RULES AND REGULATIONS

#### 13.6 OBLIGATION AND LIABILITY OF THE COMPANY (Cont'd)

##### B. Provisioning of Equipment

1. All equipment furnished for the provision of a given service will be furnished by the Company on a deregulated basis or by the customer except as provided elsewhere in this Services Catalog. The customer may be required to provide suitable housing or other protective measures where equipment is to be installed in locations exposed to weather or other hazards. Commercial power will be furnished by the customer on his premises in suitable outlets when required.
2. No equipment, apparatus, circuit or device not furnished by the Company shall be attached to or connected with the facilities furnished by the Company; whether physically, by induction, acoustically or other; except as provided in this Services Catalog or as otherwise authorized in writing by the Company. In case any such authorized attachment or connection is made, the Company shall have the right to remove or disconnect the same or to terminate the service.
3. The provisions of the preceding shall not be construed or applied to bar a customer from using the devices which serve his convenience in his use of the facilities of the Company provided any such device so used does not:
  - a. endangers the safety of Company employees or the public.
  - b. damage, require change in or alteration of, or involve direct electrical connection to, the equipment or other facilities of the Company, unless as provided for elsewhere in this Services Catalog;
  - c. interferes with the proper functioning of such equipment or facilities;
  - d. impairs the operation of the communication system;
  - e. otherwise injures the public in its use of the Company's services.
4. Except as otherwise provided in this Services Catalog, nothing herein shall be construed to permit the use of a recording device or use of a device to interconnect any line or channel of the Company with any other communication line or channel of the Company or any other person.
5. Facilities of an electric power company or oil, oil products or natural gas pipe line company, or railroad company, provided primarily to communicate with points located along a right-of-way (including premises of such company anywhere in cities, towns, or villages along the right-of-way) owned or controlled by such company and extending between or beyond exchange areas of the Telephone Company, may be connected with deregulated Private Branch Exchange, station, or regulated private line facilities furnished by the Telephone Company, subject to terms and conditions found elsewhere in this Services Catalog.

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### GENERAL RULES AND REGULATIONS

#### 13.6 OBLIGATION AND LIABILITY OF THE COMPANY (Cont'd)

##### C. Furnishing of Service

Local exchange and long distance telephone service is available to the general public through the facilities owned and operated by the Telephone Company in accordance with this Services Catalog. These services consist principally of local exchange and toll telephone service for residential and commercial subscribers of the Telephone Company, connection to acceptable customer premise equipment, public pay telephone service, and the provision of certain telephone equipment. In addition to these services, the Telephone Company must also provide, as a part of a special contract, other specialized communication services, including key telephone systems, private branch exchange (PBX), and general telecommunications equipment specifically arranged for a particular subscriber's use.

##### D. Maintenance and Repair

1. All costs associated with the maintenance and repair of regulated services furnished by the Company will be borne by the Company, except as specified elsewhere in this Catalog.
2. The Company will be reimbursed for any loss or damage to its facilities on the customer's premise resulting from intentional destruction or any other cause, except from fire or unavoidable accidents.
3. Access to customer's premises, at any reasonable hour, will be given to representatives of the Company for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

##### E. Liability

1. Company Liability
  - a. Company Liability, due to the fact that the customer has exclusive control of his communications over facilities furnished him by the telephone Company, and of other uses of facilities furnished him by the Telephone Company, and because of inevitability of errors incident to the services and the use of such facilities of the Telephone Company, the service and facilities furnished by the Telephone Company are subject to terms, conditions and limitations as herein specified.

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### GENERAL RULES AND REGULATIONS

#### 13.6 OBLIGATION AND LIABILITY OF THE COMPANY (Cont'd)

##### E. Liability (Cont'd)

##### 1. Company Liability (Cont'd)

- b. The Telephone Company's liability for damages arising from an interruption to the service, which is not due to the negligence or willful act of the subscriber, or of the Telephone Company, in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, shall not exceed a pro rate adjustment of the fixed monthly charges for the service and facilities rendered useless and inoperative during the period of said interruption is greater than 24 hours after being reported to, or discovered by the Company. Every month is considered to be thirty days.
- c. The customer indemnifies and saves the Telephone Company harmless claims for libel, slander or infringement of copyright from the material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with facilities of the Telephone Company, apparatus and systems of the customer; against all other claims arising out of any act or omission of the customer connection with facilities provided by the Telephone Company; and against any all losses from damage to the customer's facilities or equipment attached or connected to facilities furnished by the Telephone Company.
- d. No liability shall attach to the Telephone Company for damages alleged to have arisen from the use of the Company's service and equipment in explosive atmospheres. The Telephone Company may refuse to provide, maintain or restore service in such atmospheres or at outdoor or other locations, which in its judgment, are not suitable for the location of its service and facilities. When such protective equipment or special device, as may be available for use in such locations is subscribed for, the Telephone Company will provide such protective equipment upon the express condition that protection is not guaranteed and that no liability shall attach to the Company for any damage alleged to have arisen in connection with the use of such equipment.

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### GENERAL RULES AND REGULATIONS

#### 13.6 OBLIGATION AND LIABILITY OF THE COMPANY (Cont'd)

##### E. Liability (Cont'd)

##### 2. Limits of Company Liability

- a. The Telephone Company will exercise all reasonable diligence to furnish and deliver regular and continuous telephone service to the subscriber but will not be liable for damages caused by interruption, shortages, irregularities or failures due to accidents, interference by third parties or conditions beyond the reasonable control of the Telephone Company.
- b. When, in judgment of the Telephone Company, the continued provision of telephone service becomes unsafe; or where Federal, state or local regulations place operational restriction(s) upon the Telephone Company because of unsafe or hazardous situations; or other unusual conditions including strikes or lockouts; service as provided for in this Services Catalog may be temporarily suspended by the Telephone Company. In so doing, the Telephone Company shall endeavor to minimize such suspension. However, the Telephone Company assumes no liability for the inconvenience or damages suffered by the customer during such periods.
- c. The Telephone Company reserves the right to temporarily suspend service when repair, modification or improvement to the system is necessary. If not precluded by emergency conditions, the Telephone Company will make a reasonable effort to give notice to the customer either through the use of public media or individual communication. Repairs or improvements will be completed expeditiously and so far as it is reasonably possible the work will be performed at a time that will cause the least inconvenience to the customer.
- d. The Telephone Company is not liable for any defacement or damage to the customer premises resulting from the existence of the Telephone Company's instruments, apparatus and associated wiring thereon, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Telephone Company.
- e. The subscriber's facilities and equipment shall conform to all applicable laws, regulations, or ordinances as may be effective, and the conditions of this Services Catalog. The Telephone Company does not express, imply or warrant the adequacy, safety or other characteristics of subscriber-owned or operated equipment by virtue of any inspection or rejection of facilities. The Telephone Company shall not be held liable in any way for subscriber-owned and maintained equipment which causes or may cause a hazardous, unsafe or dangerous conditions, or threatens the health of others, even though such facilities were inspected by the Telephone Company.

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### GENERAL RULES AND REGULATIONS

#### 13.6 OBLIGATION AND LIABILITY OF THE COMPANY (Cont'd)

##### E. Liability (Cont'd)

##### 3. Limited Facilities.

The rights to line extension facilities constructed at cost for a subscriber shall terminate and such facilities may be immediately available for other service requirements:

- a. Upon discontinuance of service.
- b. Upon exceeding ten (10) or more days of temporary disconnect for non-payment.

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

5. Use of Facilities of Other Connecting Carriers. When suitable arrangements can be made, facilities of other connecting carriers may be used in conjunction with this Company's facilities in establishing connections to points not reached by this Company's facilities. Neither this Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other Company or companies furnishing a portion of such service.

6. Service of Outdoor Locations. The Telephone Company will refuse to provide, maintain or restore service at outdoor locations unless customer agrees in writing to indemnify and save harmless the Telephone Company from and against any and all loss or damage that may result to telephones, apparatus, wiring or other equipment furnished by the Telephone Company at such locations.

7. Period for the Presentation of Claims. The Company shall not be liable for damages or statutory penalties in any case where a claim is not presented in writing within sixty days after the alleged delinquency occurs.

8. Performance of the Telecommunications Network. Satisfactory Performance of the Telecommunications Network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such continuing compatibility, network control signaling in the furnishing of Exchange Telecommunications service shall be performed by equipment furnished, installed and maintained by the Company or by the customer.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 13  
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### GENERAL RULES AND REGULATIONS

#### 13.6 OBLIGATION AND LIABILITY OF THE COMPANY (Cont'd)

##### E. Liability (Cont'd)

9. The Telephone Company shall not be responsible for the subscriber's conformance to any applicable laws, regulations or ordinances, or for any harm caused by the subscriber's neglect.
10. Protection of Company Facilities.
  - a. All facilities of the Telephone Company, including telephone numbers and directories, provided necessary for service to the subscriber, are the property of the Telephone Company and may be removed or changed by the Telephone Company at any time if there is a requirement to do so; or upon the termination of an agreement for its maintenance; or discontinuance of service. The subscriber has no proprietary right to telephone numbers and the Telephone Company may alter or change telephone numbers and other designations which, at its sole discretion, may be required to meet service demands. The subscriber is responsible for the safekeeping of all property of the Telephone Company on its premises and shall take all reasonable precautions against unlawful interference with such facilities. The subscriber may not connect to, interfere with, or alteration by any persons other than as outlines in this Services Catalog. The subscriber shall be responsible for any damages to Telephone Company property caused by or permitted directly or indirectly by the subscriber or his agent.
  - b. Unauthorized attachments to facilities provided to the subscriber may be removed by the Telephone Company without notice. where it can be reasonably determined that the subscriber intended to defraud or avoid payment to the Telephone Company, complete telephone service may be revoked and the subscriber may be held liable for back charges to the original installations of the unauthorized devices, as though the Telephone Company had installed the service.

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Section 13  
Original Sheet 33

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### GENERAL RULES AND REGULATIONS

#### 13.6 OBLIGATION AND LIABILITY OF THE COMPANY (Cont'd)

##### F. Directories

1. The Telephone Company provides the subscriber with one copy of the telephone directory for each access line at no charge. Additional directories may be purchased upon request, subject to availability at the rate specified in the National Directory price list.
2. Telephone directories are furnished subscribers to help in using the service and remain the property of the Telephone Company and may be collected when new directories are issued, or when service is terminated.
3. Directory Errors and Omissions.
  - a. The Company's liability for damages arising from errors in or omissions of listings in its directories or directory assistance records for which no additional charge is made shall be limited to the amount of actual impairment of the subscriber's service and in no event shall exceed one-half the amount of the charge to the subscriber for Local Exchange service during the period covered by the directory or during the period that the directory assistance records remain in error after notice to the Company by the subscriber, or \$500.00, whichever is less.
  - b. For listings furnished at additional charge, the Company's liability shall not exceed the amount of such additional charge during the period covered by the directory or during the period that the directory assistance records remain in error after notice to the Company by the subscriber.
  - c. The Company may discharge its liability for errors or omissions by abatement or refund, or by a combination of abatement and refund.

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### GENERAL RULES AND REGULATIONS

#### 13.7 LIMITATIONS AND USE OF SERVICE

##### A. Network Facilities for Use with Automatic Dialing and Announcing Devices.

1. Automatic Announcing Equipment. Use of Telephone Company's facilities, or service, in connection with automatic announcement service, automatic answering and recording service, recorder-coupler service, or miscellaneous devices for recorded public announcements are subject to the following conditions:
  - a. For purposes of identification, subscribers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which those responsible for the transmitted recorded announcement may be contacted.
  - b. Subscribers transmitting factual public announcements such as Time, Stock Market quotations, Airline schedules and similar information are excluded from the preceding condition.
  - c. Non-published telephone service will not be furnished for use with recorded public announcements.
  - d. Failure to comply with the provisions of this Services Catalog shall be cause for termination of the service.
2. Voice Recording Service. Voice recording equipment, whether provided by the Telephone Company, or the customer, must contain a device which produces a distinctive tone at intervals of approximately fifteen seconds when the recording is in use.

## SERVICES CATALOG

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### GENERAL RULES AND REGULATIONS

#### 13.8 OBLIGATIONS OF THE SUBSCRIBER

- A. Subscribers of the Telephone Company shall be responsible for the prompt payment for all services rendered by the Telephone Company. Failure to receive a bill for any given period of time will not relieve the subscriber of his financial obligation. Payments may only be made directly to the Telephone Company business office, in person, by mail or to a designated collection facility of the Telephone Company (e.g., bank) in accordance with the Services Catalog rate section contained herein.
- B. Only properly appointed and identified employees of the Telephone Company located at the business office where bills are paid, the President, or its special agent acting to collect past due accounts are authorized to receive subscriber payments. No maintenance personnel or other employee of the Telephone Company may represent themselves as authorized recipients of payments for any telecommunication services provided. Any subscriber who believes that an employee of the Telephone Company has collected or attempted to collect payments or any sums of money outside the proper channels provided herein, shall bring such information to the attention of the Telephone Company at once.
- C. In no case shall a subscriber be required to pay any sum to an employee of the Telephone Company or to anyone alleging to be agents of the Telephone Company except as provided herein. Any subscriber who makes such unauthorized payments may still be obligated to pay the Telephone Company if the Telephone Company is unable to recover all or part of such sums taken by unauthorized persons.
- D. The subscriber may not replace, rearrange, connect to, or attempt to repair any Company-owned equipment installed or placed on his premises or apparatus connected to such equipment, without written consent of the Telephone Company. In the event a subscriber tampers with any service or Company-owned facilities, the Telephone Company shall have the right to immediately discontinue service without notice. Damages arising or associated with such actions shall be the liability of the subscriber.
- E. The subscriber is responsible for damages to the facilities of the Telephone Company caused by negligent or willful acts of the subscriber or his authorized agents and users, including the reimbursement to the Telephone Company for any losses through theft, fire, or vandalism occurring as a result of such neglect.
- F. The subscriber is responsible to maintain clean, safe, and hazard free working conditions, environment and equipment for the employees, equipment, and agents of the Telephone Company. In no case is the Telephone Company required to work in an unsafe and hazardous condition, or to place in jeopardy or possible harm its personnel or facilities.
- G. The subscriber is responsible for all installation, operation, maintenance and compliance to all laws, rules and regulations for equipment and facilities provided by the subscriber for interconnection with the rules governing customer owned and maintained equipment. Any damage or harm caused by subscriber actions or failure to act on the subject side of the point of interconnection shall in no way be a liability of the Telephone Company.

