

Effective: January 9, 2015

GENERAL SUBSCRIBER SERVICES

PRODUCT GUIDE

For
Rates and Charges together
With Terms and Conditions applicable to
Services provided in the territories served by
Frontier

Within the State of Florida

Issued By

Frontier Communications of the South, LLC
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EXPLANATION OF SYMBOLS

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

EXPLANATION OF TERMS

AFFILIATED ENTITIES: Affiliated entities are those corporations, partnerships, proprietorships or other groups that hold stock in excess of fifty percent (50%) of the stock of the entity, which claims to be affiliated.

AGENT OR REPRESENTATIVE: One authorized to act on behalf of another, usually by legal contract.

APPLICANT: A person, firm, corporation or other organization applying for telecommunications service.

BASE RATE AREA: A specific area within an exchange service area set forth in the Telephone Company's maps or descriptions. Local exchange service within this area is furnished at uniform rates without extra mileage. Exchanges with exchange-wide flat rates will not have a base rate area.

BUILDING (SAME): The term "Same Building", as it applies to other than Shared Tenant Service buildings, is to be interpreted as a structure under one roof, or two or more structures under separate roofs but connected by covered passageways not crossing public thoroughfares, in which the cable of the Telephone Company can be safely run, provided the plant facility requirements are not appreciably greater than would be required normally if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by covered passageways and the plant facility requirements for furnishing telephone service are appreciably greater than would be required normally if all the structures were under one roof, the term "Same Building" applies individually to each of the separate structures. Pipes and conduit are not considered covered passageways.

BUILDING (SINGLE): In a Shared Tenant Service application, the term "Single Building" means one structure under one roof. Separate buildings superficially connected are not considered as one building.

CENTRAL OFFICE: A switching unit, in telecommunications system which provide service to the general public having the necessary equipment and operating arrangements for terminating and interconnecting subscribers lines and trunks or trunks only. There may be more than one Central Office in a building.

CHANNEL: A path for communication between two or more stations or Telephone Company Central Offices furnished in such a manner as the telephone company may elect, whether by wire, radio or a combination thereof, and whether or not by a single physical facility or route.

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 individual line or party line.

COMMUNICATING DEVICE: Any item or communicating equipment located on the customer's side of the connecting terminal.

EXPLANATION OF TERMS

CONNECTING ARRANGEMENTS: Denotes the equipment provided to accomplish the direct electrical connection of customer-provided facilities of the Telephone Company.

CONNECTING TERMINAL: The connecting point between the Telephone Company's exchange plant and the equipment located on the customer's premises.

CONTACT: An agreement, either written or oral, under which telecommunications services, or facilities, are furnished subject to the rules and regulations specified in this Product Guide.

CUSTOMER: Any person, firm, partnership, corporation, municipality, cooperative, organization, governmental agency, etc., which uses the telecommunication services of any Telephone Company.

CUSTOMER PREMISE: The discreet real property owned, leased or controlled by a customer for the customer's own business or residential purposes.

CUSTOMER PROVIDED TERMINAL EQUIPMENT: Devices or apparatus and their associated wiring, provided by a customer, which do not constitute a communications system and which, when connected to the communications path of the telecommunications system, are so connected either electrically, acoustically or inductively.

DEMARCATION POINT: The point of physical interconnection (connecting block, terminal strip, jack, protector or remote isolation devise) between telephone network and the customer premises wiring. This point is part of the telephone network, provided and maintained by the Telephone Company under this Product Guide.

The location of this point is:

1. Single Line/Single Customer Building - Either at the point of physical entry to the building or a junction point as close as practicable to the point of entry.
2. Single Line/Multi Customer Building - Within the customer's premises at a point easily accessed by the customer.
3. Multiline Systems - At a point within the same room and within 25 feet of the FCC registered terminal equipment.

EXCHANGE: A geographic area established by a Telephone Company for the administration of telecommunication service. It consists of one, or more Central Offices together with associated plant facilities used in furnishing telecommunication services in that area.

INDIVIDUAL LINE: (Or 1 party line) A classification of exchange service furnished under the Product Guide provision that no other subscriber shall be served by the circuit connecting such station with the Central Office.

EXPLANATION OF TERMS

INTERCONNECTION: A term used to indicate the connection of customer provided communicating devices with the facilities owned by the Telephone Company.

LOCAL CALLING AREA: The area within which telecommunication 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.

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

PARTY LINE: A classification of exchange service furnished under Product Guide provisions which permit more than one subscriber to be connected with the central office over a single circuit.

PREMISES: The space occupied in a single local exchange area by a customer in a building, or in adjoining buildings not separated by a public thoroughfare, or in a public office building where the customer's office space is all contiguous.

SERVICE CHARGE: A one-time, nonrecurring charge for installing, moving, changing, rearranging, reconnecting or altering the service provided to a subscriber.

SERVICE POINT: The point on a customer's premises where customer-provided equipment connects with the facilities of the Telephone Company.

SHARED TENANT PROVIDER: One who has been granted a certificate of public convenience and necessity by the Florida Public Service Commission to provide Shared Tenant Services in accordance with Chapter 86-270, Law of Florida (or Section 364.339, Florida Statutes (Supp. 1986)).

SHARED TENANT SERVICE: Shared Tenant Service is a class of resold local exchange service furnished through a common switching or billing arrangement to commercial tenants within a single building by a provider other than an existing local exchange Telephone Company.

STATION: A telecommunications instrument installed for the use of a subscriber.

SUBSCRIBER: A customer who subscribes to the Telephone Company services on a regular basis.

SUBSCRIBER OF RECORD/CUSTOMER OF RECORD: A person, firm, partnership, corporation, municipality or cooperative organization which orders and is responsible for paying the telephone bill for any form of exchange service furnished by the Telephone Company. A subscriber may also be the agent for multi-subscribers when the exchange service is for residential individual line service and the service will be used by multi-owners of the individual residential apartment, the individual residential condominium unit apartment, or the single-occupancy residential house.

EXPLANATION OF TERMS

TELEPHONE COMPANY: The term "Telephone Company" wherever used shall be construed to mean the person, firm, corporation or other organizations authorized by the Public Service Commission to furnish exchange telephone service with the area specified in this Product Guide.

TOLL TELECOMMUNICATIONS SERVICE: The part of the total communication service rendered by a Telephone Company which is furnished between customers in different local service areas.

TRANSIENT: One temporarily occupying the premises, with occupancy not to exceed nine (9) months.

UNAFFILIATED ENTITY: One that controls less than fifty percent (50%) of another entity's stock.

OTHER TERMS: For other terms see explanation of service as contained in the various Sections of this Product Guide covering the particular service.

EXPLANATORY MARKINGS: The following letters, when entered along the right margin of any Product Guide page, have the meanings shown:

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

GENERAL REGULATIONS

A. Application

1. The rules and regulations specified herein are in addition to the rules and regulations contained in other Sections of this Product Guide.
2. Exchange telephone service is the furnishing of facilities for telecommunications between of the intended use may be sufficient cause to terminate a contract. Communicating devices within an exchange in accordance with the regulations and system of charges specified in this Product Guide. The charges specified are in payment for exchange service furnished between the communicating devices of the calling station and the communicating device of the called stations in the same local calling area.

B. Use of Service

1. Telephone service is furnished for the exclusive use of the subscriber, employees, agents or representatives of the subscriber, or members of the subscribers domestic establishment except for Public Telephone Service, or as otherwise specified in this Product Guide. The Telephone Company will not permit exchange service to remain at locations where the use of such service will be by the general public. Subscribers will discourage the use of their telephones by others and repeated violations of the intended use may be sufficient cause to terminate a contract.
2. In Florida exchanges only, the use of telephone equipment and facilities is subject to the restrictions and limitations stated herein, with the further exception that use of service may be extended to the transient public, i.e., patrons of hotels, members of clubs, patients of hospitals, occupants of licensed Adult Congregate Living Facilities, nursing homes, Continuing Care Facilities and retirement homes, student living in quarters furnished by schools, colleges or universities; to persons temporarily subleasing a subscriber's residential premises; to the transient public in connection with reservation service at airport terminals and other public places; to exhibitors at convention halls; to transient customers of time-share facilities, yacht basins, apartment hotels and composite data services; or to certificated Shared Tenant Service operation as specified in this Product Guide. Except as otherwise provided in this Product Guide, service furnished by the Telephone Company is intended only for communications in which the subscriber has a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by him from any other person, firm or corporation for such use, or in the collection, transmission or delivery of any communication for others.