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**Effective Date: August 1, 2011**

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 14  
1<sup>st</sup> Revised Sheet 1  
Cancels Original Sheet 1

### DIRECTORY LISTINGS/ OPERATOR SERVICES

#### 14.1 DIRECTORY LISTINGS

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

(N)

(N)

SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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2<sup>nd</sup> Revised Sheet 2  
Cancels 1<sup>st</sup> Revised Sheet 2

DIRECTORY LISTINGS/ OPERATOR SERVICES

14.2 COMPOSITION OF LISTINGS

(N)

A. Name

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

- a. The name of a subscriber
- b. The name of each business enterprise which the subscriber conducts
- c. The name of a corporation which is the parent or subsidiary of the subscriber

2. Residence Service

- a. The name of the subscriber
- b. Another authorized residential name
- c. Dual name listings for authorized by the subscriber i.e. Smith, Mary and John
- d. Name of a church that includes "parsonage", "rectory", "parish house", "church study" or a descriptor that indicates it is part of a domicile

B. Designation

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

C. Address

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

(N)

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 14  
10<sup>th</sup> Revised Sheet 3  
Cancels 9<sup>h</sup> Revised Sheet 3**

**DIRECTORY LISTINGS/ OPERATOR SERVICES**

**14.3 TYPES OF LISTINGS**

- A. Primary – One listing, termed the primary listing, is provided without charge for each customer service whether billed by the same monthly statement or by separate statements for service provided by an entity with directory listing agreement
- B. Additional – A general term to denote any listing, regardless of the form, in addition to the primary listing. It may be a second listing of the primary number with different name or a listing for a telephone number for the same customer service. It may also be a cross reference listing which is a referral without a telephone number to another listing i.e JC Penney’s see Penney’s. A business class of service may have a residential additional listing in order to populate a record in the residential section of a directory.
- C. Foreign – A listing appearing in a directory other than the directory in which local exchange service is furnished or associated with a service provider that does not have a directory listing agreement in place
- D. Extra Line of Information – descriptive text that does not have a telephone number
- E. Non-listed - A listing that is available in directory assistance but not printed in the telephone directory
- F. Non-published – A telephone number that is not listed in either directory assistance or in the telephone directory

**14.4 RATES**

		<u>Residential</u>	<u>Business</u>	
Additional Listing	Residential	\$6.00	\$16.00	(I)
Foreign	Residential	\$6.00	\$6.50	
Extra Line of Info	Residential	\$5.50	\$16.50	(I)
Non-Listed	Residential	\$6.50	\$6.50	
Non-Published	Residential	\$7.00	\$7.00	

**Effective Date: March 1, 2025**

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 14  
4<sup>th</sup> Revised Sheet 4  
Cancels 3<sup>rd</sup> Revised Sheet 4**

**DIRECTORY LISTINGS/ OPERATOR SERVICES**

**14.5 OPERATOR SERVICES**

**1. General**

- A. Operator Assisted Station to Station- A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated).
- B. Collect- A billing arrangement by which the charges for a call may be billed to the called party, provided the called party agrees to accept the charges.
- C. Person to Person- An operator assisted call in which the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached. The calling party is responsible for identifying the party at the called station.
- D. Operator Assisted Time and Charges- A service requested of the operator before a call begins. After completion of the call, the operator calls back and specifies the length of the call (in minutes) and the charge for the call.
- E. Operator Assisted Corrections- Applicable to each outgoing message where the person originating the call is calling from a correctional facility using special restricted correction service. The restricted correction service only provides corrections collect calls via an automated operator.
- F. Billed to Third Number- Operator assisted telephone call that can be billed to the party other than the calling and called party. The operator calls the third number for the party to accept the charges before the call can proceed.

**2. Rates**

	<u>Per Call</u>		
Operator Assisted Station to Station	*		(C)
Collect	*		
Operator Assisted Person to Person	*		
Operator Assisted Time and Charges	*		
Operator Assisted Corrections	*		
Billed to Third Number	*		(C)

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

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FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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3<sup>rd</sup> Revised Sheet 5  
Cancels 2<sup>nd</sup> Revised Sheet 5

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DIRECTORY LISTINGS/ OPERATOR SERVICES

14.6 LIVE OPERATOR FEE

A. GENERAL

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

This fee will not apply if:

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

B. RATES AND CHARGES

Nonrecurring Charge

Live Operator Fee, per occurrence

\*

(C)

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

(N)

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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Original Sheet 1

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### FLEXIBLE PRICING SERVICES

#### 15.1 FLEXIBLE PRICING

- A. Rates may be reduced in varying amounts to the minimum rate.
- B. Rates may be increased in varying amounts to the maximum rate.
- C. The Company reserves the right to change the rates as described in A. and B above at any time.
- D. A rate will not be changed unless it has been in effect for at least 30 days.
- E. Appropriate customer notification of rate changes will be made.

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Effective Date: August 1, 2011

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 15  
1<sup>st</sup> Revised Sheet 2  
Cancels Original Sheet 2**

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**FLEXIBLE PRICING SERVICES**

15.2 RATES

Reserved for Future Use

(T)

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 16  
Original Sheet 1

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### CENTREX

#### 16.1 GENERAL

- A. Centrex is a Central Office based business communications service which provides capabilities similar to those offered on a Private Branch Exchange, but without requiring switching equipment on the customer's premises. Centrex integrates all of a business customer's lines into a single telecommunications system.
- B. All Centrex lines will be equipped with the standard features as set forth in 16.4.A following. Additional optional features may also be selected and generally result in additional charges as specified.
- C. Centrex is offered where technically feasible. Not all features are available in all locations.

#### 16.2 CONDITIONS

- A. Centrex customer must have a minimum of two Centrex lines.
- B. The minimum charge period for services provided under this Catalog shall be one month.
- C. Centrex is offered subject to the availability of outside plant and/or Central Office facilities.
- D. One directory listing is provided without charge for each Centrex customer.
- E. The customer may choose to pay for the service on a month-to-month basis or under a service contract plan. A month-to-month customer may, at any time, convert to a service contract plan by paying the applicable service period plan rate currently in effect.
- F. The monthly rate for customers choosing the service period plan is guaranteed against Telephone Company initiated changes during the selected service contract period.
- G. Subsequent line additions/deletions to the original service contract period are stipulated as follows:
  - 1. Subsequent additions will be rated under a new contract or added to an existing contract, based upon the remaining period of the initial contract. If the line addition causes the customer's total Centrex line count to exceed the threshold of the line count previously contracted, all lines will be billed at the rate for the larger line account.
  - 2. Subsequent line deletions, resulting in reductions equal to or exceeding 20% of the initial quantity of lines under contract, will be considered a termination liability and treated specified in paragraph 15.2.H below. If the reduction causes the total number of lines to fall into a different line size group, all remaining lines will be billed at the rates for the smaller line size group.

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**Effective Date: August 1, 2011**

## SERVICES CATALOG

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Original Sheet 2

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### CENTREX

#### 16.2 CONDITIONS (Cont'd)

- H. Termination Liabilities shall be treated as follows:
1. If the service is canceled by the customer after installation of the service, but prior to the completion of the service period, the customer shall be obligated to pay a termination liability charge. The charge is calculated by multiplying the monthly rate by the remaining months in the contract period times fifty percent.
  2. A customer who reduces the quantity of Centrex lines under contract has the following options for the duration of the contract period:
    - a. Continue to pay an amount equal to the monthly rate for the number of Centrex station lines that are disconnected under contract, or
    - b. Pay termination charges as described in (1) above on the number of Centrex station lines disconnected.
- I. Customers who subscribe to Centrex for more than 100 lines may, at the Telephone Company's discretion, be offered customer specific pricing on a contract basis. The rate will be offered in writing to the customer for acceptance. An individual service agreement will specify the length of the contract period and the applicable rates. With the exception of the customer specific rates, all other rates, charges, and regulations specified herein shall continue to apply.
- J. All exchange lines in a Centrex group must have the same billing arrangement.
- K. When used with Call Forwarding or Call Transfer, the Centrex customer is responsible for the payment of the applicable toll charge for each billable call connected over the public network between the Centrex station and the station at which the call is answered. The charge is applicable to each call answered, including the Call Forwarding set-up call. It also applies to collect and person-to-person calls, which may be refused at the answering station.
- L. The Centrex lines for a Centrex customer may terminate at multiple locations; however, all Centrex lines in the same group must be served by the same Central Office.
- M. This Catalog Centrex service does not include terminal equipment on the customer's premises. Terminal equipment may be covered under a separate Catalog, contract, or may or may not be provided by the customer.
- N. Unless specifically exempted, Centrex service shall be subject to all general Regulations applicable to the provision of service by the Telephone Company as stated in the general catalog.

## SERVICES CATALOG

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Original Sheet 3

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### CENTREX

#### 16.3 DEFINITIONS

- A. Direct Inward Dialing allows Centrex station users to directly receive incoming calls without the assistance of an attendant.
- B. Direct Outward Calling enables Centrex station users to call outside the Centrex group directly without the assistance of an attendant.
- C. Business Group Automatic Outward Dialing provides identification of the calling line or the Centrex Group billing/pilot number of billable calls directed to the public network.
- D. Intercom Dialing allows Centrex station users to call other stations within their Centrex groups by dialing abbreviated codes.
- E. Call Hold allows a station user to place a call on hold in order to initiate a second call, answer a waiting call, consult privately with another party, or return to the previously held call.
- F. 3 Way Calling allows a station user to add a third party to an existing call, and thus enables a simultaneous conference between parties at multiple locations.
- G. Call Transfer allows a station user to transfer calls to another station by flashing the switchhook and dialing the transfer-to number.
- H. Off Premises Stations enable a secondary business location to access the same Centrex features and services as the main business location. The secondary locations must be served by the same Digital Central Office as the primary location.
- I. Call Forwarding Variable (All Calls) enables a station user to divert all incoming calls to another directory number. Activation, deactivation, and the forward-to destination are controlled by the station user.
- J. Call Forward Busy causes all calls to be redirected to an alternate station when the called station is busy.
- K. Call Forward No Answer allows all calls that terminate to a user's station to be redirected to an alternate station after a predetermined number of rings.
- L. Call Forwarding Incoming Only is an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and allows only incoming calls (calls that originate outside the Centrex group) to be forwarded.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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### CENTREX

#### 16.3 DEFINITIONS (Cont'd)

- M. Call Forwarding Within Group Only is an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and restricts call forwarding to only directory numbers within the same Centrex group, thus preventing the station user from forwarding calls outside the Centrex group.
- N. Call Forwarding Distinctive Ring is a Call Forwarding Line option that allows station users to distinguish between forwarded and non-forwarded calls. The Distinctive Ring pattern is two short rings. This option is assigned to the base or forwarding station but is active (rings) on the forward-to station.
- O. Call Pick-Up permits a station user to answer incoming calls directed to another station within the same pick-up group by dialing an access code.
- P. Directed Call Pick-Up Non-Barge-In enables a station user to answer a call that is ringing at another station within the Centrex group by dialing an access code and the ringing station number.
- Q. Call Waiting provides a burst of tone to inform a station user with a call already in progress that another call is waiting to be answered. The station user may answer the waiting call by hanging up or flashing the switchhook.
- R. Cancel Call Waiting allows a station user, on a per-call basis, to deactivate Call Waiting by dialing an access code.
- S. Voice/Data Protection allows a station user to inhibit intrusion features such as Call Waiting and Operator Verification which are directed to that line when it is busy.
- T. Do Not Disturb allows a station user to prevent incoming calls from ringing at his/her station by diverting them to a tone or recorded announcement. This feature can be offered with a Personal Identification Number (PIN) override option that selected callers can dial to override Do Not Disturb.
- U. Speed Call 8-Code enables a station user to call a list of up to 8 preselected directory numbers by dialing one-digit codes instead of the directory numbers.
- V. Speed Call 30-Code enables a station user to call a list of up to 30 preselected directory numbers by dialing two-digit codes instead of the directory numbers.
- W. Direct Connect Service allows a station user to automatically place a call to a preselected directory number by lifting the receiver off the switchhook. No dialing is required for the calling party to reach the specified destination.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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### CENTREX

#### 16.3 DEFINITIONS (Cont'd)

- X. Manual Line Service automatically places a call to the operator when the station user lifts the receiver off the switchhook.
- Y. Warm Line provides a time-out option with either Direct Connect Service or Manual Line Service. The time-out interval may be set at 1 to 14 seconds. During the time-out interval, a station user will receive normal dial tone and can originate calls. However, after the time-out interval expires, a call is automatically set up and routed to the specified destination.
- Z. Customer Access Treatment Code Restrictions (CAT Codes) can be used to prevent a Centrex station from dialing certain codes. For example, CAT Codes could be used to prevent a station from gaining access to the public network, using private facilities, or dialing specific stations within the Centrex group.
- AA. Semi-Restricted Line is prevented from making calls to and/or receiving calls from stations outside the Centrex group. It may, however, make and/or receive outside calls indirectly via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up Features.
- BB. Fully-Restricted Line is prevented from making calls to and/or receiving calls from stations outside the Centrex group. It is also prevented from making calls to and/or receiving calls from the attendant, thereby denying it indirect access to/from outside the Centrex group.
- CC. Toll Restriction blocks the completion of calls that are directed to the outside operator or to numbers outside the local calling area. A Toll Restriction list may be assigned to either an individual line or shared by multiple lines.
- DD. DD.Code Restriction blocked the completion of calls that are directed to customer specified area codes (NPAs) and/or central office codes (NNXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines.
- EE. Outgoing Call Screening blocks the completion of calls to specific directory numbers (3, 6, 7, or 10 digit basis). An Outgoing Call Screening may be assigned to either an individual line or shared by multiple station users.
- FF. Distinctive Alerting/Call Waiting Indication allows a Centrex station user to determine the source of incoming calls (from within or outside the business) by the Distinctive Ring pattern of the Call Waiting tones. Normal ringing and Call Waiting tones are used to identify intra-Centrex group calls. Calls which originate from outside the Centrex group are identified by either two short rings and/or Call Waiting tones.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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Original Sheet 6

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### CENTREX

#### 16.3 DEFINITIONS (Cont'd)

- GG. Business Group Dialing Plan enables a Centrex Group to have a unique dialing scheme which includes Intercom Dialing; access to an attendant, private network and/or special facilities using 1 to 5 digit feature activation/deactivation codes; Single Digit Dialing. Each Centrex group may use either a standardized or a customized Business Group Dialing Plan.
- HH. Special Intercept Announcement may optionally be used to address the following conditions:
1. If a Centrex station user dials a code which is not defined or assigned in the Business Group Dialing Plan, or b) If the call is restricted due to various restriction arrangements (i.e., Semi-Restricted, etc.).
- II. Paging Access allows selected stations to have dial access to customer-provided loudspeaker paging equipment. A line or tie-trunk is required to support the customer's paging equipment.
- JJ. Single-Digit Dialing permits a Centrex station user to reach a line or facility, or to access a feature by dialing a single-digit code. The Single-Digit Dialing codes are shared by all users in a Centrex group and pre-programmed by the telephone company.
- KK. Simulated Facility Groups restrict the number of simultaneous calls between the Centrex group and the public network. For example, a 100 line Centrex group could be linked to 20 simultaneous calls to/from the public network. This emulates the physical trunks to a similarly sized PBX.
- LL. Night Service allows calls directed to the attendant to be re-routed to pre-designated station lines within the same Centrex group when the attendant position is not staffed (i.e., evening hours, weekends).
- MM. OutWATS is a form of Direct Distance Dialing service that allows a station user to place long distance calls to specified geographical areas at reduced rates. Each OutWATS call is screened to ensure that the call destination is within the bank limits of the OutWATS station user.
- NN. OutWATS - Simulated Facility Groups control the number of simultaneous OutWATS calls that can be made from a business. OutWATS Simulated Facility Groups optionally allow the following capabilities:
1. OutWATS-Automatic Flexible Routing is an OutWATS Simulated Facility Group option which permits calls to be automatically routed to a lower or less expensive OutWATS band.
  2. OutWATS - Overflow Hunting is an OutWATS Simulated Facility Group option which permits OutWATS calls to automatically overflow or hunt to a higher band if the Simulated Facility Group associated with the lower band is busy.