GENERAL REGULATIONS

B. Use of Service (Continued)

3. Lines leased from the Telephone Company, on the premises of a customer or authorized users, are the property of the Telephone Company, and are provided upon the condition that such lines, except as expressly for in this Product Guide, must be installed, relocated and maintained by the Telephone Company, and that the Telephone Company employees, and agents, may enter said premises at any reasonable hour to install, inspect or repair any part of the Telephone Company's lines on the subscriber's premises, or upon termination, or cancellation, of the service to remove such lines. Such lines shall not be used for any toll, or consideration, to be paid by any person other than the subscriber, nor for the performing of any part of the work of transmitting, delivering, or collecting any message, where any toll or consideration has been or is to be, paid any party other than the Telephone Company, without written consent of the Telephone Company.
4. Subscribers may not disconnect or remove, or permit others to disconnect or remove, any apparatus owned by the Telephone Company, except when requested to do so by the Telephone Company.
5. No apparatus, circuit or device not furnished by the Telephone Company shall be attached to or connected with the facilities leased from the Telephone Company, whether physically, by induction or otherwise, except as provided in this Product Guide. In case such unauthorized attachment or connection is made, the Telephone Company shall have the right to remove or disconnect the same; or to suspend the service during the continuance of said attachments or connections; or to terminate the service.
6. Customer-provided terminal equipment may be connected with the facilities furnished by the Telephone Company for telecommunication service as provided in Section 15 of this Product Guide.
7. The subscriber has no property right in the telephone number or any right to continuance of the service through any certain central office and the Telephone Company may change the telephone number or the central office designation whenever it deems it desirable in the conduct of its business.
8. The Telephone Company's obligation to furnish telephone service is dependent upon its ability to procure and retain suitable facilities and rights for the construction and maintenance of the necessary circuits.
9. The services offered in this Product Guide 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 an proper facilities are in place.

GENERAL REGULATIONS

C. Monthly Payment Rules

1. Payment for Service - The subscriber shall pay monthly in advance or on demand all charges for exchange service and equipment and shall pay on demand all charges for toll service. The subscriber assumes responsibility for all charges for exchange service and toll messages on which the charges have been properly billed.

2. Late Payment Charge

Residential Customers - A Late Payment Charge of 1.5% or \$9.00, (whichever is greater) will be applied to a customer's bill (including accounts billed in accordance with Frontier's Billing and Collection Services Agreements) when the bill for the previous month has not been paid in full prior to the next billing date.

Business Customers - A Late Payment Charge of 1.5% or \$9.00, (whichever is greater) of past due unpaid balances is applicable (including accounts billed in accordance with Frontier's Billing and Collection Services Agreements).

This provision shall apply to federal and state government pursuant to existing statutes applicable to those governmental entities. Effective January 1, 1992, county and municipal governments will be assessed a 1% Late Payment Charge in accordance with the provisions of the Florida Prompt Payment Act, Sections 218.70-218.79, Florida Statutes.

3. All charges due by the subscriber are payable by the subscriber at the Telephone Company's commercial office, or at any other agency duly authorized to receive such payments.

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

This fee will not apply if:

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

Nonrecurring Charge

Convenience Fee, per occurrence \$10.00

(I)

D. Notice of Termination

The Telephone Company may, without notice or with written notice and allowing a reasonable time for the customer to remedy any deficiency, either suspend service or terminate the subscriber's contract without suspension of service or, following a suspension of service, disconnect the service and remove any of its equipment from the subscriber's premises upon;

GENERAL REGULATIONS

D. Notice of Termination (Continued)

1. Without notice

- a. Abandonment of service.
- b. Use of service in such a way as to impair or interfere with the service of other subscribers. Such improper use includes, but is not limited to, the use of telephone service by subscriber, or with his permission, in connection with a plan or contrivance to secure a large volume of telephone calls to be directed to such subscriber at the same time resulting in preventing, obstructing, or delaying the telephone service of others.
- c. Abuse or fraudulent use of service includes:
 - (1) The use of service or facilities of the Telephone 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) The obtaining or attempting to obtain, or assisting another to obtain or to attempt to obtain, long distance message telephone service by rearranging, tampering with, or making connection with any facilities of the Telephone Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service.
 - (3) The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

2. With written notice

- a. Failure of a subscriber to make suitable deposit as required by this Product Guide.
- b. Impersonation of another with fraudulent intent.
- c. Listening in on party line conversations.
- d. Non-payment of any sum due for exchange, long distance or other services, except that the following shall not constitute sufficient cause:
 - (1) Delinquency in payment for service by a previous occupant of the premises, unless the current applicant or customer occupied the premises at the time the delinquency occurred and the previous customer continues to occupy the premises and shall benefit from such new service.
 - (2) Delinquency in payment for service by a present occupant who was delinquent at another address and subsequently joined the household of the subscriber in good standing.
 - (3) Delinquency in payment for separate telephone service of another subscriber in the same residence.

GENERAL REGULATIONS

D. Notice of Termination (Continued)

2. With written notice (Continued)

d. (Continued)

(4) Failure to pay for business service at a different location and a different telephone number shall not constitute sufficient cause for refusal of residence service or vice-versa.

(5) Failure to pay for a service rendered by the utility which is not regulated by the Florida Public Service Commission.

(6) Failure to pay the bill of another customer as guarantor thereof.

e. Use of service of facilities for calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment or harass another.

f. Any other violation of the Telephone Company's rules and regulations applying to a subscriber's contracts or to the furnishing of service.

g. The Telephone Company reserves the right to cancel any contract for service with and to discontinue service to any person who uses or permits the use of obscene, profane or grossly abusive language over or by means of the Telephone Company's facilities, and who, after reasonable notice, fails, neglects or refuses to cease and refrain from such practice or to prevent the same, and to remove its property from the premises of such person.

E. Reserved for Future Use

Effective: January 9, 2015

GENERAL REGULATIONS

F. Telephone Company Liability

1. 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 rata adjustment of the fixed monthly charges for the service and facilities rendered useless and inoperative during the period of said interruption, providing the period of interruption is greater than 24 hours after being reported to, or discovered by the Telephone Company. Every month is considered to be thirty days.
2. No liability shall attach to the Telephone Company by reason of defacement or damage to the subscriber's premises, resulting from the placing of the Telephone Company's apparatus and associated wiring on such premises, or by the removal thereof, when each defacement or damage is not the result of negligence on the part of the Telephone Company or its employees.
3. The Telephone Company shall not be liable for damages or statutory penalties, in any such case, which is not presented in writing, and within the applicable statutory period after the alleged delinquency occurs.
4. In establishing connections with the lines of other Telephone Companies, the Telephone Company will not be responsible or liable for any action of the connecting Telephone Company.
5. The Telephone 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 Telephone Company are forbidden to accept either oral or written messages to be transmitted over the lines of the Telephone Company.
6. No liability shall attach to the Telephone Company for damages alleged to have arisen from the use of the Telephone 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 Telephone Company for any damage alleged to have arisen in connection with the use of such equipment.

GENERAL REGULATIONS

G. Use of Automatic Announcement and/or Recording Devices

1. Use of Telephone Company 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 Telephone 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 Sections 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 Product Guide shall be cause for termination of the service.
2. Telecommunications services furnished by the Telephone Company are not represented as adapted to the recording of telephone conversations. However, when customer-provided voice recording equipment is directly, acoustically or inductively connected with telecommunications services, the customer-provided voice recording equipment shall be so arranged that at the will of the user, it can be activated or deactivated. In addition, one of the following conditions must apply:
 - a. All parties to the telephone conversation must give their prior consent to the recording of the conversation, and the prior consent must be obtained in writing or be part of, and obtained at the start of the recording.
 - b. Requirements for the condition specified in a. preceding is not required:
 1. When used by a Federal Communications Commission licensed broadcast station customer for recording of telephone conversations solely for broadcast over the air.
 2. When used by the United States Secret Service of the Department of Treasury for recording of telephone conversations which concern the safety and security of the person of the President of the United States, members of his immediate family, or the White House and its grounds.

GENERAL REGULATIONS

- G. Use of Automatic Announcement and/or Recording Devices (Continued)
2. (Continued)
 - b. Requirements for the condition specified in a. preceding is not required: (Continued)
 3. When used by a broadcast network or by a cooperative programming effort composed exclusively of Federal Communications Commission broadcast licensees to record telephone conversations solely for broadcast over the air by a licensed broadcast station.
 4. When used for recording at United States Department of Defense Command Centers of emergency communications transmitted over the Department of Defense's private line system when connected to telecommunications services
 5. When used for incoming calls made to telephone numbers publicized for emergencies (such as, but not limited to fire, health care and police) and outgoing calls made in immediate response.
 6. When used by the United States Nuclear Regulatory Commission of the Department of Energy with respect to the telephone systems located at its Operations Center for recording of telephone conversations.
 7. When used by an automatic telephone answering service known by the general public to record telephone messages for its subscribers.
 8. When used for the recording of calls made for patently unlawful purposes, such as bomb threats, kidnap ransom requests, and obscene telephone calls and outgoing calls made in immediate response.

GENERAL REGULATIONS

G. Use of Automatic Announcement and/or Recording Devices (Continued)

9. When used by federal, state or local law enforcement authorities acting under color of law.

Violations of Regulations

When any terminal equipment or communications system is used with telecommunications services in violation of any of the provisions in this section, the Telephone Company will take such immediate action as necessary for the protection of the telecommunications network and Telephone Company employees, and will promptly notify the Customer of the violation. The customer shall discontinue such use of the terminal equipment or communications system or correct the violation and shall confirm in writing to the Telephone Company within 10 days, following the receipt of written notice from the Telephone 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 and shall result in suspension of the customer's service until such time as the customer complies with the provisions of this Product Guide.

H. Additional Fees

1. In the event a County or other Local Taxing Authority, including municipalities imposes, collects or receives from the Telephone Company any license, occupational, franchise, privilege, inspection or other similar tax or fee or otherwise whether in a lump sum, at a flat rate, based on receipts or based on poles, wires, conduits or other facilities or otherwise, the amount of such tax or fee in excess of \$500.00 annually will be billed, insofar as practical, pro rata to the customers receiving exchange service within such county or territory of the other local taxing authority.

In order to avoid changing such pro-rated charges to customers monthly, an annual determination of the per-customer pro-ration shall be made at an appropriate date each year and that charge shall apply to all customers for the ensuing 12 months.

Nothing in this Product Guide shall authorize the billing to the 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 Product Guide or of future payments to such taxing authority in the same or smaller amounts.

GENERAL REGULATIONS

I. Insufficient Funds Charge

1. Alabama Rule

An administrative charge of \$20.00 will be applied to each insufficient funds check received. Telephone service will be subject to the discontinuance as specified in M. following.

2. Florida Rule

A service charge of \$20.00 shall be added to the customer's bill for telephone service for each check dishonored by the bank upon which it is drawn. Termination of service shall not be made for failure to pay the returned check charge.

J. Joint Liability for Payment

1. When telephone service being furnished to a married couple was applied for in the name of both individuals or when the service is listed in the name of both individuals, the Telephone Company considers that they are each jointly and severally liable for payment of all charges. Should they subsequently separate, the Telephone Company reserves the right to refuse to furnish service, or to disconnect service which may already have been established, to either or both of them until acceptable arrangements for payment have been made.

K. Adjustment to Customer Bills

1. Adjustments to customer bills shall be made to the extent that records are available and/or circumstances exist which reasonable indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate. Where any undercharge in billing of a subscriber is the result of a Telephone Company mistake, the Telephone Company may not backbill in excess of twelve (12) months. Where overbilling of a subscriber occurs, due either to Telephone Company or subscriber error, no liability exists which requires the Telephone Company to pay any amount other than that overbilled. This includes interest, dividends or other compensation on the amount overbilled.

GENERAL REGULATIONS

L. Customer Credit Rating

1. General

a. Customers are rated by the Telephone Company as follows:

- | | | |
|-----|----|-----------------|
| (1) | #1 | Excellent |
| (2) | #2 | Good |
| (3) | #3 | Average or Fair |
| (4) | #4 | Below Average |

Special ratings are applied to Government Agencies and in other special situations.

b. Original ratings are determined by the Telephone Company from whatever information may be available to it such as from the Credit Bureaus, other Telephone Companies, old records, etc.

c. Monthly numerical ratings from 0 to 9 are recorded each month for each customer; the lower the rating, the better the record. The month rating reflects the subscriber's payment and treatment record for that month.

d. Each month, by computer program, each subscriber is re-rated, based on his numerical total of the previous 12 monthly ratings.

e. Second reminder notices are mailed to customers, 12 to 16 days after bill rendition each month based upon the customer's current credit rating, the amount (if any) of any previous balance and the total amount due on the current bill. Service cut-off notices are also sent at the same time based on the three same factors, using different values. Thus according to these factors, a subscriber may receive no notice, or a second reminder notice or a cut-off notice. Cut-off or Suspension of Service Notices are mailed at least five days before the suspension date shown on the notice.

GENERAL REGULATIONS

L. Customer Credit Rating (Continued)

2. Suspension of Service for Non-Payment and Restoration

- a. Under the Telephone Company's collection practices the service of all subscribers is subject to suspension for non-payment of Exchange or Toll Service or both on or after the 11th day of the billing month following that in which a month's Exchange Service was rendered and payment for which has not been received or provided. However, the Telephone Company shall first give the subscriber five days notice in writing of its intention to suspend service.
- b. 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 Telephone Company are endangered, the subscriber may be suspended from all service without further notice.
 - (1) When service has been suspended for non-payment 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.
 - (2) When service has been suspended for non-payment, Telephone Company owned instruments will ordinarily be left in place pending payment of the outstanding bill for a minimum period of 30 days. After that time, a permanent Removal Order will be issued, the service will be discontinued and all Telephone Company owned instruments will be removed from the premises.

Once discontinued, such service will be again re-established only upon reapplication by the subscriber and reinstallation by the Telephone Company (in the same manner as if completely new subscriber were requesting service).

GENERAL REGULATIONS

M. Deposits

1. In addition to the advance payments specified in Section 5, 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.

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 to the prompt payment of bills on presentation. Neither does it constitute a waiver or modification of the regular practice of the Telephone Company of providing for discontinuance of service for non-payment of any sums due the Telephone Company.

Customer credit will be deemed established if:

- a. The applicant for service has been a customer of any Telephone Company within the last two years, and during the last 12 months did not have more that one occasion in which a bill was paid after becoming delinquent and never had service discontinued for non-payment.
 - b. The applicant for service furnishes a satisfactory guarantor to secure payment of bills for the service requested. A guarantor's liability shall be terminated when a residential customer whose payment of bills is secured by the guarantor meets the requirements of 4., following. Guarantors providing security for payment of residential customers' bills shall only be liable for bills contracted at the service address contained in the contract for guaranty.
 - c. The applicant pays a cash deposit.
 - 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, surety bond or the names of credit references, which may be quickly or inexpensively contacted by the Telephone Company.
2. The amount of the initial required deposit shall not exceed an amount equal to the charges for two months Local Exchange Service plus two months estimated Toll Service. If after 90 days of service, the actual deposit is found to be greater than the amount equal to one months' Local Service plus two months' actual average Toll Service, the Telephone Company will, upon request of the subscriber to the Telephone Company promptly refund the difference. This applies to Local Exchange Service and Toll Service only and does not apply to special arrangement agreements covering termination equipment installations for which the Telephone Company may require a reasonable deposit. (C)

GENERAL REGULATIONS

M. Deposits (Continued)

3. The Telephone 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 two months local service charge, for the 90 day period immediately prior to the date of the notice. In the event the customer has had service less than 90 days, then the Telephone Company will base its new or additional deposit upon the actual average monthly billing available.

(C)

When the Telephone Company has good reason to believe payment by a non-residential customer is in jeopardy and usage is significantly above normal for that customer, the Telephone Company may request a new or additional deposit. If the deposit requested is not paid within 48 hours, the Telephone Company may disconnect service.

4. After a customer has established a satisfactory payment record and has had continuous service for a period of 23 months, the Telephone Company shall refund the residential customer's deposit and shall, at its option, either refund or pay the higher rate of interest specified below for non-residential deposits; providing the customer has not, in the preceding 12 months, (a) made more than one late payment of a bill (after the expiration of 15 days from the date of mailing or delivery by the utility), (b) paid with check refused by bank, (c) used service in a fraudulent or unauthorized manner at any time.
5. No interest shall be paid on deposits held by the Telephone Company until and unless a customer relationship and the deposits have been in existence for a continuous period of six months; then the customer shall be entitled to receive interest from the date of the placement of deposit.

Deposits held by the Telephone Company shall bear simple interest at the rate of six percent per annum 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.

An interest rate of seven percent per annum shall be paid on deposits of non-residential customers qualifying under 4. above when the Telephone Company elects not to refund such deposit after 23 months.

GENERAL REGULATIONS

M Deposits (Continued)

6. The Telephone Company will maintain records indicating the names of customers having deposits on file, the premises occupied by a customer at the time the deposit was placed, the date and amount of the deposit, and a record of all transactions concerning each customer deposit.
7. Non-transferable certificates of deposit will be issued to each customer and means provided so that the customer may claim the deposit if the certificate is lost. These certificates shall contain the notice that after 90 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 months' actual average Toll Service.
8. The amount of deposit, plus any interest applicable, may be refunded by the Telephone Company at any time or when the contract is terminated; the deposit plus any interest due will be applied to any indebtedness 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 45 days after service has been discontinued.