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**Effective Date: August 1, 2011**

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### CENTREX

#### 16.3 DEFINITIONS (Cont'd)

- OO. Uniform Call Distribution is intended to distribute calls evenly among the stations in a Multiline Hunt Group. When a caller is connected to an idle station, the location of the next station is marked as the starting point of hunting when the next incoming call is received. Once hunting begins, it proceeds in a circular manner until an idle station is found.
- PP. Series Completion is similar to Multiline Hunt Service; however, a significant difference between the two services is that Series Completion stations always have their own directory number and their own classes of service. Two different hunting arrangements can be selected with Series Completion: linear or circle.
- QQ. Queuing may optionally be used when all stations in a hunt group are busy. When this occurs, a call is placed into a queue. The call remains in the queue until an idle station is located. Up to ten calls can be in queue for a Multiline Hunt Group. Queuing cannot be provided for Preferential Hunt groups or Series Completion groups.
- RR. Delay Announcements for Queued Calls can optionally be used to inform a caller that his or her call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.
- SS. Make Busy can be used to temporarily make a particular station in a Multiline Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a station during the search for an idle station.
- TT. Group Make Busy can be used to temporarily make a group of stations or an entire Multiline Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a group of stations during the search for an idle station and is operated via a physical switch.
- UU. Voice Mail Integration allows calls to be redirected to a voice mail system. Call Forward No Answer is provided with this feature along with the following capabilities:
1. Called party identification (to the voice mail system) on forwarded calls, and
  2. Message Waiting Activation/Deactivation (stutter dial tone).
- VV. Music on Hold Port provides a connection to customer provided recording devices or music source. The customer device must support a 600 ohm termination.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 16  
Original Sheet 8

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### CENTREX

#### 16.4 RATES

A. The monthly rates for Centrex lines specified in 16.4.B below include the following standard features:

1. DTMF Signaling
2. Direct Inward Dialing\*
3. Direct Outward Dialing\*
4. Business Group Automatic Identified Outward Dialing
5. Intercom Dialing
6. Call Hold
7. 3 Way Calling
8. Call Transfer
9. Distinctive Ring
10. Call Pick-Up
11. Regular Hunting

\* Direct Inward Dialing and Direct Outward Dialing capabilities may be limited by Simulated Facilities.

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 16  
Original Sheet 9**

**CENTREX**

16.4 RATES (Cont'd)

A. The following per line rates and charges apply for contract periods ranging from month-to-month to 60 months. The customer is required to pay for the number of months in the service period selected:

Number of Lines	<u>Monthly</u>	12 <u>Months</u>	24 <u>Months</u>	36 <u>Months</u>	48 <u>Months</u>	60 <u>Months</u>	
1-100	\$32.20 (OCN 4464)	\$28.20	\$26.70	\$25.20	\$24.20	\$21.20	(T)
1-100	\$30.20 (OCN 0306 and 0301)						(T)
USOC	CENTR	CENT1	CENT2	CENT3	CENT4	CENT5	(T)

B. Service Establishment Charge per line

Non-recurring \$19.50

C. Rate per Simulated Facility Recurring \$20.00

D. The FCC Access Line Charge will be assessed based upon the total number of Centrex lines to which the customer subscribes and will be in addition to other charges.

E. The following individual station features can be provided at the monthly rates shown below in addition to other applicable rates and charges.

1. Call Forwarding
2. Call Forward Busy
3. Call Forward No Answer
4. Directed Call Pick-Up
5. Call Waiting
6. Cancel Call Waiting
7. Voice Data Protection
8. Do Not Disturb
9. Speed Call 8-Code
10. Direct Connect Service
  - a. Manual Line Service
  - b. Warm Line
11. Speed Call 30-Code

SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 16  
Original Sheet 10

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CENTREX

16.4 RATES (Cont'd)

E. (Cont'd)

- 12. Toll/Code Restriction Feature
  - a. Toll Restriction
  - b. Code Restriction
  - c. Outgoing Call Screening
  
- 13. Voice Mail Integration
  
- 14. Other Features as available by the telephone company
  - Individual features -per line \$ 1.00 per line
  - Three features -per line 2.00 per line
  - Five or more features-per line 3.00 per line
  
  - Additions and/or changes to Individual Station Features-per line \$ 5.00 non-recurring
  
- 15. Music on Hold Port \$17.00 per line

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 17  
Original Sheet 1

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### SWITCHED DIGITAL SERVICE

#### 17.1 SWITCHED D1 SERVICE

##### A. General

Switched D1 Service (SWD1) provides digital exchange service at a D1 level. SWD1 includes a SWD1 facility, common equipment, local exchange switching and trunks for access to the local exchange and toll networks. Each SWD1 facility utilizes 24 channels which may be configured as either basic or advanced trunks, as defined below, or a combination of both types of trunks.

##### B. Definitions and Application of Services

###### 1. SWD1 Facility and Common Equipment

This element includes the digital facility between the customer's premises and the central office, transmitting at a rate of 1.544 megabits per second, and the common equipment necessary to interface each of the 24 channels into the central office switch. The SWD1 signal provided to the customer's premises will be at the D1 level.

###### 2. Basic Trunks

- a. In-Only Trunk - One-way trunk which only allows traffic from the central office switch to be transmitted to the customer.
- b. Out-Only Trunk - One-way trunk which only allows traffic originating from the customer to be transmitted to the central office switch
- c. Two-Way Trunk - Trunk which allows for traffic to be transmitted from either the central office or the customer.

###### 3. Advanced Trunks

- a. In-Only Trunk with DID - In-only trunk with Direct Inward Dialing (DID) feature. Requires a DID trunk circuit termination.
- b. Out-Only Trunk - Out-only trunk with Outward Dialing Feature.
- c. Two-Way Trunk with DID - Two-way trunk with DID. Requires a DID trunk circuit termination.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 17  
Original Sheet 2

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### SWITCHED DIGITAL SERVICE

#### 17.1 SWITCHED D1 SERVICE (Cont'd)

##### C. Terms and Conditions

1. SWD1 is provided subject to the availability of central office facilities.
2. The type of SWD1 facility installed will be determined by the Company.
3. Each SWD1 facility enables the customer to install up to a maximum of 24 trunks per SWD1 facility. The customer is billed for the actual number and types of trunks in service on each SWD1 facility.
4. The minimum service period for the SWD1 facility and common equipment is one month.
5. When Outward WATS, Two-Way WATS or 800 Service terminates on a SWD1 facility, the Outward WATS, Two-Way WATS or 800 Service access lines are classified as basic trunks for the application of SWD1 facility and common equipment rates and charges. Outward WATS, Two-Way WATS or 800 Service rates and charges also apply.
6. The following services will not be provided within the SWD1 facility:
  - a. Local flat rate trunks and other access line services as described in Section 1.
  - b. Feature Groups A, B, C or D.
  - c. Other private line/access services and facilities unless specified herein.
  - d. Switched 56K Service.
7. Suspension of service is only available for trunks and only if all trunks within the facility are suspended. It is not available for the SWD1 facility and common equipment.
8. Customers are required to provide muxing/demuxing, at the customer premises, for analog trunks riding the SWD1 facility.
9. SWD1 offerings are not available for use by FCC Part 90 and Part 22 carriers in the provision of services to their customers. Other digital services are offered by the Company for interconnection specifically for these carriers.

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**Effective Date: August 1, 2011**

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 17  
Original Sheet 3**

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**SWITCHED DIGITAL SERVICE**

17.1 SWITCHED D1 SERVICE (Cont'd)

D. Rates and Charges

1. SWD1 will be provided at the following rates and charges:

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
a. Standalone SWD1 facility and common equipment, per 24 channel facility.		
- All basic trunks, advanced trunks or a combination of basic and advanced trunks.	\$1,155.00	\$225.00
b. Basic trunks each		
- In-only trunk <sup>1</sup>	\$102.00	Equal to
- Out-only trunk	\$102.00	PBX Trunk
- Two-Way trunk <sup>1</sup>	\$102.00	Rate

<sup>1</sup> Rotary Trunk Hunting Service is available at the rates and charges specified in Section 6.

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 17  
Original Sheet 4**

**SWITCHED DIGITAL SERVICE**

17.1 SWITCHED D1 SERVICE (Cont'd)

D. Rates and Charges (Cont'd)

1. (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
c. Advanced trunks each		
- In-only trunk with DID <sup>1</sup>	\$102.00	Equal to
- Out-only trunk with Outward Dialing	\$102.00	PBX Trunk
- Two-way trunk with DID <sup>1</sup>	\$102.00	Rate

2. Nonrecurring change charges apply per work order as follows:

Trunk Change Charges (per line or trunk)	<u>Nonrecurring Charge</u>
Miscellaneous changes within the categories of basic or advanced. Change from basic trunks to advanced trunks or vice versa. Add, change to or from, or rearrange hunting arrangement within a	Equal to the Subsequent Service Charge, plus the central office work charge, plus the Access Line work charge, plus the Premises Visit Charge. trunk group.

<sup>1</sup> Direct Inward Dialing Service monthly rates also apply, as specified in Section 6.

SERVICES CATALOG

SWITCHED DIGITAL SERVICE

17.1 SWITCHED D1 SERVICE (Cont'd)

D. Rates and Charges (Cont'd)

3. Rate Stability Plan

- a. The Rate Stability Plan is an optional arrangement whereby subscribers who agree to continue to subscribe to SWD1 for a designated period of time are guaranteed against Company-initiated changes in monthly rates for service during the designated period.
- b. Regular nonrecurring monthly charges specified in 17.1.D.1. preceding, apply except that the charges specified in 17.1.D.1.a. for the stand-alone SWD1 facility and common equipment shall be replaced by that specified in 17.1.D.3.g. below.
- c. Rates and charges specified in 17.1.D.1. preceding, apply to all SWD1 trunks. Any reduction of SWD1 trunks during the term of the Rate Stability Plan will not reduce the monthly payments for SWD1 trunks for the duration of the term.
- d. Any addition of SWD1 facilities and common equipment to existing equipment with a Rate Stability Plan is permitted with charges as specified in 17.1.D.2. preceding or a separate Rate Stability Plan.
- e. Any reduction of SWD1 facilities and common equipment furnished under the Rate Stability Plan, will not reduce the Rate Stability Plan payments for the duration of the term unless otherwise specified.
- f. Termination charges equal to the monthly recurring charges for the remaining life of the contract may apply if a Rate Stability Plan contract is terminated in whole or in part by the subscriber or is terminated for cause by the Company prior to expiration of the agreed-upon payment period.
- g. Stabilized Monthly Rates

SWD1 facility and common equipment, per 24 channel facility.

- All basic trunks or a combination of basic and advanced trunks.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
1. One-Year Term	\$770.00	\$210.00
2. Two-Year Term	\$385.00	\$194.00
3. Three-Year Term	None	\$185.00
4. Five-Year Term	None	\$171.00

SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 18  
Original Sheet 1

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IMPAIRED HEARING AND SPECIAL ASSEMBLES OF EQUIPMENT

18.1 IMPAIRED HEARING EQUIPMENT

A. General

Impaired hearing equipment may be provided for use with all classes of service, except public and semi-public telephone service.

B. Rates

The following monthly rate is in addition to the regular monthly line access rate and telephone instrument rate for the class of service furnished.

	<u>Monthly Rate</u>
Amplifying Handset	\$2.00
Turn button to control amplification	\$2.00

Installation, move or change charge will be at the applicable Service Connection Charges.

18.2 SPECIALIZED TYPES OF EQUIPMENT

The Telephone Company will obtain, when practical, and install and maintain any specialized types of equipment not covered elsewhere in this Services Catalog, which the subscriber requests at rates based on original cost and maintenance of the equipment providing it does not, in the opinion of the Telephone Company, interfere with the subscriber's service or the service of other customers.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 18  
Original Sheet 2

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### IMPAIRED HEARING AND SPECIAL ASSEMBLIES OF EQUIPMENT

#### 18.3 SPECIAL ASSEMBLIES OF EQUIPMENT

##### A. General

Special assemblies of equipment consist of modification of standard equipment, or special equipment for service arrangements for which provision is not otherwise made in this Services Catalog. They will be furnished, when practical, by the Company at charges equivalent to the estimated cost of furnishing such equipment and arrangements, if not detrimental to any of the services furnished under the Company's Services Catalogs.

##### B. Rates

Computation

Rates for special assemblies are equivalent to the estimated costs of furnishing the special assembly.

Estimated cost consists of an estimate of the total cost to the Company in providing the special assembly including:

Cost of maintenance.

Cost of operation.

Depreciation on the estimated cost installed of any facilities used to provide the special assembly based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.

General administration expenses, including taxes on the basis of average charges for these items.

Any other item of expense associated with the particular situation.

An amount, computed on the estimated cost installed of the facilities used to provide the special assembly, for return on investment.

Estimated cost installed mentioned above includes cost of equipment and materials provided or used plus the estimated cost of installing, including engineering, labor, supervision, transportation, rights-of-way and other items which are chargeable to the capital accounts.

In computing the rates for special assemblies, one of the three rate treatments are used:

1. Monthly rental and termination agreement with or without an installation charge.
2. Monthly rental with an installation charge.
3. Installation charge only.

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Effective Date: January 1, 2018

SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 19  
16<sup>th</sup> Revised Sheet 1  
Cancels 15<sup>th</sup> Revised Sheet 1

PROMOTIONS

The Company may, from time to time, engage in special promotional offerings designed to attract new customers or to increase existing customer awareness of a particular service. These offerings may include, but are not limited to, waiving or reducing the applicable charges for the promoted service. The promotional offerings are subject to the availability of the services and may be limited to a specific geographical area, to a subset of a specific market group, the duration, and the date and times of the offering.

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19.1 ONEVOICE NATIONWIDE PROMOTION

Beginning April 1, 2016 and extending until June 30, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of \$39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the tariff will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived.

Changes to the product services after 6/30/16 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

19.2 ONEVOICE NATIONWIDE PROMOTION

Beginning July 1, 2016 and extending until August 31, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of \$39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the tariff will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived.

Changes to the product services after 8/31/16 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

19.3 FRONTIER COMMERCIAL VOICE UNLIMITED

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between 9/19/17 and 12/31/17 with a term commitment of 1 year will have all standard non-recurring charges waived for the initial set up and be given a \$5.00 credit per month per line for the length of the contract. New is defined as not having Frontier service in the past ninety days.

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(M) Moved to Section 19, Sheet 2.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 19  
1<sup>st</sup> Revised Sheet 2  
Cancels Original Sheet 2

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### PROMOTIONS

19.4 DIGITAL PHONE

Beginning July 25, 2018 through October 19, 2018, for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up and a monthly rate of \$19.99 for two years.

19.5 DIGITAL PHONE

Beginning May 19, 2019 through November 19, 2019, for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up.