N Charge Accounts

1. Charge accounts are non-existent telephone numbers used to provide customers who desire this service a special billing account with the Telephone Company. The account may resemble a regular exchange telephone number, for example 368-0001 (an Atmore, AL number except that the zero thousand group of numbers in Atmore, AL 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 useable for this purpose which would not be recognized by any operator as a regular telephone number).
2. 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 on the account.
3. 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.

GENERAL REGULATIONS

- O Seasonal Suspension of Service ¹ – Grandfathered as of May 11, 2020 (C)
1. 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. The charge for service during the period of suspension is 50% of the rate regularly charged for subscriber line service, as shown in Section 4
 2. The reduction does not apply to the equipment located on the subscriber's premises.
 3. The charge for the total period to be suspended may be collected in advance at the option of the Telephone Company.
 4. In connection with seasonal suspension of service, neither Exchange or Toll Service is furnished during the period of suspension. However, at the subscriber's options, his incoming calls may be directed to an alternative working telephone, with the same exchange digits as the subscriber's telephone number, and providing the alternate subscriber agrees to the arrangement in writing.
 5. Regular service charges as shown in Section 6 apply to the restoration of service order, but not to the seasonal suspension of service order.
 6. 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.
 7. Emergency Oriented Government Funded Organizations (such as for example, Civil Defense Operating Center Offices) are not limited to the nine-month maximum set forth in 1., above.
 8. Suspension of service is not available for access lines for Public Telephone Service, unless all factors indicate that the instrument is located within an establishment inaccessible to the general public.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 11, 2020.

GENERAL REGULATIONS

P. Vacation Get Away Service

1. General

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

2. Conditions

- a. 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. (C)
- b. No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls.
- c. Vacation Get Away Service will not be made available for periods of less than two (2) months.
- d. 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.
- e. During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.
- f. 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 letter with the missed notifications will be sent to the customer at the time of restoral.
- g. Monthly bills for services not covered by the Vacation Get Away Service during the vacation service period are to be paid in accordance with regular collection practices.
- h. Vacation Get Away Service will be available where technically feasible.
- i. Charges for Vacation Get Away Service will be a non-recurring charged to be billed in advance of the vacation service.

3. Rates

Nonrecurring Charge

Vacation Get Away Service \$39.99

BASIC LOCAL EXCHANGE SERVICE

A. General

The general plan for furnishing telecommunications exchange service is based on the usage of the telecommunications plant, exclusive of the equipment located on the customer side of a connecting terminal at the premises of the customer.

B. Applications for Telephone Service:

1. Where an applicant or subscriber has any past due and unpaid accounts with the Telephone Company 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.
2. The following circumstances shall not constitute sufficient cause for rejection of an application for service:
 - a. Delinquency in payment for service by a previous occupant of the premises unless the current applicant or customer occupied the premises at the time the delinquency occurred and the previous customer continues to occupy the premises and shall benefit from such new service.
 - b. Delinquency in payment for service by a present occupant who was delinquent at another address and subsequently joined the household of the subscriber in good standing.
 - c. Delinquency in payment for separate telephone service of another subscriber in the same residence.
 - d. Failure to pay for business service at a different location and a different telephone number shall not constitute sufficient cause for refusal of residence service or vice-versa.
 - e. Failure to pay for a service rendered by the utility, which is not regulated by the Commission.
 - f. Failure to pay the bill of another customer as guarantor thereof.

BASIC LOCAL EXCHANGE SERVICE

C. Subscriber Line Service

1. Business:

- a. Business rates apply at offices, stores, factories, institutions, and all other places usually recognized as being of strictly business nature.
- b. Business rates also apply at:
 - (1) Residence locations, where the place of residence is adjacent to a place of business and is connected thereto, and it is not evident that the telephone located in the residence is to be employed primarily for domestic use.
 - (2) Residence locations, where an extension station or extension bell is located in any place where business rates would apply under the provisions of this Product Guide.
 - (3) 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 Product Guide.
 - (4) Amateur radio repeater stations, if the repeater station is located on commercial property.

2. Residence:

- a. Residence rates apply at the following:
 - (1) At private residences where business listings are not employed.
 - (2) At private apartments, in hotels and boarding houses where the service is confined to the domestic use of the subscriber and business listings are not employed.

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BASIC LOCAL EXCHANGE SERVICE

C. Subscriber Line Service (Continued)

2. Residence: (Continued)

a. Residence rates apply at the following: (Continued)

- (3) At the residence of a clergyman, physician, nurse, midwife, dentist not located in that portion of the subscriber's residence which is used as an office and provided no such business designation is employed. Abbreviated titles such as "Dr.", "Professor", "Rev." are not considered business designations.
- (4) In a private stable or garage when strictly a part of the subscriber's domestic establishment.
- (5) In a college fraternity house where members of the fraternity maintain residence.
- (6) In residences where access line for amateur radio repeater stations are located, residence access line rates will apply.

b. Residence rates do not apply at the following:

The use of the service to terminate or re-originate calls received over a data service onto the public switched network will be subject to business access line charges as well as feature Group A usage charges located in the company's state and federal access tariffs.

3. Miscellaneous

- a. Rates which are applicable to all installations are quoted in the Miscellaneous Service Arrangements of this Product Guide.
- b. Rates for Local Exchange service are quoted in 4. below.
- c. All rates for telephone service, unless otherwise specified are monthly rates. The minimum charge unless otherwise specified, for any item of service provided is an amount equal to one month's charges at the regular authorized rate.
- d. The rates for Subscriber Line Service apply to all customers regardless of whether the communicating devices are rented from the Telephone Company or provided by the subscriber. (See Section 15 for rates for each telephone provided by the Telephone Company).
- e. Customer equipment charges which are applicable in all exchanges are shown in other Sections in this Product Guide and are in addition to those shown in this Section.

BASIC LOCAL EXCHANGE SERVICE

C. Subscriber Line Service (Continued)

4. Local Calling Areas

The rates shown in this Section entitle the subscriber to an unlimited number of messages to all stations in the areas designated.

	Exchanges	Calling Areas
a.	Walnut Hill	Atmore, Huxford, McCullough, Clear Springs in Alabama and Walnut Hill, Molino Cantonment, Century, and Pensacola in Florida.
b.	Molino	Clear Springs in Alabama and Walnut Hill, Molino, Cantonment, Century, and Pensacola in Florida.

5. Exchange Areas: See Maps Attached

BASIC LOCAL EXCHANGE SERVICE

C. Subscriber Line Service (Continued)

6. Monthly Charges

	<u>Business</u>	<u>Residence</u>	<u>Permanent Telephone Employee</u>	
a. Rotary Dial Telephone Service				
Walnut Hill:				
Individual Line	\$31.00	\$16.85	\$0.00	(I)
Key System Trunk	37.00	17.00	-	
Key System Private Line	31.00	16.85	-	(I)
PBX Trunk	65.95	-	-	
Molino:				
Individual Line	\$31.00	\$16.85	\$0.00	(I)
Key System Trunk	37.00	17.00	-	
Key System Private Line	31.00	16.85	-	(I)
PBX Trunk	54.85	-	-	

b. Touch Tone Telephone Service

In those exchanges where Touch Tone Telephone Service is available, the charge for the service is \$0.95 per line in addition to the above rates for Rotary Dial Service.

BASIC LOCAL EXCHANGE SERVICE

D Advance Payments:

- a. Applications for telephone service may be required to make, prior to the installation of the service, an 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 payments for other service for the applicants or other applicants.
- b. In any case where special, unusual or temporary construction is required, the provisions of Section 7 will apply.

E. Directory Assistance Service:

1. General

- a. Directory Assistance service will provide the customer with directory listings for numbers within the customer's Local Access and Transport Area (LATA) from the Company's directory assistance database.
- b. A charge as follows is applicable for each call to directory assistance except as noted below. (Maximum of two requested telephone numbers per call).

Rate

Each Call * (C)

- c. Hotels, Motels, Public Telephones and handicapped individuals are exempt from the charge for Local Directory Assistance.

- d. The following service charges for operator assisted local calls including sent-paid, collect, third number, and credit card calls apply in addition to the local dial rate.

(1) Operator Assistance - Local

(a) Each Call * (C)

(2) Directory Assistance Service - Toll Rate

(a) Each Call * (C)

- (b) Hotel, motels and handicapped individuals are exempt from the charge for toll directory assistance. Text is shown as new due to reissue of Product Guide. There have been no changes in rates and regulations made with this filing.

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

BASIC LOCAL EXCHANGE SERVICE

F. Reserved For Future Use

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BASIC LOCAL EXCHANGE SERVICE

G. Telecommunications Access System Act of 1991

Pursuant to passage of the Telecommunications Access System of 1991 by the Florida Legislature during the 1991 session, a monthly surcharge shall be imposed on all Local Exchange Telephone Company subscribers on an individual access line basis, except that such surcharge shall not be imposed upon more than 25 basic telecommunication access lines per account bill rendered. The Florida Public Service Commission shall determine the amount of the surcharge however, in no case shall the amount exceed 25 cents per line per month. The surcharge shall appear on the initial bill to the subscriber and be itemized at least once annually.

H. Directory Assistance Call Completion (DACC)

1. General

DACC allows customers the option to have their local or intralata calls completed to a requested number by either the Directory Assistance (DA) Operator or the DA Audio Response system that provides the requested directory number.

2. Terms and Conditions

a. The charges will apply only to completed calls.

b. There are no call allowances for DACC.

c. DACC Calls will not be completed to non-published numbers, 700, 800 or 900 prefixes.

d. Calls from Public Telephones will be the standard DA announcement and DACC will not be offered.

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

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

3. Rates and Charges

	<u>Residence</u>	<u>Business</u>	
DACC, each call ¹	*	*	(C)
Usage Charge	*	*	(C)

¹ Charge will be automatically billed to the subscriber.

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

BASIC LOCAL EXCHANGE SERVICE

I. National Directory Assistance Service

1. General

The Company furnishes a National Directory Assistance Service for the purpose of aiding customers in obtaining telephone numbers. Access to National Directory Assistance is provided when customers dial 1-411.

2. Terms and Conditions

a. National Directory Assistance Service provides customers with assistance in determining telephone numbers outside the Local Access and Transport Area (LATA).

b. The application of charges set forth in I.3 following apply to customer requests for National Directory Assistance Service.

c. Customers will receive up to two listings per call. As long as one of the listings received is for a number outside the state, then the call will be billed as National Directory Assistance.

d. There are no call allowances for National Directory Assistance Service.

e. National Directory Assistance Service is only available where technically feasible.

3. Rates and Charges

National Directory Assistance Service, Per call * (C)

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

BASIC LOCAL EXCHANGE SERVICE

J. Operator Services

1 General

Operator Services is furnished to customers upon their request to assist in the completion of calls where facilities and operating conditions permit. The following services are offered:

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. Operator Assisted Person to Person

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

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.

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BASIC LOCAL EXCHANGE SERVICE

J. Operator Services (Continued)

1 General (Continued)

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 AND CHARGES

Service Charges are assessed on a per call basis as specified below:

	<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)

BASIC LOCAL EXCHANGE SERVICE

K. Live Operator Fee

1. General

- a. In addition to other operator service charges set forth in this section (or wherever the other operator service charges reside in the Product Guide), 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.
- b. This fee will not apply if:
 - The automated payment systems are unavailable due to system outages.
 - Customer is requesting a call to an emergency service.
 - Call cannot be made by the automated system.

2. Rates and Charges

Nonrecurring Charge

Live Operator Fee, per occurrence

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(C)

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

(N)

SERVICE CHARGES

A. General

All service charges made to subscribers by the Telephone Company, whether the charge covers installation, moving, changing, additions, etc., can be computed by adding together one or more of the basic charges set forth below.

.1 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.

.2 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.

.3 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.

.4 Reconnect Charge

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

.5 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.

.6 Trouble Location Charge

When trouble is traced by the Telephone Company to customer provided equipment, a CPE Trouble Location Charge per visit will apply, if the visit is made during business hours (8am to 5pm, Monday through Saturday). At other times, charge (see below) and (see Section 15).

(N)
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(N)

SERVICE CHARGES

B. Rates and Charges

Service Charge

	<u>Residence</u>	<u>Business</u>	
Service Order Charge - Initial	\$22.00	\$29.00	(l)
Service Order Charge - Subsequent	\$21.00	\$30.00	
Central Office Connection Charge, each line	\$20.00	\$21.00	
Reconnect Charge	\$22.00	\$30.00	
Access Line Work Charge	\$15.00	\$20.00	(l)
Trouble Location Charge - CPE Trouble Location Charge, per visit	\$20.00	\$20.00	
Trouble Location Charge - At other times, charge	\$40.00	\$40.00	

SERVICE CHARGES

C. Duplicate Bill Charge

(T)

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.

(C)

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

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D. Service Connection Charges – Monthly Installments

Residential customer may pay the Service Connection Charges in equal monthly installments over a period of 3 months.

A monthly service fee will be charged to applicants who elect to pay the Service Connection Charge in installments.

Monthly Service Fee	\$1.00
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SERVICE CHARGES

E. Customized/Same Number Service

1. General

- a. Subscribers of the Telephone Company may request assignment of specific telephone numbers. If the telephone number or numbers requested by the subscriber is available, the Telephone Company may assign the number to the subscriber.
- b. The Telephone Company reserves and retains the right:
 - (1) To discontinue, change or reassign telephone numbers in any exchange area whenever it deems it necessary or appropriate in the conduct of its business, or in accordance with the rules and procedures of the Telephone Company. If this should occur, the Customized/Same Number Service Charge will not be refunded to the subscriber.
 - (2) To reject any request for specific telephone numbers and to refuse requests for specified numbers for any reason including, but not limited to numbers that may in the Telephone Company's sole opinion be offensive to good taste, limited Central Office capacity or relocation of a Central Office.
 - (3) Of ownership of all telephone numbers and prohibits the assignment of the use of a telephone number by or from any subscriber to another, except as otherwise provided in this Product Guide.

2. Application of Charges

- a. The Customized Number Service Charge applies whenever someone:
 - (1) Requests a telephone number other than the next available number from the assignment control list and such requested number is placed into service within six months of the date of the request.
 - (2) Requests a number change from their present number to a customized telephone number.
- b. 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.

SERVICE CHARGES

E. Customized/Same Number Service (Continued)

2. Application of Charges (Continued)

- c. The Same Number Service Charge does not apply whenever a subscriber:
- (1) Requests assignment of the same telephone number that had been previously assigned to the subscriber within three months of termination.
 - (2) 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.
- d. The Telephone 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 Telephone 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 Telephone Company for the Customized/Same Number Service.

3. Rates and Charges

- a. The following charge applies for Customized Number Service in addition to the appropriate Service Charges described in Section 15 of this Product Guide 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

- b. The following charge applies for Same Number Service requested and placed into service in addition to the appropriate Service Charges described in Section 15 of this Product Guide 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

CONSTRUCTION CHARGES

A. General

1. When providing services under this Product Guide would involve extending Frontier facilities to an applicant's property or would otherwise be uneconomic or not justified based on economic factors, as determined in Frontier's sole discretion, Frontier may in its discretion provide the services upon the application for service and payment of estimated construction charges as determined by Frontier. If actual costs of construction are more than the estimated construction costs paid in advance by the applicant, the applicant will be invoiced for the difference after the project has been completed.
2. Construction charges are payable upon application for service or when billing is rendered as Frontier, at its option, may require.
3. Construction furnished by or performed by the applicant, where authorized in this Product Guide, is subject to the approval of Frontier.
4. The "cost of construction" will consist of the following to the extent they are applicable:
 - a. An engineering design study fee of \$2,000.00 to conduct a site visit and develop a preliminary cost estimate (which will be applied toward the estimated construction costs due and payable by the applicant).
 - b. Engineering, labor, supervision and overhead expenses.
 - c. Materials, equipment (whether provided or used) and transportation.
 - d. Permitting and other fees.
 - e. Procurement of rights-of-way and easements.
 - f. Administration and taxes.
 - g. The weighted cost of capital.
 - h. Contingencies.
 - i. Any other specific items of expense associated with the construction.
5. 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 provisions of this section, the attachment rental charges to Frontier for such attachments may be assessed the subscriber in whole or in part as the particular circumstances may warrant.
6. No construction charges paid to Frontier are refundable.
7. Unless otherwise specified in this Product Guide, Frontier retains ownership and control of all specially constructed facilities even though the customer may be required to pay special construction charges.

(C)

(C)

CONSTRUCTION CHARGES

B. Construction on Private Property

Where, for the purpose of furnishing extension lines, it is necessary to lay underground conduit or to set poles on the subscriber's premises, the subscriber is required to provide and install such underground conduit and to provide and erect poles, or Frontier will do the work at the subscriber's expense. Where the work is performed by the subscriber, it must be in accordance with the standard specifications of Frontier.

C. Rearrangements of Existing Plant

When Frontier is requested to move, remove, or change existing plant for which no specific charge is quoted in this Product Guide, the person, association, municipality, charter county, county, or other division of state or local government at whose request such move, removal or change is made may be required to bear the costs incurred.

D. Construction Required for Temporary Service

When construction is required for temporary service, and there is no immediate prospect of reusing the plant provided, the subscriber may be required to bear all or a portion of the cost of such construction.