19.6 FRONTIER ONEVOICE

Between August 22, 2021 and November 19, 2021, New fiber-based Frontier OneVoice customers who purchase a qualifying broadband service will be given a \$29.99 discount for the first local OneVoice line. Customers must agree to a two-year term that provides a two (2) year Price Protection Plan. Installation charges for this service will be waived. Promotion offered where technically feasible.

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(M) Moved from Section 19, Sheet 1.

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**Effective Date: September 5, 2023**

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 20  
Original Sheet 1

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### BUNDLED SERVICES

#### 20.1 FRONTIER CHOICE BUNDLES \*

##### A. General

The Choices Bundles are package offerings that give residential customers a combination of local services. The package includes either one or two Flat Rate Access Lines, a combination of local features plus ten free local directory assistance calls. Customers can take any combination of features for the same flat rate charge.

##### Basic Bundle

Access Line	Touch Tone
Call Wait/Cancel Call Wait	Call Forwarding
Call Forward Busy/No Answer	Remote Access Call Forward Variable
Speed Call 8	Speed Call 30
Caller ID Name	Selective Call Rejection
*69 Call Return	*66 Busy Number Redial
Priority Call	Selective Call Forward
Selective Call Acceptance	Selective Call Rejection
Message Waiting Indication	10 local Directory Assistance Calls

##### Additional Line Bundle

Access Line	Touch Tone
Additional Access Line	Call Forwarding
Call Wait/Cancel Call Wait	Remote Access Call Forward Variable
Call Forward Busy/No Answer	Speed Call 30
Speed Call 8	Selective Call Rejection
Caller ID Name	*66 Busy Number Redial
*69 Call Return	Selective Call Forward
Priority Call	Selective Call Rejection
Selective Call Acceptance	10 local Directory Assistance Calls
Message Waiting Indication	

\* The service offering is limited to all existing subscribers at their existing locations.

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**Effective Date: August 1, 2011**

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 20  
Original Sheet 2

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### BUNDLED SERVICES

#### 20.1 FRONTIER CHOICE BUNDLES \* (Cont'd)

##### B. Conditions

1. Bundles are available where technically feasible.
2. Bundled rates are based on the current access line rate groups.
3. The features are provided subject to their individual service regulations as specified in the applicable sections of the Services Catalog.
4. It is the responsibility of the subscriber to enroll in the package.
5. Residential customers currently subscribing to all services in the Bundles Package may request billing at the package price.
6. When the customer changes or disconnects any component of the Bundles, then the remaining components of the package will be billed at their individually monthly rates. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package.
7. Customers may add or delete any features offered in the package without a Service Order Charge.
8. Customers may change Bundles without incurring a Service Order Charge.
9. The Bundles price is a set price. No discounts will be given to subscribers that do not use all the features or have some features turned off.
10. The free directory assistance calls encompass any free Directory Assistance offering that may be available.
11. Federal Subscriber Line charges, taxes, and surcharges will be billed separately, in addition to the Bundles offering.
12. Any applicable charges for call completion that would otherwise apply are not included in the Bundled service price.

\* The service offering is limited to all existing subscribers at their existing locations.

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**Effective Date: August 1, 2011**

SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 20  
2<sup>nd</sup> Revised Sheet 3  
Cancels 1<sup>st</sup> Revised Sheet 3

BUNDLED SERVICES

20.1 FRONTIER CHOICE BUNDLES \* (Cont'd)

C. Demonstration Period

1. General

The demonstration period gives the Telephone Company the option of waiving recurring, nonrecurring or both in order to promote the sale of the Bundle Services.

2. Regulations

The Telephone Company reserves the right to waive any or all of the recurring, nonrecurring or both charges associated with the Bundles product at any time.

Appropriate notification of waived charges will be made to eligible customers.

D. Rates

Monthly Rate

Basic Bundle

Rate Group:

Atmore	\$37.00
Catherine	\$37.00
McCullough	\$37.00
Camden	\$37.00
Huxford	\$37.00
Thomaston	\$37.00
Vrendenburgh	\$37.00

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Additional Line Bundle

Rate Group:

Atmore	\$53.30
Catherine	\$53.30
McCullough	\$53.30
Camden	\$53.30
Huxford	\$53.30
Thomaston	\$53.30
Vrendenburgh	\$53.30

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\* The service offering is limited to all existing subscribers at their existing locations.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 20  
Original Sheet 4

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### BUNDLED SERVICES

#### 20.2 FRONTIERWORKS \*

##### A. General

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. The pricing listed in Rates and Charges represents the charges for the local service portion of all.

##### 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 Endnote 6.18.D.1.
- 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 Endnote 6.18.D.1.
- 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).

\* FrontierWorks Small Business Solutions if grandfathered as of 7-1-2006 for Business Customers.

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**Effective Date: August 1, 2011**

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 20  
Original Sheet 5

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### BUNDLED SERVICES

#### 20.2 FRONTIERWORKS \* (Cont'd)

##### A. General (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 Endnote 6.18.D.1.
  - 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 Endnote 6.18.D.1.
  - 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).
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 Endnote 6.18.D.1.
  - 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).

\* FrontierWorks Small Business Solutions if grandfathered as of 7-1-2006 for Business Customers.

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**Effective Date: August 1, 2011**

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 20  
Original Sheet 6

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### BUNDLED SERVICES

#### 20.2 FRONTIERWORKS \* (Cont'd)

##### A. General (Cont'd)

##### 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 Endnote 6.18.D.1.
- 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 Endnote 6.18.D.1.

##### 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  
Call Waiting  
Speed Call 8 or Speed Call 30  
3 Way Calling  
\*66 Busy Number Redial  
\*69 Call Return  
Hunting, See 6.18.D.3

\* FrontierWorks Small Business Solutions if grandfathered as of 7-1-2006 for Business Customers.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 20  
Original Sheet 7

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### BUNDLED SERVICES

#### 20.2 FRONTIERWORKS \* (Cont'd)

##### B. Regulations

1. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
2. The bundles are offered only under one-year, two-year, and three-year term contracts.
  - a. If the rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
  - b. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
  - c. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.
  - d. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.
    - (1) The early termination liability charges shall be calculated as follows: For each cancelled bundle, with adjustments 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.

\* FrontierWorks Small Business Solutions if grandfathered as of 7-1-2006 for Business Customers.

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### BUNDLED SERVICES

#### 20.2 FRONTIERWORKS \* (Cont'd)

##### B. Regulations (Cont'd)

##### 2. (Cont'd)

##### d. (Cont'd)

- (2) 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.
  - (3) The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.
  - (4) The early termination liability charges shall be calculated as follows: For each cancelled
  - (5) 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.
3. 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.
  4. The FrontierWorks Select5 package is available only in association with a FrontierWorks Small Business Solutions bundle.
  5. The bundle rate will appear as a single line item on the customer's bill.
  6. 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.
  7. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
  8. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorks 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.

\* FrontierWorks Small Business Solutions if grandfathered as of 7-1-2006 for Business Customers.

SERVICES CATALOG

BUNDLED SERVICES

20.2 FRONTIERWORKS \* (Cont'd)

C. Rates and Charges

1. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 5 apply to the installation of individual components of the bundles.
2. Service Charges apply if the customer switches from a bundle to an unbundled service.
3. Service Charges do not apply if the customer switches to another FrontierWorks Small Business Solutions bundle of greater value.
4. The customer may add or delete the services or features of the FrontierWorks Select5 package without incurring a Service Charge.

5. Monthly Rates

a. Bundle (Local Service Portion)

	<u>Term</u>	
<u>One Year</u>	<u>Two Years</u>	<u>Three Years</u>
\$32.81	\$30.88	\$28.95

b.	FrontierWorks Select5	<u>Monthly Rate</u> \$9.95
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D. Endnotes

1. The business access line does not include Key lines or PBX trunks or other business lines that are separately listed in other sections of this Services Catalog with different rates from the regular Business One-Party access line.
2. 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.
3. In the FrontierWorks Select5 package, "Hunting" can be either Regular Hunt, which ends with the last number in the hunt group, or Circular Hunt, which searches all lines in a multiline hunt group, regardless of point of entry into the hunt group. The offered version will depend on its availability in the existing Services Catalog. Call Forward Busy Line cannot be used with Hunting.

\* FrontierWorks Small Business Solutions if grandfathered as of 7-1-2006 for Business Customers.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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Original Sheet 10

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### BUNDLED SERVICES

#### 20.3 FRONTIERWORKS BUSINESS CONNECTIONS \*

##### A. General

1. FrontierWorks Business Connections are package offerings available to basic business customers and Centrex customers. The basic business offerings include one flat rate business access line and Caller ID with Name.

The Centrex offering includes two Centrex lines and several Centrex features. The included features are:

Call Forward Variable Call Transfer  
Call ID Name and Number Hunting  
Three Way Conference Call Abbreviated Dialing (where available)

2. Optional Feature Services

The following services may be added to a business access line bundle:

- a. Business Connections Select5

Choice of five of the following:

Call Forward or Call Forward Variable  
Call Waiting with Cancel Call Waiting  
Speed Call 8 or Speed Call 30  
3 Way Calling  
\*66 Busy Number Redial  
\*69 Call Return  
Hunting  
Selective Call Forward

The following services may be added to the Centrex bundle and will be billed on a per feature basis.

- b. Centrex Connections Features \*66 Busy Number Redial

Automatic Call Back  
Call Forward Busy  
Call Forward No Answer  
Speed Call 8 or Speed Call 30  
Selective Ring

\* FrontierWorks Business Connections is grandfathered.

## SERVICES CATALOG

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### BUNDLED SERVICES

#### 20.3 FRONTIERWORKS BUSINESS CONNECTIONS \* (Cont'd)

##### B. Regulations

1. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
2. The bundles are offered only under one-year, two-year, and three-year term contracts
  - a. 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.
  - b. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
  - c. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.
  - d. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.
  - e. The early termination liability charges shall be calculated as follows: A maximum termination liability that is equal to the nonrecoverable costs associated with the service will be determined and indicated in the customer's contract or at the time of sale. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:

The ratio of the number of months remaining in the liability period multiplied by the Maximum Termination Liability.
  - f. The early termination liability charges described in the paragraph above does not apply within 90 days of activation.
  - g. Customer contract will automatically renew at the current rate for one year if no cancellation notification is received
  - h. The FrontierWorks Business Connections 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.

\* FrontierWorks Business Connections is grandfathered.

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Original Sheet 12

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### BUNDLED SERVICES

#### 20.3 FRONTIERWORKS BUSINESS CONNECTIONS \* (Cont'd)

##### B. Regulations (Cont'd)

3. The FrontierWorks Business Connections Select5 package is available only in association with a FrontierWorks Business Connections Solutions bundle.
4. The bundle rate will appear as a single line item on the customer's bill.
5. 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.
6. 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.
7. The business access line does not include Key lines or PBX trunks or other business lines that are separately offered with different rates from the regular Business One-Party access line.
8. FrontierWorks Business Connections cannot be used in association with a key system or a PBX service.
9. In the FrontierWorks Business Connections 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.
10. The Telephone Company reserves the right to waive any or all of the recurring, nonrecurring or both charges associated with the Bundles at any time.
11. Individual promotional periods will not exceed 120 days.
12. Appropriate notification of waived charges will be made to eligible customers.

##### C. Rates and Charges

1. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.
2. Service Charges apply if the customer switches from a bundle to an unbundled service.
3. The customer may add or delete the features within the FrontierWorks Business Connections Feature package without incurring a Service Charge.

\* FrontierWorks Business Connections is grandfathered.

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**Effective Date: August 1, 2011**

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
Original Sheet 13**

**BUNDLED SERVICES**

20.3 FRONTIERWORKS BUSINESS CONNECTIONS \* (Cont'd)

C. Rates and Charges (Cont'd)

4. Monthly Rates

a. Basic Business Bundle

Term			
One Year		Two Years	Three Years
\$29.50		\$27.76	\$26.03
\$29.50		\$27.76	\$26.03

b. Centrex Bundle

Term			
One Year		Two Years	Three Years
\$59.00		\$55.52	\$52.06
\$59.00		\$55.52	\$52.06

c. FrontierWorks

Business Connections Select5 \$9.99

Centrex Connections Features\$1.99 (per feature)

\* FrontierWorks Business Connections is grandfathered.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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Original Sheet 14

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### BUNDLED SERVICES

#### 20.4 FRONTIER SMALL BUSINESS ADVANTAGE

##### A. General

Frontier Small Business Advantage is a package offering available to Business customers that subscribe to flat rate Business service. The package includes either two Basic Business lines or two Centrex lines; a combination of enhanced calling features, certain designated non-regulated services and price-listed services. Frontier Small Business Advantage is offered where technically feasible.

##### 1. Bundle 1 – Basic Bundle 300 Minutes

Two Basic Business or two Centrex lines  
Call Forwarding  
Call Transfer  
Caller ID with Name  
Trunk Hunting (where available)  
3 Way Calling  
Abbreviated Dialing (where available)  
Voice Mail and Message Waiting Indicator (non-regulated)  
300 Block of Time Long Distance Minutes provided by Frontier Communications of America, Inc.

##### 2. Bundle 2 – Basic Bundle 600 Minutes

Two Basic Business or two Centrex lines  
Call Forwarding  
Call Transfer  
Caller ID with Name  
Trunk Hunting (where available)  
3 Way Calling  
Abbreviated Dialing (where available)  
Voice Mail and Message Waiting Indicator (non-regulated)  
600 Block of Time Long Distance Minutes provided by Frontier Communications of America, Inc.

##### 3. Bundle 3 - Basic Bundle 900 Minutes

Two Basic Business or two Centrex lines  
Call Forwarding  
Call Transfer  
Caller ID with Name  
Trunk Hunting (where available)  
3 Way Calling  
Abbreviated Dialing (where available)  
Voice Mail and Message Waiting Indicator (non-regulated)  
900 Block of Time Long Distance Minutes (provided by Frontier Communications of America, Inc.)

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**Effective Date: August 1, 2011**

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### BUNDLED SERVICES

#### 20.4 FRONTIER SMALL BUSINESS ADVANTAGE (Cont'd)

##### A. General (Cont'd)

The following services may be added to the bundle and will be billed on a per feature basis.

##### 1. Additional Features:

- \*66 Busy Number Redial
- \*69 Call Return
- Call Forwarding Busy
- Call Forwarding No Answer
- Speed Call 8 or Speed Call 30
- Priority Call
- Call Waiting/Cancel Call Waiting

##### B. Regulations

1. A bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
2. The bundle is offered only under a two-year term commitment and requires a contract.
  - a. If the rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
  - b. 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.
  - c. 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.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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### BUNDLED SERVICES

#### 20.4 FRONTIER SMALL BUSINESS ADVANTAGE (Cont'd)

##### B. Regulations (Cont'd)

##### 2. (Cont'd)

d. The early termination liability charges shall be calculated as follows: A Maximum Termination Liability of \$500.00. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:

- i. The ratio of the number of months remaining in the contract period multiplied by the Maximum Termination Liability.
- ii. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundle within 30 days of activation.
- iii. Customer contract will automatically renew at the contract rate for two years if no cancellation notification is received.