E. Cancellation of Application Requiring Construction of Facilities

1. Where special construction of facilities has been started prior to the cancellation and to the extent there is another requirement for the specially constructed facilities, no charge applies.
2. Where special construction of facilities has been started prior to the cancellation, and there is no other requirement for the specially constructed facilities, a charge equal to the costs incurred in the special construction less net salvage, applies, except that, where one or more, but not all, of the services involved in the special construction are cancelled, a charge equal to the charge for discontinuance of such services applies instead. Such charge is determined as set forth in Section 6. In determining the charge, each cancelled service is treated as discontinued as of the date on which it was to have been placed in service.
3. Installation or special construction of facilities for a subscriber is considered to have started when Frontier incurs any expense in connection therewith or in preparation therefore, which would not otherwise have been incurred, provided:
 - a. The subscriber has advised Frontier to proceed with the installation or special construction, and
 - b. Frontier has advised the subscriber that, in accordance with his order, it is commencing the installation or special construction.

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CONSTRUCTION CHARGES

F. 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.

G. Charges for Unusual Installations

1. Installation of Interior Cable

a. Inside Wiring

- (1) The use of exposed wiring is the standard method of wiring buildings. When concealed wiring is desired, the applicant is charged the difference between the expense incurred by Frontier in providing the concealed wiring and the expense which would otherwise be incurred for exposed wiring, except that if suitable interior conduit suitably located is provided by the subscriber, the wiring is installed in the conduit by Frontier without additional charge.
- (2) Where, due to the type of construction of the building occupied by an applicant or the conditions imposed by the applicant, abnormal expense is incurred by Frontier, the applicant shall be required to pay the difference between the expense incurred by Frontier and the expense which would normally have been incurred for the installation.
- (3) The subscriber is required to provide suitable access to work space for installation and maintenance purposes, and to remove and replace any ceilings, walls, floors, etc., as may be required. Frontier shall reserve the right to refuse to install or maintain wiring in a location where safety of workmen or continuity of service might, in the opinion of Frontier, be questionable.
- (4) Where cable is economical for providing service into a subscriber's premises, the subscriber will be required to provide conduit of a size specified by Frontier, from the property line of the building which he occupies to the location of the telephone apparatus or equipment within the building or, should Frontier determine that conduit is not required, the subscriber shall provide suitable access through walls, floors, and partitions, together with suitable protective covering for Frontier's cables.
- (5) Where the subscriber's requirements are such that cables, conduits, manholes, etc., are required to reach the subscriber's premises, and there is no known prospect of reusing plant provided should the subscriber not continue service of a minimum period of five years, the subscriber will be required to save Frontier harmless from loss. By agreement, the subscriber shall pay the net loss (cost less net salvage value) less 1/60 thereof for each full month of service. Such agreement may, at Frontier's option, be secured by security bond or cash deposit bearing interest.

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CONSTRUCTION CHARGES

G. Charges for Unusual Installations (Continued)

2. Special Types of Installations

When a special type of installation is desired by a subscriber or where the individual requirements of a particular situation make the installation unusually expensive, the subscriber is required to bear the excess cost of such installation. Any special maintenance expense that may from time to time occur will be borne by the subscriber except that maintenance of buried service wire, including trench where required, will be at the expense of Frontier.

3. Temporary Installation

When an installation is required for temporary service and there is no immediate prospect of reusing the plant provided, the subscriber may be required to bear all or a portion of the cost of such installation, over and above all other regular charges for service and equipment.

H. 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.

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DIRECTORY LISTINGS

A. General

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-Publish service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. In the absence of willful misconduct, no liability for damages arising from publishing the telephone number of a Non-Publish service customer in the directory or disclosing a Non-Publish number to any calling party shall attach to the Company and where such number is published or disclosed by a Company employee, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such Non-Publish listing service.
8. The Company reserves the right to forward the name, address and telephone number of Non-Publish telephone number service customers to government agencies authorized by ordinance to establish E911 service and/or subscribing to or providing E911 service.
9. Non-Publish directory service telephone numbers associated with the line used by the calling party to place outgoing calls may be forwarded to subscribers of calling number ID.

DIRECTORY LISTINGS

B. Composition of Listings

1. Name

a. Business Service

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

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

b. Residence Service

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

2. Designation

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

3. Address

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

DIRECTORY LISTINGS

C. Types of Listing

1. Primary Listing – One listing, termed the primary listing, is provided without charge for each customer service whether billed by the same monthly statement or by separate statements for service provided by an entity with directory listing agreement.
2. Additional Listing – A general term to denote any listing, regardless of the form, in addition to the primary listing. It may be a second listing of the primary number with different name or a listing for a telephone number for the same customer service. It may also be a cross reference listing which is a referral without a telephone number to another listing i.e JC Penney's see Penney's. A business class of service may have a residential additional listing in order to populate a record in the residential section of a directory.
3. Foreign Exchange Listing – 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 an directory listing agreement in place.
4. Extra Lines of Information – descriptive text that does not have a telephone number.
5. Non-Listing - A listing that is available in directory assistance but not printed in the telephone directory.
6. Non-Publish – A telephone number that is not listed in either directory assistance or in the telephone directory.

D. Miscellaneous Listings

Reference listings may be furnished to subscribers who change their name, absorb other business or subdivide their businesses and have authority to continue the use of the old names; and in other cases when in the judgment of the Telephone Company, they are considered necessary and are not intended for advertising purposes. Such listings are furnished at the regular rate for additional listings.

Example:

Northern Lumber Co.....See South Lumber Co.

DIRECTORY LISTINGS

E. Rates and Charges

	<u>Monthly Rates</u>		
	<u>Business</u>	<u>Residence</u>	
Primary Listing	No Charge	No Charge	
Additional Listing	\$6.00	\$6.00	(l)
Foreign Exchange Listing	\$6.50	\$6.00	
Extra Lines of Information	\$5.50	\$5.50	
Non-Listing	\$6.50	\$6.50	(l)
Non-Publish	\$7.00	\$7.00	(l)

1. Charges for listings begin with the date directory assistance records are posted and are payable in the same manner as are charges for exchange service. Directory assistance records are posted at the time an application for the listing is made or at the time of the directory delivery, as the subscriber may desire.
2. All listing charges are automatically discontinued upon the termination of Subscriber Line service. Charges for additional listings are also discontinued when,
 - (a) the listed party dies;
 - (b) when the listed party subscribes for similar exchange service;
 - (c) when the listed party moves from the premises at which the exchange service is furnished. The minimum charge for additional listings is the amount of such charge for one full directory period.
3. The Telephone Company reserves the right to reject additional listings when, in its judgment, such listings would tend to delay or impede the use of the service.

DIRECTORY LISTINGS

E. Rates and Charges (Continued)

4. Subscribers who ask that they not be listed in the telephone directory, impair the service of those who try to reach them by telephone and increase the cost of furnishing Directory Assistance Service.
 - a. Non-Publish indicates the subscriber will not be listed in the telephone directory nor will his number be shown on the Directory Assistance files.
 - b. Service charges in Section 6 apply when changing to Non-Publish, or when changing a number at the subscriber's request.
 - c. Non-List indicates the subscriber will be listed in the directory assistance files, but will not have his number shown in the telephone directory.
 - d. Non-Publish and Non-List charges do not apply to hearing and/or speech impaired.
5. The Telephone Company provides the customer with one copy of the telephone directory for each access line at no charge. Additional directories may be purchased by customers and non-customers upon request subject to availability for the following fee:
 - a. Atmore, Alabama telephone directory, which includes Davisville and Walnut Hill, Florida listings.

Additional Directory	\$3.50
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 - b. Molino, Florida telephone directory, which includes Cantonment/Pensacola listings.

Additional Directory	\$5.50
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 - c. Camden, Alabama telephone directory, which includes Catherine, Vredenburgh and Thomaston listings.

Additional Directory	\$2.50
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DIRECTORY LISTINGS

F. Directory Errors and Omissions

1. The Telephone 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 Basic 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 Telephone Company by the subscriber, or \$500.00, whichever is less.
2. For listings furnished at additional charge, the Telephone 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 Telephone Company, by the subscriber.
3. The Telephone Company may discharge its liability for errors or omissions by abatement or refund, or by a combination of abatement and refund.

PUBLIC TELEPHONE SERVICE

A. General

1. Public Telephone Service is a single party exchange service furnished solely for connection with public telephone equipment not owned or provided by the Telephone Company. Public Telephone Service terminal equipment may be used with facilities furnished by the Telephone Company for telecommunication service as provided in this Product Guide. In all such cases the Public Telephone Service equipment will be so constructed, maintained and operated as to work satisfactorily with the facilities furnished by the Telephone Company. Persons offering Public Telephone Service shall comply with all rules and regulations and requirements of the Florida Public Service.
2. Calls from a public telephone may be toll or local.
3. The Public Telephone provider shall be responsible for the installation, operation and maintenance of any telephones used in connection with this service.
4. The Public Telephone provider shall be responsible for the payment of a Trouble Location Charge for visits by a Telephone Company employee when a service difficulty or trouble report results from the use of public telephones.
5. The Public Telephone provider shall be responsible for payment of charges for all toll messages originating from or accepted at this type of service.
6. Public telephones must have the following operational characteristics:
 - a. Must be able to access local Directory Assistance at no charge without using a coin.
 - b. Must be able to access 911 Emergency Service, where available at no charge and without using a coin. When such instrument can only access Emergency Service by use of a dialing sequence other than 911 (i.e., Operator or "O"), the appropriate dialing sequence to access Emergency Service must be prominently displayed.
 - c. Must be able to access all locally available Long Distance Companies.

PUBLIC TELEPHONE SERVICE

A. General (Continued)

6. Public Telephones must have the following operational characteristics: (Continued)

- d. Must comply with applicable federal, state and local laws and regulations concerning the use of these telephones by disabled persons and the hearing impaired.
- e. Must allow the completion of both local and long distance incoming calls, except at schools, hospitals, penal institutions, and other locations for which a specific exemption has been granted by the Florida Public Service Commission. The telephone number of each instrument must be displayed thereon.
- f. Must display on each telephone used in connection with this service, the name of the owner of such instrument and the procedure for reporting service difficulties and obtaining customer refunds.
- g. Instruments used to provide Public Telephone Service shall be equipped to return coins to the caller in the case of an incomplete call.

B. Rates and Charges

- 1. Service charges, as specified in this Product Guide, apply in addition to other charges specified for Public Telephone Service.
- 2. Flat Rates as shown herein apply for public telephone access lines. When available, measured rates will apply.
- 3. The Public Telephone Providers may not charge users of the instrument for calls to local Directory Assistance, nor will such charges be applied to the Telephone Company.

PUBLIC TELEPHONE SERVICE

B. Rates and Charges (Continued)

4. The user charges for various types of calls are as follow:
- a. For 1+ intraLATA toll calls, the Frontier Communications of the South, LLC time-of-day toll rate plus \$1.00;
 - b. For 0+ and 0- intraLATA toll calls, the Frontier Communications of the South, LLC time-of-day rate plus operator charges and a \$.25 set use fee;
 - c. For 1+ interLATA toll calls, the applicable AT&T time-of-day toll rate plus up to \$1.00;
 - d. For 0+ and 0- interLATA toll calls, the applicable AT&T time-of-day toll rate plus operator charges and a \$.25 set use fee (optional);
 - e. For sent paid local calling up to \$.25;
 - f. For 0+ and 0- local calls, up to \$.25 plus operator and a \$.25 set use fee.

5. Monthly rates to the Public Telephone provider are as follows:

- a. Flat Rate Services per month per line, including usage:

Walnut Hill	\$31.00	(1)
Molino	\$31.00	(1)
- b. Measured Rate Service Not Available
- c. Central Office Blacking and Operator Screening Services:

Public Telephone Providers may choose from the following options:

		<u>Per Month, Per Line</u>
(1)	Public Telephone Services:	
	Central Office Blocking	\$3.00
	Operator Screening	\$2.00
(2)	Business Services:	
	Central Office Blocking	\$3.25
	Operator Screening	\$2.00

PUBLIC TELEPHONE SERVICE

B. Rates (Continued)

5. Monthly Rates to the Public Telephone provider are as follows: (Continued)

- d. Public Telephone providers may choose to charge for calls in 15 minute increments at a rate not to exceed \$.25 for each 15 minute segment, but only if there is a clear announcement of intention to collect more money at least 30 seconds prior to disconnection and there is a warning sign on the instrument itself which clearly explains the rules.
- e. Coin Supervision Additive - provides for the collection, return, recognition, announcements and pre-prompting for overtime; monitors signals from Public Telephone equipment to identify when and what denomination of coins are deposited; identifies the status of attempted calls and sends a signal to the Public Telephone equipment to collect the appropriate coins when calls are completed or return coins when calls are not completed.

Coin Supervision Additive \$2.09

C. Billing and Collection of Charges

1. General

- a. A set use charge will be billed to and collected from end users by the Telephone Company on behalf of Public Telephone providers on each call subject to the charge. The set use charge applies to 0+ and 0- Local and IntraLATA Intrastate completed toll messages which originate from Public Telephone sets subject to the rules and regulations specified in A.

Set Use Charge \$0.25

- b. The Telephone Company will produce a record of the number of billed messages subject to the set use charge, and the Telephone Company will bill and collect the set use charge in addition to the toll and operator service charges in effect.
- c. The Telephone Company will send a monthly check to the Public Telephone provider which will equal the billed charges minus an amount determined by applying a bad debt experience factor to the billed charges to cover all adjustments and uncollectibles.
- d. Service may be denied to the Public Telephone provider for non-payment of the charges billed.

PUBLIC TELEPHONE SERVICE

C. Billing and Collection of Charges (Continued)

1. General (Continued)

e. Billing and Collection Service will be provided under the following conditions:

- (1) The procedures utilized for the application of federal, state or local sales, use, excise, gross receipts or other taxes or tax-like fees to be imposed on a Public Telephone provider for Public Telephone Service applicable to its end user shall be mutually agreed to by the Telephone Company and the Public Telephone provider. When the Public Telephone provider is required to provide the Telephone Company with notification of tax changes or new taxes applicable to service provided by the Public Telephone provider or with any direction, information, or advice concerning performance of any tax related service, the Public Telephone provider will indemnify the Telephone Company and hold it harmless from and against liability or loss of whatever kind which may result from the Public Telephone providers' failure to comply with such requirements. Should any federal, state or local jurisdiction determine that sales, use, excise, gross receipts or any other taxes (including interest penalties and surcharges thereon) are due by the Public Telephone provider and the provider shall be liable for any such tax, interest, penalties and surcharges and the provider shall immediately reimburse the Telephone Company the amount of such tax, interest, penalties and surcharges paid by the Telephone Company.
- (2) The Telephone Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Telephone Company facilities and equipment.
- (3) The Telephone Company report of the number of toll and operator handled local messages completed from each Public Telephone will serve as the document upon which remittance will be made. In the event that tapes are lost or damaged, or if recording systems fail, the Telephone Company will estimate the volume of lost messages and associated charges based on previously known values. In such events the extent of the Telephone Company's liability for damages shall be limited to the granting of a corresponding credit adjustment to the amounts due to the Public Telephone provider to account for the unbillable revenue.

PUBLIC TELEPHONE SERVICE

C. Billing and Collection of Charges (Continued)

1. General (Continued)

e. Billing and Collection Service will be provided under the following conditions (Continued)

- (4) When the Telephone Company notifies the Public Telephone provider that due to an error, omission or incomplete data on the number of completed toll messages and associated charges that inaccurate data has been provided to the Public Telephone provider, the Telephone Company will make every reasonable effort to locate and/or recover accurate data. If data cannot be recovered, the extent of the Telephone Company's liability for damages shall be limited as set forth in (3), preceding.
- (5) In the absence of willful misconduct no liability for damages to the Public Telephone provider shall attach to the Telephone Company for its action or the conduct of its employees in providing Billing and Collection Service.
- (6) The Telephone Company reserves the right to provide to the general public upon specific request, the complete address and telephone number of the Public Telephone provider in response to inquiries and comments referring to the Public Telephone provider's service.
- (7) If service is disconnected, all remittance money due the Public Telephone provider may be credited or applied to the final bill issued for the recurring charges associated with this Product Guide.

PUBLIC TELEPHONE SERVICE

C. Billing and Collection of Charges (Continued)

2. Rates and Charges

a. Charges Applicable to the Public Telephone provider:

- (1) A one time charge to establish Billing and Collection Service.

	<u>Nonrecurring Charge</u>
Each Line	\$30.00

- (2) The cost of billing and collection of the set use charge for Public Telephone providers is considered as part of the interconnection rates (Order No. 24101). Therefore, no additional charge applies to this service.
- (3) Service Charges as covered in this Product Guide for Business Individual Line Service are applicable.
- (4) The factor used to adjust the provider's remittance check for adjustments and uncollectibles will be the percent Bad Debt and Adjustments to Total Current Billing from the Collection Report.

D. Violation of Product Guide

1. Where a Public Telephone instrument is used and/or connected in violation of this Product Guide, the Telephone Company will promptly notify the violator in writing of the violation and will take immediate action including the disconnection of service, as necessary.
2. A violator shall discontinue use of the telephone or correct the violation and shall notify the Telephone Company in writing immediately upon correction of the violation.
3. Failure of the violator to discontinue use or to correct a violation will result in the suspension of the service until such time as the violator has complied with the provisions of this Product Guide and paid all charges that have arisen by virtue of violation.