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

4. Frontier Small Business Advantage is a service mark of Citizens Communications Company.

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

6. 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.

7. In order to receive the long-distance minutes included in the bundles, customers must presubscribed to Frontier Communications of America, Inc., for both Inter and IntraLATA services and choose the Frontier Small Business Advantage long-distance plan.

8. The bundle cannot be used in association with a Residential Line, PBX Service or ISDN service.

SERVICES CATALOG

BUNDLED SERVICES

20.4 FRONTIER SMALL BUSINESS ADVANTAGE (Cont'd)

B. Regulations (Cont'd)

- 9. No Utility initiated change in a term contract that may result in more restrictive terms or conditions is enforceable unless the change is otherwise allowed by applicable law and the change is also communicated to the customer in a written notice 25 days prior to the change taking effect. Such notice shall present in a clear and conspicuous manner the current term or condition and the change being made in that term or condition. If the customer terminates service within 30 days from the effective date of the change, the customer shall not be assessed any otherwise applicable early termination penalty. A utility may not use this contract change provision to change term-contract rates or charges.

C. Rates and Charges

- 1. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.
- 2. Service Connection Charges apply if the customer switches from a bundle to an unbundled service.
- 3. The customer may add or delete the services or features of the Frontier Small Business Advantage Optional Business Feature Package without incurring a Service Charge.
- 4. Monthly Rate

a Businesses or Centrex Bundle

	<u>Two-Year Term</u>
Bundle 1	\$84.99
Bundle 2	\$94.99
Bundle 3	\$104.99
Additional Features (per feature)	\$1.99

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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1<sup>st</sup> Revised Sheet 18  
Cancels Original Sheet 18

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### BUNDLED SERVICES

20.5 FRONTIER DIGITAL PHONE X – Grandfathered as of June 24, 2019

(C)

A. General

The Frontier Digital PhoneX is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customers can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Call Forwarding Busy & Call Forward No Answer	Caller ID with Name
Local and Extended Area Toll Calls	Message Waiting Indicator
	Speed Call 8

B. Regulations

1. The Frontier Digital PhoneX is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Services Catalog.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individual monthly rates.
4. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts from the bundled rate will be given to subscribers that do not use all the features or have some features turned off.
7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
8. The bundles are offered on a month-to-month basis.
9. The bundle will appear as a single line item on the bill.
10. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer

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Effective Date: June 24, 2019

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
2<sup>nd</sup> Revised Sheet 19  
Cancels 1<sup>st</sup> Revised Sheet 19**

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**BUNDLED SERVICES**

20.5 FRONTIER DIGITAL PHONE X – Grandfathered as of June 24, 2019 (Cont'd)

B. Regulations (Cont'd)

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

C. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the CALC.
7. This service does not change any other terms and conditions of the product.

D. Rates

Call Forwarding (all Types): The Customer pays the rate for a station-to-station call between his/her telephone and the telephone where the call is answered. This applies to all calls answered, even any person-to-person or collect calls that are refused.

Monthly	\$26.99
Stay Connected	\$9.99

(I)

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

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1<sup>st</sup> Revised Sheet 20  
Cancels Original Sheet 20**

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**BUNDLED SERVICES**

20.6 FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of June 24, 2019

(C)

A. General

The Frontier Digital Phone Service is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customers can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Call Forwarding Busy	Caller ID with Name
Call Forward No Answer	Message Waiting Indicator
	Local and Extended Area Toll Calls

Digital Phone Enhanced Feature Pack

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

*66 Busy Number Redial	Conference Calls (3-Way)
*69 Call Return	Speed Call 8 or 30 Call Forwarding

B. Regulations

1. The Frontier Digital Phone Service is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Services Catalog.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individual rates.
4. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
8. The bundles are offered on a month-to-month basis.

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
6<sup>th</sup> Revised Sheet 21  
Cancels 5<sup>th</sup> Revised Sheet 21**

**BUNDLED SERVICES**

20.6 FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of June 24, 2019 (Cont'd)

B. Regulations (Cont'd)

- 9. The bundle will appear as a single line item on the bill.
- 10. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- 11. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

C. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate.

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

D. Rates

Call Forwarding (all Types): The Customer pays the rate for a station-to-station call between his/her telephone and the telephone where the call is answered. This applies to all calls answered, even any person-to-person or collect calls that are refused.

	<u>Monthly Rate</u>
Frontier Digital Phone Service	\$51.99
Digital Phone Enhanced Feature Pack	\$7.49
Stay Connected	\$9.99

**Effective Date: January 1, 2025**

**SERVICES CATALOG**

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**BUNDLED SERVICES**

20.7 FRONTIER BUSINESS UNLIMITED

A. General

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

Basic Bundle

Single Party Flat Rate Access Line	Call Waiting, Cancel
Call Waiting Call Forwarding Fixed or Variable	Caller ID with Name
Unlimited Extended Area Service	Speed Call 30
Voice Mail – Frontier Deluxe Voice Mail	

B. Regulations

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of this Services catalog.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Frontier Business Unlimited includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.
7. The bundle rate will appear as a single line item on the customer's bill.
8. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
2<sup>nd</sup> Revised Sheet 23  
Cancels 1<sup>st</sup> Revised Sheet 23**

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**BUNDLED SERVICES**

20.7 FRONTIER BUSINESS UNLIMITED (Cont'd)

B. Regulations (Cont'd)

9. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, Remote Call Forward Service and Foreign Exchange Services.
10. The bundle is offered only under a month-to-month commitment and requires a contract.

C. Rates and Charges

1. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.
3. Frontier Business Unlimited is provided at the following rate:

	<u>Monthly Rate</u>	
Frontier Business Unlimited	\$58.00	(I)

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**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
1<sup>st</sup> Revised Sheet 24  
Cancels Original Sheet 24**

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**BUNDLED SERVICES**

20.8 FRONTIER DIGITAL PHONE BRONZE \*+

A. General

The Frontier Digital Phone Bronze is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customers can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Caller ID with Name	
Ext4nded Area Service	

Digital Phone Enhanced Feature Pack

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

*66 Busy Number Redial	Conference Calls (3-Way)
*69 Call Return	Speed Call 8 or 30
Call Forwarding	

B. Regulations

1. The Frontier Digital Phone Essentials is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Services catalog.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individual monthly rates.
4. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

\* The service offering is limited to all existing subscribers at their existing locations.

+ This bundle was previously called Frontier Digital Phone Essentials.

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**Effective Date: August 1, 2011**

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FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

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5<sup>th</sup> Revised Sheet 25  
Cancels 4<sup>th</sup> Revised Sheet 25

BUNDLED SERVICES

20.8 FRONTIER DIGITAL PHONE BRONZE \*+ (Cont'd)

B. Regulations (Cont'd)

- 8. The bundles are offered on a month to month.
- 9. The bundle will appear as a single line item on the bill.
- 10. Voice Mail Bronze will be offered as an add on to this bundle.
- 11. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service

C. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate.

- 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges does not apply.
- 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- 3. Customer's line will be available for 911 calls only at the time of suspension.
- 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- 6. The cost of the service includes the CALC.
- 7. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly</u>
Digital Phone Bronze	\$21.99
Digital Phone Enhanced Feature Pack	\$7.49
Stay Connected	\$9.99

(l)

\* The service offering is limited to all existing subscribers at their existing locations.

+ This bundle was previously called Frontier Digital Phone Essentials.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 20  
Original Sheet 26

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### BUNDLED SERVICES

#### 20.9 FRONTIER DIGITAL PHONE SILVER \*+ - Grandfathered

##### A. General

The Unlimited State Bundle is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customers can take any combination of features for the same flat rate charge.

##### Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Caller ID with Name	Local and Extended Area Toll Calls

##### B. Regulations

1. The Frontier Digital Phone Silver is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Services Catalog.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individual monthly rates.
4. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
8. The bundles are offered on a month to month.
9. The bundle will appear as a single line item on the bill.
10. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40.00 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

\*The service offering is limited to all existing subscribers at their existing locations.

+This bundle was previously called Frontier Unlimited State.

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**Effective Date: August 1, 2011**

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
1<sup>st</sup> Revised Sheet 27  
Cancels Original Sheet 27**

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**BUNDLED SERVICES**

20.9 FRONTIER DIGITAL PHONE SILVER \*+ Grandfathered (Cont'd)

- C. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate.
  - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges does not apply.
  - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - 3. Customer's line will be available for 911 calls only at the time of suspension.
  - 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
  - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  - 6. The cost of the service includes the CALC.
  - 7. This service does not change any other terms and conditions of the product.

D. Rates

Call Forwarding (all Types): The Customer pays the rate for a station-to-station call between his/her telephone and the telephone where the call is answered. This applies to all calls answered, even any person-to-person or collect calls that are refused.

	<u>Monthly Rate</u>
Frontier Digital Phone Silver	\$31.99
Stay Connected	\$9.99

(I)

\*The service offering is limited to all existing subscribers at their existing locations.  
+This bundle was previously called Frontier Unlimited State.

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Section 20  
1st Revised Sheet 28  
Cancels Original Sheet 28

BUNDLED SERVICES

20.10 FRONTIER BUSINESS ESSENTIALS

A. General

Frontier Business Essentials is a package offering available to Business Customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

Main Line

Flat Rate Business Line	Call Forward (For VM)
Unlimited Local Measured Service	Touch Tone (WA)
Caller ID with Name	Basic Voice Mail (WA)
Call Waiting	Call Waiting ID (Where applicable)

Feature Package

*66 Busy Number Redial	Speed Call 8 or Speed Call 30
*69 Call Return	Call Forward Variable
3 Way Calling	

B. Regulations

1. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
2. The bundles are offered on a month to month basis.
3. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.
4. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
5. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex, or ISDN service.
6. Deluxe Voice Mail will be offered as an add on to this bundle. The rate will be listed in the rate section.

C. Rates and Charges

Monthly Rate	\$39.99	
Feature Package <sup>1</sup>	\$3.99	(I)

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
1<sup>st</sup> Revised Sheet 29  
Cancels Original Sheet 29**

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**BUNDLED SERVICES**

20.11 FRONTIER DIGITAL PHONE PLUS SERVICE – Grandfathered as of June 24, 2019

(C)

A. General

The Frontier Digital Phone Plus Service is a package offering available to residential customers. The package includes two basic flat rate access lines, a combination of local features, and non-regulated services. Customers can take any combination of features for the same charge.

Basic Bundle

Two Flat Rate Access Lines	Call Waiting/Cancel Call Waiting
Call Forwarding Busy	Caller ID with Name
Call Forward No Answer	Local and Extended Area Calls
Message Waiting Indicator	

Digital Phone Enhanced Feature Pack

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

Automatic *66 Busy Number Redial	*69 Call Return
Speed Call 8 or 30	3 Way Calling

B. Regulations

1. The Frontier Digital Phone Plus Service is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Services Catalog.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing rules.
4. Customers may add or delete any features offered in the package without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Federal Subscriber Line Charge will be billed separately. All other surcharges and taxes will apply.

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1<sup>st</sup> Revised Sheet 30  
Cancels Original Sheet 30

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### BUNDLED SERVICES

20.11 FRONTIER DIGITAL PHONE PLUS SERVICE – Grandfathered as of June 24, 2019 (Cont'd)

(C)

B. Regulations (Cont'd)

7. The bundle is offered on a one, two or three year term.
  - a. If the rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
  - b. If the customer cancels the bundle before the end of the term contract, an early termination charge of \$200.00 shall apply.
8. The bundle will appear as a single line item on the bill.
9. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
10. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

C. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If reconnect date is given then the reconnection charges to do apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the CALC.
7. This service does not change any other terms and conditions of the product.

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Effective Date: June 24, 2019

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
7<sup>th</sup> Revised Sheet 31  
Cancels 6<sup>th</sup> Revised Sheet 31**

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**BUNDLED SERVICES**

20.11 FRONTIER DIGITAL PHONE PLUS SERVICE – Grandfathered as of June 24, 2019 (Cont'd)

C. Rates

	<u>Monthly Rate</u>	
Digital Phone Plus Service	\$51.99	
Digital Phone Enhanced Feature Pack	\$7.49	(1)
Stay Connected	\$9.99	

- (1) Periodically, the Company may offer various "save Incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

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**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
1<sup>st</sup> Revised Sheet 32  
Cancels Original Sheet 32**

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**BUNDLED SERVICES**

20.12 FRONTIER DIGITAL PHONE X PLUS SERVICE – Grandfathered as of June 24, 2019

(C)

A. General

The Frontier Digital Phone X is a package offering available to residential customers that subscribe to flat rate service. The package includes two basic flat rate access lines, a combination of local features, and non-regulated services. Customers can take any combination of features for the same charge.

Basic Bundle

Two Flat Rate Access Lines	Call Waiting/Cancel Call Waiting Call
Forwarding Busy & Call Forward No Answer	Caller ID with Name
Local and Extended Area Toll Calls	Message Waiting Indicator Speed Call 8

Digital Phone Enhanced Feature Pack

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

Automatic *66 Busy Number Redial	*69 Call Return
Speed Call 8 or 30	3 Way Calling

B. Regulations

1. The Frontier Digital Phone X is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Services Catalog.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing rules.
4. Customers may add or delete any features offered in the package without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 20  
1<sup>st</sup> Revised Sheet 33  
Cancels Original Sheet 33

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### BUNDLED SERVICES

20.12 FRONTIER DIGITAL PHONE X PLUS SERVICE – Grandfathered as of June 24, 2019 (Cont'd)

(C)

B. Regulations (Cont'd)

7. The bundles are offered on a month-to-month basis.
  - a. If the monthly rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
  - b. If the customer cancels the bundle before the end of the term contract, an early termination charge of \$200.00 shall apply.
8. The bundle will appear as a single line item on the bill.
9. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
10. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

C. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If reconnect date is given then the reconnection charges to do apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the CALC.
7. This service does not change any other terms and conditions of the product.

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Effective Date: June 24, 2019

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20**  
**5<sup>th</sup> Revised Sheet 34**  
 **Cancels 4<sup>th</sup> Revised Sheet 34**

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**BUNDLED SERVICES**

20.12 FRONTIER DIGITAL PHONE X PLUS SERVICE – Grandfathered as of June 24, 2019 (Cont'd)

D. Rates

	<u>Monthly Rate</u>	
Digital Phone X Plus Service	\$28.99	
Digital Phone Enhanced Feature Pack	\$7.49	(I)
Stay Connected	\$9.99	

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 20  
1<sup>st</sup> Revised Sheet 35  
Cancels Original Sheet 35

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### BUNDLED SERVICES

#### 20.13 FRONTIER BUSINESS METRO

##### A. General

Frontier Business Metro is a package offering available to Business Customers. The package includes up to ten Basic Business Lines; a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

##### Main Line Bundle

Flat Rate Business Line	Call Waiting
Extended Area Service	Call Forward
Caller ID with Name	Basic Voice Mail
Call Waiting ID (Where applicable)	Touch Tone

##### Add-On Feature Pack

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

##### B. Regulations

1. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
2. The bundles are offered on a monthly basis.
3. The bundle rate includes Extended Area Service (EAS)
4. Subscriber line charge is included in the price of the bundle. All other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
5. In order to receive the long-distance minutes included in the bundles, customers must select the Frontier Business Unlimited long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier for both their Intra and InterLATA services.
6. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex, or ISDN service.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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Original Sheet 36**

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**BUNDLED SERVICES**

20.13 FRONTIER BUSINESS METRO (Cont'd)

C. Rates and Charges

1. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.
2. Service Charges apply if the customer switches from a bundle to an unbundled service.
3. The customer may add or delete the services or features of the bundle without incurring a Service Charge.

Monthly Rate

Frontier Business Metro Bundle	\$39.99
Add-on Feature Pack	\$3.99

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**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
1<sup>st</sup> Revised Sheet 37  
Cancels Original Sheet 37**

**BUNDLED SERVICES**

20.14 FRONTIER DIGITAL PHONE 100 \* - Grandfathered as of June 24, 2019

(C)

A. General

The Frontier Digital Phone 100 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

<u>Basic Bundle</u>	
Flat Rate Access Line	Speed Call 8
Extended Area Calling	Touch Tone

B. Regulations

1. The Frontier Digital Phone 100 is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Services Catalog.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundles are offered on a month to month.
6. The bundle will appear as a single line item on the bill.
7. If a customer moves while subscribed to the bundle, a \$50 credit will be applied to the customer's account when the customer establishes service in a Frontier territory and renews the bundle on their account.
8. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
9. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
10. Features will be available to the Digital Phone 100 at a special price. The following features are available:

\* This bundle was previously called Frontier Digital Phone Essentials.

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**Section 20  
2<sup>nd</sup> Revised Sheet 38  
Cancels 1<sup>st</sup> Revised Sheet 38**

**BUNDLED SERVICES**

20.14 FRONTIER DIGITAL PHONE 100 \* - Grandfathered as of June 24, 2019 (Cont'd)

**B. Regulations (Cont'd)**

Call Forward	*69 Call Return
Call Forward Variable	*66 Busy Number Redial
Call Forward Busy	3 Way Calling
Call Forward Plus	Speed Call 30
Call Waiting/Cancel Call Waiting	Selective Call Rejection
Caller ID	Selective Call Acceptance
Caller ID with Name	6-Way Calling
Call Waiting ID	Call Trace

**C.** Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone 100# service while they are away, a minimum of one month and up to nine months for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges does not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the CALC.
7. This service does not change any other terms and conditions of the product.

**D. Rates**

	<u>Monthly Rate</u>
Digital Phone 100	\$20.99
One Feature	\$5.99
Two Features	\$7.99
Three Features	\$9.99
All listed features	\$12.99
Stay Connected	\$9.99

(1)

\* This bundle was previously called Frontier Digital Phone Essentials.

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
1<sup>st</sup> Revised Sheet 39  
Cancels Original Sheet 39**

**BUNDLED SERVICES**

20.15 FRONTIER DIGITAL STATE UNLIMITED – Grandfathered as of June 24, 2019

(C)

A. General

The Frontier Digital State Unlimited is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

<u>Basic Bundle</u>	
Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Extended Area Calling	Touch Tone

B. Regulations

1. The Frontier Digital State Unlimited is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Services Catalog.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundles are offered on a month to month.
6. The bundle will appear as a single line item on the bill.
7. If a customer moves while subscribed to the bundle, a \$50 credit will be applied to the customer's account when the customer establishes service in a Frontier territory and renews the bundle on their account.
8. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
9. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
10. Features will be available to the Digital Phone State Unlimited bundle at a special price. The following features are available:

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**Section 20  
2<sup>nd</sup> Revised Sheet 40  
Cancels 1<sup>st</sup> Revised Sheet 40**

**BUNDLED SERVICES**

20.15 FRONTIER DIGITAL STATE UNLIMITED – Grandfathered as of June 24, 2019 (Cont'd)

**B. Regulations (Cont'd)**

Call Forward	*69 Call Return
Call Forward Variable	*66 Busy Number Redial
Call Forward Busy	3 Way Calling
Call Forward Plus	Speed Call 30
Call Waiting/Cancel Call Waiting	Selective Call Rejection
Caller ID	Selective Call Acceptance
Caller ID with Name	6-Way Calling
Call Waiting ID	Call Trace

**C.** Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges does not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine- month period if no date is given.
6. The cost of the service includes the CALC.
7. This service does not change any other terms and conditions of the product.

**D. Rates**

	<u>Monthly Rate</u>
Digital Phone State Unlimited	\$20.99
One Feature	\$5.99
Two Features	\$7.99
Three Features	\$9.99
All listed features	\$12.99
Stay Connected	\$9.99

(1)

**Effective Date: June 1, 2023**

SERVICES CATALOG

BUNDLED SERVICES

20.16 FRONTIER DIGITAL PHONE ESSENTIALS 2 – 2010 \*

A. General

The Frontier Digital Phone Essentials 2 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customers can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line	3 Way Calling
Call Waiting/Cancel Call Waiting	Extended Area Calling
Call Waiting ID	Touch Tone
Caller ID with Name	

Unlimited Feature Pack

Features will be available to the Frontier Digital Phone Essentials 2 bundle at a special price.

The following features are available:

Call Forward	*69 Call Return
Call Forward Variable	*66 Busy Number Redial
Call Forward Busy	3 Way Calling
Call Forward Plus	Speed Call 30
Call Waiting/Cancel Call Waiting	Selective Call Rejection
Caller ID	Selective Call Acceptance
Caller ID with Name	6-Way Calling
Call Waiting ID	Call Trace

B. Regulations

1. The Frontier Digital Phone Essentials 2 is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Services Catalog.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individual rates.
4. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing rules.
5. Customers may add or delete any features offered in the package without a service order charge.

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

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Section 20  
7<sup>th</sup> Revised Sheet 42  
Cancels 6<sup>th</sup> Revised Sheet 42

BUNDLED SERVICES

20.16 FRONTIER DIGITAL PHONE ESSENTIALS 2 – 2010 \* (Cont'd)

B. Regulations (Cont'd)

- 6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- 7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- 8. The bundles are offered on a month-to-month basis.
- 9. Bundle will appear as a single line item on the bill.

C. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Essentials 2 while they are away, a minimum of one month and up to nine months for a reduced rate.

- 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
- 2. A re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- 3. Customer's line will be available for 911 calls only at the time of suspension.
- 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- 6. The cost of the service includes the SLC.
- 7. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials 2 Package	\$23.99
Stay Connected Vacation Service	\$9.99
Unlimited Feature Pack	\$7.49

(I)

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

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
1<sup>st</sup> Revised Sheet 43  
Cancels Original Sheet 43**

**BUNDLED SERVICES**

20.17 FRONTIER DIGITAL PHONE ESSENTIALS 1 – 2010 \*

A. General

The Frontier Digital Phone Essentials 1 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customers can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line	Call Forward - Variable
Call Waiting/Cancel Call Waiting	3 Way Calling
Call Waiting ID	Extended Area Calling
Caller ID with Name	Touch Tone

Unlimited Feature Pack

Features will be available to the Frontier Digital Phone Essentials 1 bundle at a special price.

The following features are available:

Call Forward Busy	Selective Call Rejection
Call Forward Plus	Selective Call Acceptance
Caller ID Number	6-Way Calling
*69 Call Return	Call Trace
*66 Busy Number Redial	Voice Mail
Speed Call 30	Deluxe Voice Mail

B. Regulations

1. The Frontier Digital Phone Essentials 1 is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Services Catalog.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individual monthly rates.
4. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing rules.
5. Customers may add or delete any features offered in the package without a service order charge.

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

**SERVICES CATALOG**

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**Section 20  
7<sup>th</sup> Revised Sheet 44  
Cancels 6<sup>th</sup> Revised Sheet 44**

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**BUNDLED SERVICES**

20.17 FRONTIER DIGITAL PHONE ESSENTIALS 1 – 2010 \* (Cont'd)

B. Regulations (Cont'd)

- 6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- 7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- 8. The bundles are offered on a month-to-month basis.
- 9. The bundle will appear as a single line item on the bill.

C. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Essentials 1 while they are away, a minimum of one month and up to nine months for a reduced rate.

- 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
- 2. A re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- 3. Customer's line will be available for 911 calls only at the time of suspension.
- 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- 6. The cost of the service includes the SLC.
- 7. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials 1 Package	\$30.99
Stay Connected Vacation Service	\$9.99
Unlimited Feature Pack	\$7.49

(I)

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

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**Effective Date: January 1, 2025**

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
1<sup>st</sup> Revised Sheet 45  
Cancels Original Sheet 45**

**BUNDLED SERVICES**

20.18 FRONTIER DIGITAL STATE UNLIMITED WITH ESSENTIALS 1 SERVICE \*

(C)

- A. The Frontier Digital State Unlimited with Essentials 1 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Extended Area Calling	Touch Tone
Caller ID with Name	3 Way Calling
Call Forwarding	Automatic Redial
Speed Call 8	*69 Call Return
Call Waiting ID	

B. Regulations

1. The Frontier Digital State Unlimited with Essentials 1 is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Services Catalog.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundles are offered on a month to month.
6. The bundle will appear as a single line item on the bill.
7. Features will be available to the Digital Phone State Unlimited with Essentials 1 bundle at a special price. The following features are available:

Speed Call 30	Selective Call Rejection
Selective Call Acceptance	6-Way Calling
Call Trace	Call Forward Plus

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

(N)

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
2<sup>nd</sup> Revised Sheet 46  
Cancels 1<sup>st</sup> Revised Sheet 46**

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**BUNDLED SERVICES**

20.18 FRONTIER DIGITAL STATE UNLIMITED WITH ESSENTIALS 1 SERVICE \* (Cont'd)

- C. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.
  - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
  - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - 3. Customer's line will be available for 911 calls only at the time of suspension.
  - 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
  - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  - 6. The cost of the service includes the Subscriber Line Charge.
  - 7. This service does not change any other terms and conditions of the product.

D Rates and Charges

	<u>Monthly Rate</u>
Frontier Digital State Unlimited with Essentials 1	\$35.99
One Feature	\$5.99
Two Features	\$7.99
Three Features	\$9.99
All listed features	\$12.99
Stay Connected	\$9.99

(I)

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

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
1<sup>st</sup> Revised Sheet 47  
Cancels Original Sheet 47**

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**BUNDLED SERVICES**

20.19 FRONTIER DIGITAL STATE UNLIMITED WITH ESSENTIALS 2 SERVICE \*

(C)

A. General

The Frontier Digital State Unlimited with Essentials 2 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

Basic Bundle

Flat Rate Access Line	Call Waiting ID
Extended Area Calling	Call Waiting/Cancel Call Waiting
Caller ID with Name	Touch Tone
Call Forwarding	3 Way Calling
*69 Call Return	Automatic Redial

B. Regulations

1. The Frontier Digital State Unlimited with Essentials 2 is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Services Catalog.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundles are offered on a month to month.
6. The bundle will appear as a single line item on the bill.
7. Features will be available to the Digital Phone State Unlimited with Essentials 2 bundle at a special price. The following features are available:

Speed Call 30	Selective Call Rejection
Selective Call Acceptance	6-Way Calling
Call Trace	Call Forward Plus

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

(N)

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**Effective Date: July 14, 2012**

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
2<sup>nd</sup> Revised Sheet 48  
Cancels 1<sup>st</sup> Revised Sheet 48**

**BUNDLED SERVICES**

20.19 FRONTIER DIGITAL STATE UNLIMITED WITH ESSENTIALS 2 SERVICE \* (Cont'd)

- C. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.
  - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
  - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - 3. Customer's line will be available for 911 calls only at the time of suspension.
  - 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
  - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  - 6. The cost of the service includes the Subscriber Line Charge.
  - 7. This service does not change any other terms and conditions of the product.

D. Rates and Charges

	<u>Monthly Rate</u>	
Frontier Digital Phone State Unlimited with Essentials 2	\$28.99	(1)
One Feature	\$5.99	
Two Features	\$7.99	
Three Features	\$9.99	
All listed features	\$12.99	
Stay Connected	\$9.99	

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

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 20  
Original Sheet 49

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### BUNDLED SERVICES

#### 20.20 FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED WITH ESSENTIALS 1 SERVICE – 2010 \* (C)

##### A. General

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

1. Features and Services
  - Call Forward Busy/No Answer (Variable)
  - 3 Way Calling
  - Caller ID - Name and Number
  - Speed Call 8
  - Automatic Redial
  - \*69 Call Return
  - Call Waiting/Cancel Call Waiting
  - 10 free DA Calls Voice Mail with Message Waiting Indication (non-regulated)

2. Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section H.3.

Speed Call 30  
Call Forward Busy  
Call Forward Busy/No Answer Selective Call Acceptance  
Selective Call Rejection

##### B. Regulations

1. The Frontier Digital Phone Service is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in this Services Catalog.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.

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

(N)

SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 20  
7<sup>th</sup> Revised Sheet 50  
Cancels 6<sup>th</sup> Revised Sheet 50

BUNDLED SERVICES

20.20 FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED WITH ESSENTIALS 1 SERVICE – 2010  
\* (Cont'd)

B. Regulations (Cont'd)

- 6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- 7. The bundles are offered on a month to month.
- 8. The bundle will appear as a single line item on the bill.

C. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

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

D. Rates and Charges

	<u>Monthly Rate</u>
Frontier Digital Phone Nationwide Unlimited with Essentials 1	\$41.99
Digital Phone Enhanced Feature Pack	\$7.49
Stay Connected	\$9.99

(l)

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

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 20  
1<sup>st</sup> Revised Sheet 51  
Cancels Original Sheet 51

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### BUNDLED SERVICES

20.21 FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED WITH ESSENTIALS 2 SERVICE - 2010\*

(C)

A. General

The Frontier Digital Phone Nationwide Unlimited with Essentials 2 Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Forward Busy/No Answer	Caller ID - Name and Number
3 Way Calling	Call Waiting/Cancel Call Waiting
Automatic Redial	*69 Call Return
Speed Call 8	
Voice Mail with Message Waiting Indication (non-regulated)	

Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section H.3.

Speed Call 30  
Call Forward Busy/No Answer  
Call Forward Busy  
Selective Call Acceptance  
Selective Call Rejection

B. Regulations

1. The Frontier Digital Phone Service is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in this Services Catalog.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.

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

(N)

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**Effective Date: July 14, 2012**

SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 20  
5<sup>th</sup> Revised Sheet 52  
Cancels 6<sup>th</sup> Revised Sheet 52

BUNDLED SERVICES

20.21 FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED WITH ESSENTIALS 2 SERVICE – 2010  
\* (Cont'd)

B. Regulations (Cont'd)

- 6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- 7. The bundles are offered on a month to month.
- 8. The bundle will appear as a single line item on the bill.

C. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

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

D. Rates and Charges

	<u>Monthly Rate</u>
Frontier Digital Phone Nationwide Unlimited with Essentials 2 Service	\$31.99
Digital Phone Enhanced Feature Pack	\$7.49
Stay Connected	\$9.99

(l)

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

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
1<sup>st</sup> Revised Sheet 53  
Cancels Original Sheet 53**

**BUNDLED SERVICES**

20.22 FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED PLUS WITH ESSENTIALS 1 SERVICE  
– 2010 \*

(C)

A. General

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

Features and Services

Call Forward Busy/No Answer (Variable)	Automatic Redial
Caller ID - Name and Number	Speed Call 8
Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	10 free DA Calls
Voice Mail with Message Waiting Indication (non-regulated)	

Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section H.3.

Speed Call 30  
Call Forward Busy  
Call Forward Busy/No Answer  
Selective Call Acceptance  
Selective Call Rejection

B. Regulations

1. The Frontier Digital Phone Service is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in this Services Catalog.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.

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

(N)

SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 20  
6<sup>th</sup> Revised Sheet 54  
Cancels 5<sup>th</sup> Revised Sheet 54

BUNDLED SERVICES

20.22 FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED PLUS WITH ESSENTIALS 1 SERVICE–2010 \* (Cont'd)

B. Regulations (Cont'd)

- 6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- 7. The bundles are offered on a month to month.
- 8. The bundle will appear as a single line item on the bill.

C. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

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

D. Rates and Charges

	<u>Monthly Rate</u>
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1	\$41.99
Digital Phone Enhanced Feature Pack	\$7.49
Stay Connected	\$9.99

(l)

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

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
1<sup>st</sup> Revised Sheet 55  
Cancels Original Sheet 55**

**BUNDLED SERVICES**

20.23 FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED PLUS WITH ESSENTIALS 2 SERVICE – 2010 \*

(C)

A. General

The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2 Service is a package offering available to residential customers and includes two flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Forward Busy/No Answer (Variable)	3 Way Calling
Caller ID - Name and Number	Automatic Redial
Call Waiting/Cancel Call Waiting	Speed Call 8
*69 Call Return	
Voice Mail with Message Waiting Indication (non-regulated)	

Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section H.3.

Speed Call 30  
Call Forward Busy/No Answer  
Call Forward Busy  
Selective Call Acceptance  
Selective Call Rejection

B. Regulations

1. The Frontier Digital Phone Service is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in this Services Catalog.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.

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

(N)

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
7<sup>th</sup> Revised Sheet 56  
Cancels 6<sup>th</sup> Revised Sheet 56**

**BUNDLED SERVICES**

20.23 FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED PLUS WITH ESSENTIALS 2 SERVICE–2010 \* (Cont'd)

B. Regulations (Cont'd)

- 5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- 6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- 7. The bundles are offered on a month to month.
- 8. The bundle will appear as a single line item on the bill.

C. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

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

D. Rates and Charges

	<u>Monthly Rate</u>
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2	\$33.99
Digital Phone Enhanced Feature Pack	\$7.49
Stay Connected	\$9.99

(I)

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

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
1<sup>st</sup> Revised Sheet 57  
Cancels Original Sheet 57**

**BUNDLED SERVICES**

**20.24 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II \***

(C)

**A. General**

The Frontier Business Nationwide Unlimited Service II is a package offering available to business customers who subscribe to a maximum of twelve One Party Business Access Lines per customer location. Frontier Business Nationwide Unlimited Service II features and services are listed below.

1. **Basic Bundle**  
Business One Party Access Line  
Caller ID with Name  
Call Forwarding Call Forward Busy/No Answer  
Unlimited Area Calling Service (where applicable)  
Frontier Deluxe Voice Mail  
Six features from the Frontier Business All in Feature Package listed below.

2. **Frontier Business All in Feature Package**

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Selective Call Rejection
Speed Call 8 or 30	Caller ID Blocking
Call Transfer	*66 Busy Number Redial
Call Forwarding	Selective Call Acceptance
Selective Call Rejection	Call Forward Busy
Call Forward No Answer	Call Waiting ID
Selective Call Forward	Multiline Hunt Service
	Priority Call

**B. Regulations**

1. The Frontier Business Nationwide Unlimited Service II is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Services Catalog.
3. Call Detail for Unlimited Area Calling Service (where applicable) will not be displayed on the Customer's monthly telephone bill.
4. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing rules.

\* This service is Grandfathered. Effective January 1, 2018 this service offering is limited to existing subscribers.

(N)  
(N)

SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 20  
2<sup>nd</sup> Revised Sheet 58  
Cancels 1<sup>st</sup> Revised Sheet 58

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BUNDLED SERVICES

20.24 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II \* (Cont'd)

B. Regulations (Cont'd)

5. Customers may add or delete any features offered within the bundle without incurring a service charge.
6. The bundles are offered on a month-to-month basis.
7. Bundle will appear as a single line item on the bill.
8. The bundle cannot be used in association with a residential Line, PBX service, Remote Call Forward service, ISDN service, Toll Free service, or Foreign Exchange services.
9. Up to eleven additional bundles can be purchase at the rate specified under Rates and Charges.
10. Customers may select any six features in the Frontier Business All in Feature Package for no extra charge.
11. Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

C. Rates

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

	<u>Monthly Rate</u>	
First Frontier Business Nationwide Unlimited Service II Line	\$75.99	(I)
Additional Frontier Business Nationwide Unlimited Service II Lines	\$69.99	(I)
Frontier Business All in Feature Package, per line	\$4.99	

\* This service is Grandfathered. Effective January 1, 2018 this service offering is limited to existing subscribers.

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
1<sup>st</sup> Revised Sheet 59  
Cancels Original Sheet 59**

**BUNDLED SERVICES**

20.25 FRONTIER BUSINESS LOCAL UNLIMITED II \*

(C)

A. General

The Frontier Business Local Unlimited II is a package offering available to business customers, including the features and services listed below.

Basic Bundle

Business One Party Access Line  
Unlimited Area Calling Service (where applicable)  
Two features from the Frontier Business All in Feature Package listed below.

Frontier Business All in Feature Package

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Selective Call Rejection
Speed Call 8 or 30 Code	Caller ID Blocking
Distinctive Ring	*66 Busy Number Redial
Call Forwarding	Selective Call Acceptance
Selective Call Rejection	Call Forward Busy
Call Forward No Answer	Call Waiting ID
Selective Call Forward	Caller ID with Name
Frontier Basic or Deluxe Voicemail	Call Forwarding Call Forward Busy/No
Answer Call Transfer	Priority Call
Multiline Hunt Service	

B. Regulations

1. The Frontier Business Local Unlimited II is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Services Catalog.
3. Call Detail for Unlimited Area Calling Service (where applicable) will not be displayed on the Customer's monthly telephone bill.
4. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing rules.

\* This service is Grandfathered. Effective January 1, 2018 this service offering is limited to existing subscribers.

(N)  
(N)

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
2<sup>nd</sup> Revised Sheet 60  
Cancels 1<sup>st</sup> Revised Sheet 60**

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**BUNDLED SERVICES**

20.25 FRONTIER BUSINESS LOCAL UNLIMITED II \* (Cont'd)

B. Regulations (Cont'd)

5. Customers may add or delete any features offered within the bundle without incurring a service charge.
6. All Applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
7. The bundles are offered on a month to month basis
8. The bundle cannot be used in association with a Residential line, PBX service or ISDN service.
9. Customers may select any two features in the Frontier Business All in Feature Package for no extra charge.
10. Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

C. Rates

	<u>Monthly Rate</u>	
Frontier Business Local Unlimited II	\$58.99	(I)
Frontier Business All in Feature Package	\$4.99	

\* This service is Grandfathered. Effective January 1, 2018 this service offering is limited to existing subscribers.

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
2<sup>nd</sup> Revised Sheet 61  
Cancels 1<sup>st</sup> Revised Sheet 61**

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**BUNDLED SERVICES**

20.26 FRONTIER DIGITAL PHONE ESSENTIALS – Grandfathered as of January 1, 2025

(C)

A. General

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

Basic Bundle

Flat Rate Access Line  
Call Waiting ID  
Extended Area Calling    Caller ID with Name  
Touch Tone    Call Waiting/Cancel Call Waiting

Feature Package

3 Way Calling	Call Forward
*66 Busy Number Redial	Speed Call 8 <sup>1</sup> or 30
*69 Call Return	Distinctive Ring Selective Call Rejection
Call Forward Variable or Fixed	Call Forward Busy Selective Call Forward
	Selective Call Rejection
Selective Call Acceptance	Priority Call

B. Regulations

1. The Frontier Digital Phone Essentials is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month to month.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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**Effective Date: January 1, 2025**

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
7<sup>th</sup> Revised Sheet 62  
Cancels 6<sup>th</sup> Revised Sheet 62**

**BUNDLED SERVICES**

20.26 FRONTIER DIGITAL PHONE ESSENTIALS (Cont'd) – Grandfathered as of January 1, 2025 (C)

B. Regulations (Cont'd)

- 8. The bundle will appear as a single line item on the bill.
- 9. Periodically, the Company may offer various "save Incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

C. Stay Connected Seasonal Offering <sup>1</sup> allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.

- 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
- 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- 3. Customer's line will be available for 911 calls only at the time of suspension.
- 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- 6. The cost of the service includes the Subscriber Line Charge.
- 7. This service does not change any other terms and conditions of the product.
- 8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

D. Rates and Charges

	<u>Monthly Rate</u>	
Monthly Rate	\$21.99	
Digital Phone Enhanced Feature Pack	\$7.49	(I)
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99	

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

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 20  
4<sup>th</sup> Revised Sheet 63  
Cancels 3<sup>rd</sup> Revised Sheet 63

### BUNDLED SERVICES

20.27 FRONTIER DIGITAL PHONE UNLIMITED – Grandfathered as of January 1, 2025

(C)

A. General

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

Basic Bundle

Automatic *66 Busy Number Redial	Call Waiting ID
Caller ID - Name and Number	Speed Call 8 <sup>1</sup>
Call Waiting/Cancel Call Waiting	*69 Call Return

Feature Package

3 Way Calling	Speed Call 30
Call Forwarding	Selective Call Rejection
Distinctive Ring	Call Forward Variable or Fixed
Priority Call	Selective Call Forward
Call Forward Busy	Selective Call Acceptance
Selective Call Rejection	

B. Regulations

1. The Frontier Digital Phone Unlimited is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month to month.
8. The bundle will appear as a single line item on the bill.
9. Nonrecurring Service Order Charges do not apply.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

**Effective Date: January 1, 2025**

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
6<sup>th</sup> Revised Sheet 64  
Cancels 5<sup>th</sup> Revised Sheet 64**

**BUNDLED SERVICES**

20.27 FRONTIER DIGITAL PHONE UNLIMITED (Cont'd) – Grandfathered as of January 1, 2025 (C)

C. Stay Connected Seasonal Offering <sup>1</sup> allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer’s line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the “Stay Connected” Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the Subscriber Line Charge.
7. This service does not change any other terms and conditions of the product.
8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

D. Rates and Charges

	<u>Monthly Rate</u>	
Monthly Rate	\$31.99	
Digital Phone Enhanced Feature Pack	\$7.49	(I)
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99	

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

SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 20  
3<sup>rd</sup> Revised Sheet 65  
Cancels 2<sup>nd</sup> Revised Sheet 65

BUNDLED SERVICES

20.28 FRONTIER DIGITAL PHONE UNLIMITED PLUS – Grandfathered as of January 1, 2025

(C)

A. General

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

Basic Bundle

Busy Number Redial	Call Waiting ID
Caller ID – Name	Speed Call 8 <sup>1</sup>
Call Waiting/Cancel Call Waiting	*69 Call Return

Feature Package

3 Way Calling	Speed Call 30
Call Forwarding	Selective Call Rejection
Distinctive Ring	Call Forwarding Variable or Fixed
Priority Call	Selective Call Forward
Call Forwarding Busy	Selective Call Acceptance
Selective Call Rejection	

B. Regulations

1. The Frontier Digital Phone Unlimited Plus is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month to month.
8. The bundle will appear as a single line item on the bill.
9. Nonrecurring Service Order Charges do not apply.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

**Effective Date: January 1, 2025**

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
6<sup>th</sup> Revised Sheet 66  
Cancels 5<sup>th</sup> Revised Sheet 66**

**BUNDLED SERVICES**

20.28 FRONTIER DIGITAL PHONE UNLIMITED PLUS (Cont'd) – Grandfathered as of January 1, 2025 (C)

C. Stay Connected Seasonal Offering <sup>1</sup> allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the Subscriber Line Charge.
7. This service does not change any other terms and conditions of the product.
8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

D. Rates and Charges

	<u>Monthly Rate</u>	
Monthly Rate	\$31.99	
Digital Phone Enhanced Feature Pack	\$7.49	(I)
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99	

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

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 20  
2<sup>nd</sup> Revised Sheet 67  
Cancels 1<sup>st</sup> Revised Sheet 67

### BUNDLED SERVICES

#### 20.29 FRONTIER SIMPLY UNLIMITED SERVICE \*

(C)

##### A. General

Frontier Simply Unlimited Service-Leader is a package offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The package also includes the Subscriber Line Charge and the Access Recovery Surcharge that is found in the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Package

##### Flat Rate Business Line

Call Forwarding  
Call Forward Busy/No Answer  
Unlimited Extended Area Service  
Caller ID with Name  
Eight features from the feature package listed below

##### Frontier Business All in Feature Package

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Transfer
Speed Call 8 or 30	Caller ID Blocking
Distinctive Ring	*66 Busy Number Redial
Multiline Hunt Service	Call Forwarding
Selective Call Rejection	Call Forward Busy
Call Forward No Answer	Call Waiting ID
Priority Call	Selective Call Forward
Selective Call Acceptance	Call Block

##### B. Regulations

1. The package is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff and Services Catalog.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Frontier Simply Unlimited Service-Leader Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the package may result in disconnection of your basic local service.

\* This service is Grandfathered. Effective January 1, 2018 this service offering is limited to existing subscribers.

(N)  
(N)

**Effective Date: January 1, 2018**

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
2<sup>nd</sup> Revised Sheet 68  
Cancels 1<sup>st</sup> Revised Sheet 68**

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**BUNDLED SERVICES**

20.29 FRONTIER SIMPLY UNLIMITED SERVICE \* (Cont'd)

B. Regulations (Cont'd)

5. Customers may add or delete any features offered within the package without incurring a Service Connection Charge.
6. The package rate will appear as a single line item on the customer's bill.
7. The package is available only to customers who are served from a central office in which services in the package are offered and can be provided by the Company to the customer.
8. The package cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
9. The package is offered on a month-to-month basis.
10. Packages on lines four through twelve are given an additional discount.

C. Rates and Charges

1. The Interstate Subscriber Line charge and the Access Recovery charge are included in the package. Other applicable surcharges and taxes will be billed separately from and are in addition to the package rate.
2. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the package.

	<u>Monthly Rate</u>	
Monthly Rate (Lines 1 to 3)	\$71.99	(I)
Each Additional Package (Lines 4 to 12)	\$56.99	(I)
Frontier Business All in Feature Package	\$4.99	

\* This service is Grandfathered. Effective January 1, 2018 this service offering is limited to existing subscribers.

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
Original Sheet 69**

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**BUNDLED SERVICES**

20.30 FRONTIER ONEVOICE

A. General

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

Basic Package

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

Premium Feature Package

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

B. Regulations

1. The package is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff and services Catalog.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 20  
2<sup>nd</sup> Revised Sheet 70  
Cancels 1<sup>st</sup> Revised Sheet 70

BUNDLED SERVICES

20.30 FRONTIER ONEVOICE (Cont'd)

B. Regulations (Cont'd)

- 5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- 6. The bundle rate will appear as a single line item on the customer's bill.
- 7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- 8. The bundle cannot be used in association with a Residential Line, Remote Call Forward Service, ISDN Service, Centrex, and Foreign Exchange Services.
- 9. The bundle is offered on a month-to-month, or one year term basis. (C)

C. Rates and Charges

- 1. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- 2. New customers will incur a nonrecurring charge up to \$95.00, per account. This charge supersedes the Initial Order and Connection charges.

	<u>Monthly Rate</u>	
Monthly Rate Basic Bundle	\$57.99	(I)
Term Price with 1 year commitment	\$42.99	(C)(I)
Premium Feature Package	\$9.99	

Effective Date: March 1, 2024

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 20  
Original Sheet 71

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### BUNDLED SERVICES

#### 20.31 ISDN – PRIMARY RATE INTERFACE (ISDN-PRI) BUNDLE

##### A. General

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service is an optional business package that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-Channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

##### B. Regulations

1. ISDN PRI Bundle Service is available where technically feasible.
2. The bundles are offered for 2-, 3- and 5-year term commitments. A termination fee of 50% of the Monthly Recurring Charges will incur for the remainder of the term commitment period.
3. A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Subsequent Activity Charge for the change and will pay the current rates in effect for the term commitment chosen.
4. When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).
5. ISDN-PRI customers who are served from a foreign node may request to have their service provided from their local central office when facilities become available at that office. The Initial Service Ordering Charge and nonrecurring charges for T-1s and ports will be applicable, and termination charges will not apply on that transfer provided that the quantity of T-1s and ports are preserved. Customers who choose to continue service from a foreign node will be subject to the monthly rate for interoffice facilities. In addition, a number change generally will be required on any transfer from a foreign node to a local central office.
6. Ports will be provided at the T-1 level only.
7. Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
Original Sheet 72**

**BUNDLED SERVICES**

20.31 ISDN – PRIMARY RATE INTERFACE (ISDN-PRI) BUNDLE (Cont'd)

B. Regulations (Cont'd)

8. The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundle Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.
9. The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundle Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this tariff.
10. Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in Rates and Charges following.

C. Rates and Charges

<u>2-Year Term 1</u>	<u>Monthly Rate</u>
ISDN-PRI Bundle	\$575.00
ISDN-PRI Bundle with 20 DID Numbers	590.00
ISDN-PRI Bundle with 50 DID Numbers	595.00
ISDN-PRI Bundle with 100 DID Numbers	600.00
 <u>3-Year Term 1</u>	
ISDN-PRI Bundle	\$475.00
ISDN-PRI Bundle with 20 DID Numbers	490.00
ISDN-PRI Bundle with 50 DID Numbers	495.00
ISDN-PRI Bundle with 100 DID Numbers	500.00
 <u>5-Year Term 1</u>	
ISDN-PRI Bundle	\$425.00
ISDN-PRI Bundle with 20 DID Numbers	440.00
ISDN-PRI Bundle with 50 DID Numbers	445.00
ISDN-PRI Bundle with 100 DID Numbers	450.00

<sup>1</sup> Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.

SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 20  
1st Revised Sheet 73  
Cancels Original Sheet 73

BUNDLED SERVICES

20.32 FRONTIER COMMERCIAL VOICE UNLIMITED \*

(C)

A. General

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

Basic Bundle

Single Party Flat Rate Access Line	Call Forward
Call Forward Busy	Call Forward No Answer
Call Waiting/Cancel Call Waiting (Call Waiting ID) where applicable	Caller ID
Hunting	3 Way Calling

B. Regulations

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Frontier Commercial Voice Unlimited includes basic local service and non- basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

\* This service is Grandfathered. Effective January 1, 2018 this service offering is limited to existing Subscribers.

(N)  
(N)

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
1<sup>st</sup> Revised Sheet 74  
Cancels Original Sheet 74**

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**BUNDLED SERVICES**

20.32 FRONTIER COMMERCIAL VOICE UNLIMITED \* (Cont'd)

(C)

B. Regulations (Cont'd)

8. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
9. The bundle is offered on a month-to-month, or one year term basis.
10. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
11. At the end of the one year term, customers will be moved to the month to month pricing.

C. Rates and Charges

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

Monthly Rate

Frontier Commercial Voice Unlimited	\$33.00
One Year Term	\$28.00
Two Year Term	\$28.00

\* This service is Grandfathered. Effective January 1, 2018 this service offering is limited to existing Subscribers.

(N)  
(N)

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
1<sup>st</sup> Revised Sheet 75  
Cancels Original Sheet 75**

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**BUNDLED SERVICES**

20.33 FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) – Grandfathered as of January 1, 2025 (C)

A. General

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

Basic Bundle

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

Feature Package

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

B. Regulations

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
3. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
5. Customers may add or delete any features offered in the bundle without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
8. The bundle is offered on a month-to-month basis.

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**Effective Date: January 1, 2025**

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 20  
2<sup>nd</sup> Revised Sheet 76  
Cancels 1<sup>st</sup> Revised Sheet 76

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### BUNDLED SERVICES

20.33 FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) (Cont'd) – Grandfathered as of January 1, 2025

(C)  
(C)

B. Regulations (Cont'd)

9. The bundle will appear as a single line item on the bill.
10. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
11. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
12. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Tariff.

C. Stay Connected Seasonal Offering <sup>1</sup> allows the customer to suspend the Digital Phone Unlimited (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
5. The cost of the service includes the Subscriber Line Charge.
6. This service does not change any other terms and conditions of the product.
7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
8. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
9. All other applicable taxes and surcharges apply.

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

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
5<sup>th</sup> Revised Sheet 77  
Cancels 4<sup>th</sup> Revised Sheet 77**

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**BUNDLED SERVICES**

20.33 FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) (Cont'd) – Grandfathered as of January 1, 2025

(C)  
(C)

D. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. Nonrecurring Service Order Charges do not apply.
3. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited (Challenger)	\$21.99
Feature Package	\$7.49
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

(I)

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

SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 20  
1st Revised Sheet 78  
Cancels Original Sheet 78

BUNDLED SERVICES

20.34 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) – Grandfathered as of January 1, 2025

(C)  
(C)

A. General

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

Basic Bundle

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

Feature Package

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

B. Regulations

1. The Frontier Digital Phone Unlimited Plus (Challenger) Service is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally tariffed, are provided subject to the descriptions and regulations as specified elsewhere in the Tariff.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. The bundle is offered on a month-to-month basis.
7. The bundle will appear as a single line item on the bill.

Effective Date: January 1, 2025

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 20  
2<sup>nd</sup> Revised Sheet 79  
Cancels 1<sup>st</sup> Revised Sheet 79

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### BUNDLED SERVICES

20.34 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) – Grandfathered as of January 1, 2025

(C)  
(C)

B. Regulations (Cont'd)

8. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
9. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
10. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
11. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Tariff.

C. Stay Connected Seasonal Offering <sup>1</sup> allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the Subscriber Line Charge.
7. This service does not change any other terms and conditions of the product.
8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
9. All other applicable taxes and surcharges apply.

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

SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 20  
5<sup>th</sup> Revised Sheet 80  
Cancels 4<sup>th</sup> Revised Sheet 80

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BUNDLED SERVICES

20.34 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) (Cont'd) – Grandfathered as of January 1, 2025

(C)  
(C)

D. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
2. Nonrecurring Service Order Charges do not apply.
3. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99
Feature Package	\$7.49
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

(I)

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

**SERVICES CATALOG**

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**BUNDLED SERVICES**

20.35 FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE

(N)

A. General

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

Basic Bundle

Local Exchange Network Access Line	Call Waiting ID
Caller ID with Name	Selective Call Rejection
Unlimited Extended Area Service	Basic Voicemail
Call Waiting/Cancel Call Waiting	Touch Tone

B. Regulations

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
3. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
5. Customers may add or delete any features offered in the bundle without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. The bundle is offered on a month-to-month basis.
8. The bundle will appear as a single line item on the bill.
9. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.

(N)

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 20  
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**BUNDLED SERVICES**

20.35 FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE (Cont'd)

(N)

B. Regulations (Cont'd)

10. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
11. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America, Inc. Domestic Price List.

C. Rates and Charges

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

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

(N)

SERVICES CATALOG

BUNDLED SERVICES

20.36 FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE

(N)

A. General

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

Basic Bundle

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

B. Regulations

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Services Catalog.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Services Catalog rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. The bundle is offered on a month-to-month basis.
7. The bundle will appear as a single line item on the bill.

(N)

SERVICES CATALOG

BUNDLED SERVICES

20.36 FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE (Cont'd)

(N)

B. Regulations (Cont'd)

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

C. Rates and Charges

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

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

(N)

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 100  
Original Sheet 1

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### OBSOLETE SERVICE OFFERINGS

100.1 CALL SCREENING AND RESTRICTIONS SERVICES - CUSTOMIZED CODE RESTRICTION (CCR)

A. General Regulations

1. Customized Code Restriction (CCR) is a service which enables customers to restrict certain types of outgoing calls from being placed over their exchange lines/trunks. This capability is provided only by means of recorded announcement restriction. It is offered with options containing various sets of codes to be restricted and is available to basic exchange customers within Individual Line Residence or Business Service or PBX Trunks in either Flat, Message or Measured Rate Service environments.
2. Customers may subscribe to whichever option meets their needs, but only one option may be provided on a line/trunk or group of lines/trunks. Also, options of this service may not be combined with Selective Class of Call Screening in 6.2 or Toll Trunks specified in 6.4. The options of this service with their respective sets of codes are listed under 100.1.2 following and are available at the rates specified in 100.1.3 following.
3. CCR is furnished only from central offices equipped to provide this service and where facilities permit.
4. When CCR is provided from central offices other than the customer's normal serving central office, Foreign Central Office or Foreign Exchange charges as specified in Services Catalog Section 10, whichever is appropriate, will apply to all lines/trunks equipped with this service.
5. CCR does not provide restriction of non-chargeable calls to Company numbers, such as Repair Service Public Emergency Service numbers (911), or 1+800 calling.

## SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 100  
Original Sheet 2

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### OBSOLETE SERVICE OFFERINGS

#### 100.1 CALL SCREENING AND RESTRICTIONS SERVICES - CUSTOMIZED CODE RESTRICTION (CCR) (Cont'd)

##### A. General Regulations (Cont'd)

6. Subscribing to CCR does not relieve customers of responsibility for calls charged to their numbers.
7. Customers who subscribe to CCR options which restrict operator access are required to place Company provided stickers on each restricted telephone indicating the operator cannot be reached. In addition, it is the responsibility of the customer to notify all users of their service that an operator cannot be reached.
8. The Company shall not be liable to any person for damages of any nature or kind arising out of, or resulting from, or in connection with the provision of this service, including without limitation, the inability of station users to access the operator for any purpose, or any other restricted codes specified for the options listed in this section.
9. Customized Code Restrictions can be suspended as specified in 25 of this Services Catalog. During the period of suspension, no recurring charge applies.

##### B. Customized Code Restriction Options

1. The codes shown for CCR options are not to be considered all inclusive. Codes may be changed, and new or different codes may be added as deemed appropriate by the Company.
  - a. Option #1 Restricted Codes  
Vacant Code Recording 1+, 0-, 0+, 00-, (1+/0+) 411, 976, NPA 900, IDDD 01+, IDDD 011+, N11 Service (211, 311, 511, 611, 711, 811)
  - b. Option #2 Restricted Codes  
Vacant Code Recording 0-, 0+, 00-, IDDD 01+, 976

SERVICES CATALOG

FRONTIER COMMUNICATIONS OF THE SOUTH, LLC

Section 100  
Original Sheet 3

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OBSOLETE SERVICE OFFERINGS

100.1 CALL SCREENING AND RESTRICTIONS SERVICES - CUSTOMIZED CODE RESTRICTION (CCR) (Cont'd)

B. Customized Code Restriction Options (Cont'd)

1. (Cont'd)

- c. Option #3 Restricted Codes  
Vacant Code Recording 1+, 0-, 0+, 00-, IDDD 01+, IDDD 011+, NPA 900
- d. Option #4 Restricted Codes  
Vacant Code Recording 976, NPA 900
- e. Option #5 Restricted Codes  
Vacant Code Recording 976
- f. Option #6 Restricted Codes  
Vacant Code Recording 976, NPA 900, N11 Service (211, 311, 511, 611, 711, 811)

C. Rates and Charges

1. The following are the rates and charges for Customized Code Restrictions only and are in addition to the monthly rates, and non-recurring charges for exchange access lines and other services or equipment within which they are associated. Appropriate service order charges will apply to options 1, 2, & 3. There is no service order charge or monthly recurring charge for options 4, 5 & 6.

a. All Options	Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>
a. Residence Line, each	\$10.00	\$2.50
b. Business Line, each	\$10.00	\$3.75
c. PBX Trunk, each	\$10.00	\$5.50

**SERVICES CATALOG**

**FRONTIER COMMUNICATIONS OF THE SOUTH, LLC**

**Section 100  
Original Sheet 4**

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**OBSOLETE SERVICE OFFERINGS**

100.2 CALLER IDENTIFICATION (ID)

Business

Monthly Rate

Caller ID

\$7.00

IMPORTANT NOTICE FOR FRONTIER COMMUNICATIONS CUSTOMERS  
Senate Bill 114

The Legislature of Alabama passed legislation (Senate Bill 114), relating to the provision of certain products and services in Alabama, which will become law on February 1, 2007. This message is to explain the effect of these changes.

With the passing of the legislation, Frontier's provision of bundles of products and services is no longer under the jurisdiction of the Alabama Public Service Commission (PSC). Also included are broadband services with speeds greater than 200 kbps, contracts, and business customers with more than 3 business lines. However, Frontier's offerings of any of these products or services continue to be available, and the same terms and conditions before the new law was passed will continue to apply. These terms and conditions will remain in effect for existing and new customers until Frontier provides notice of change. These terms and conditions are the same as those terms and conditions found in our tariff and available at Frontier's website <http://www.frontier.com>, select "Terms and Conditions", "Frontier tariff information", "Local Tariffs/Catalog", then select "Alabama". The tariff is also on file at the PSC.

Frontier's product and service bundles are offered to provide you the most popular services at discounted prices or with other benefits. As was the case under the terms in Frontier's tariffs prior to this legislation, however, the regulated telecommunications services included in these combinations and bundles are also available separately as set out in the tariffs filed with the PSC. Should you desire to purchase the telecommunications services included in these offers, without additional products and services, they are available individually at prices posted on Frontier's website or previously filed with the Alabama Public Service Commission.

If you are an existing customer, no action is required on your part to maintain your current Frontier service. Until notice is provided, there will be no changes to your telecommunications service with Frontier. Thank you for being a Frontier customer. If you have any questions about the legislation, contact Frontier's Customer Care Center at 1-800-FRONTIER for residential and business customers.