PUBLIC TELEPHONE SERVICE

E. Coin Line Service

1. General

- a. Coin Line Service (CLS) is a standard dial tone first coin line for Customer Provided Public Telephones. This service will be provided from Central Offices where facilities are available.
- b. This service is provided subject to the requirements set forth in Section 5 and Section 9 of this Product Guide.
- c. Features of the service are as follows:
 - (1) Service will be provided in a two-way basis, except lines placed in correctional institutions, schools, hospitals and other locations for which a specific exemption has been granted by the Florida Public Service Commission. There will be no charge imposed for incoming calls.
 - (2) Service will be provided on a dial tone first basis to enable end users to dial certain calls without requiring coin deposits, i.e., 911 Emergency Calls, local directory assistance, and non-sent paid calls.
 - (3) Central Office blocking of 900 and 976 calls will be provided.
 - (4) Operator Call Screening will be provided to alert operator and carrier systems that the call is originating from a CLS line and may require special handling and billing treatment.
 - (5) Billed Number Screening will be provided to indicate in validation data bases that incoming collect and bill to third number calls are not to be billed to the line.
 - (6) Coin Signaling (coin collect and coin return) will be provided by the network. Coin Collect is used when a call has been completed and Coin Return is used if a no answer or busy condition is encountered.

PUBLIC TELEPHONE SERVICE

E. Coin Line Service (Continued)

1. General (Continued)

c. Features of the service are as follows (Continued)

- (7) Standard recorded announcements currently used with the Telephone Company's Public Telephone Service will be utilized with CLS.
- (8) The Telephone Company's Operator System will handle 0-, 0+, and 1+ intraLATA toll calls and 0+ local calls from CLS lines. All 10xxxx 0+ dialed intraLATA toll calls will be routed to the dialed carrier.
- (9) Currently, sent paid interLATA, interstate and international calls originating from Coin Line Service lines including, but not limited to 1+, 10xxxx 1+, 011+, 10xxxx011+, 950 1+ and 800 1+ access code calls, will be forwarded to AT&T for coin rating and completion. When other interexchange carriers provide sent paid service, 1+ presubscription interLATA calls will be permitted. Special billing/coin sharing arrangements between the CLS subscriber and their respective carriers will be the responsibility of the CLS subscriber.
- (10) All 0+ interLATA calls will be routed to the CLS subscriber's presubscribed carrier.
- (11) The Telephone Company shall not be liable for shortages of coins collected and deposited at the subscriber's equipment. The limit of the Telephone Company's liability for end user fraud of whatever nature occurring at or in association with the subscriber's equipment shall be governed by provisions of this Product Guide and rule of regulation of the Florida Public Service Commission. In case of a conflict, the rule of regulation will prevail.
- (12) Additional service features, such as those offered by the larger Local Exchange Companies, may be made available pursuant to the terms and conditions of Order No. PSC-93-0289-FOF-TL and Order No. PSC-94-1382A-FOF-TL of the Florida Public Service Commission. In the event an additional service feature is desired, the subscriber shall submit a written request for each such service feature to the company at: Frontier Communications of the South, LLC, 201 South Pensacola Avenue, Atmore, AL 36502.

PUBLIC TELEPHONE SERVICE

E. Coin Line Service (Continued)

2. Rates and Charges

- a. The Coin Line Service will be provided on a flat rate basis until usage rate service is available. Flat rate service will be converted to measured service as it becomes available at no cost to the subscriber.

(1)	Flat Rate Service - Charges per Line	Monthly <u>Rate</u>
(a)	Two-Way, per line	
	Walnut Hill	\$27.25
	Molino	\$26.59
(b)	One-Way, per line	
	Walnut Hill	\$27.25
	Molino	\$26.59

- b. Sent paid local calls will be rated by the CLS subscriber's set.
- c. Operator handled sent paid local calls will be rated to the end user at the rate set forth in Section 9 plus the appropriate operator surcharge in Section 5 of this Product Guide.
- d. Non-sent paid local calls will be rated to the end user at the rate set forth in Section 9 plus the appropriate operator surcharge in Section 5 plus the set use fee as provided in Section 9 of this Product Guide.
- e. Sent paid intraLATA long distance calls will be rated to the end user at the long distance rate and the appropriate operator surcharge set forth in Section 17 of this Product Guide. The CLS subscriber will be charged the applicable MTS long distance rate and appropriate operator surcharge set forth in Section 17 of this Product Guide.
- f. Non-sent paid intraLATA toll calls will be rated to the end user at the long distance rate and the appropriate operator surcharge set forth in Section 17 plus the Set Use Fee as provided in Section 9 of this Product Guide.

PUBLIC TELEPHONE SERVICE

E. Coin Line Service (Continued)

2. Rates and Charges (Continued)

- g. Touch-Tone Calling Service will be provided at no charge.
- h. The CLS subscriber will be charged for long distance Directory Assistance Service at the rate specified in Section 17 of this Product Guide for Business Individual Line Service. The network will require a deposit be made by the end user unless charged to an alternate billing method.
- i. Service charges as covered in Section 6 of this Product Guide are applicable.
- j. Listings in connection with CLS are furnished under the regulations specified in Section 8 of this Product Guide for Telephone Company and Public Telephone Service.
- k. Suspension of service is not available unless the instrument is totally inaccessible to the general public on a temporary basis. In all cases, the decision to permit temporary suspension of service rests with the Telephone Company.
- l. When service is temporarily suspended at the subscriber's request, Service Charges as covered in Section 6 of this Product Guide, a Restoration Charge will be charged for each telephone number restored.

COMPETITIVE RESPONSE

Residence Customer Incentive Program

A. Description

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

B. Terms and Conditions

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

COMPETITIVE RESPONSE

Residence Customer Incentive Program (Continued)

B. Terms and Conditions (Continued)

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

C. Rates and Charges

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

COMPETITIVE RESPONSE

Business Customer Incentive Program

A. Description

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

B. Terms and Conditions

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

COMPETITIVE RESPONSE

Business Customer Incentive Program (Continued)

B. Terms and Conditions (Continued)

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

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 non-cash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of C.1.(c) above, shall be used.
2. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.
3. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

FOREIGN EXCHANGE SERVICE

A. General

1. Foreign Exchange Service is exchange service furnished to a subscriber from a Central Office to an exchange other than the one that normally serves the area in which the subscriber is located.
 2. 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.
 3. Foreign Exchange Service may be provided only in connection with Private Branch Exchange Trunk lines and individual line business or residence service. The service will be furnished only at one location or premise for each channel of circuit.
- B. Foreign Exchange Service will be furnished in compliance with the Tariff of the Bell System Company concerned or operating in the general area involved, or with the Tariff of AT&T Communications Company.
- C. "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.
- D. For the fixed Recurring rate element and the Non-Recurring charge associated with the interoffice channel between Exchange Telephone Company and Central Offices, fifty percent (50%) of each Telephone Company's rate will apply for each end of the interoffice channel provided. If the Telephone Company does not bill for either end of the interoffice channel, then the fixed Recurring charge and Non-Recurring charge shall not apply.

FOREIGN EXCHANGE SERVICE

E. Rates and Charges

1. Basic Rate Elements

a. Local Channel

		<u>Monthly Rate</u>	<u>First</u>	<u>Nonrecurring Charge Additional</u>
(1)	Primary	\$21.15	\$435.00	\$149.00
(2)	Secondary	21.15	435.00	149.00

b. Interoffice Channel

		<u>Fixed Monthly Charge</u>	<u>Monthly Charge Per Mile</u>	<u>Nonrecurring Charge Per Channel</u>
(1)	1 thru 8 miles	\$28.50	\$1.65	\$85.00
(2)	9 thru 25 miles	28.50	1.60	85.00
(3)	Over 25 miles	28.50	1.55	85.00

c. Bridging Equipment Charge

		<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
(1)	Per Local Channel Bridged	\$8.00	\$30.00

d. Exchange Access (Inward Flat Rate) Charge (Open End)

(1)	Per Line	\$45.00	\$20.00
(2)	A Service Ordering Charge as specified in Section 6 of this Product Guide will be charged.		

Effective: January 9, 2015

TRUNK HUNTING NUMBERS

- A. Trunk Hunting Numbers are consecutively numbered 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.
- B. Trunk Hunting Numbers may be utilized where more than one Central Office line is used by:
1. Business or residence, One party line subscribers.
 2. Key System subscribers.
 3. PBX subscribers.
- C. All charges, including both Local and Long Distance, are charged to the first number in the series, unless other special arrangements are made.
- D. Only the first number is ordinarily listed in the telephone directory. See also Section 8 of this Product Guide.
- E. Charges for Trunk Hunting Numbers.
1. To subscribers with B-1 or R-1 service only:

Each trunk hunting line used, in addition to the charges set forth in Section 4 of this Product Guide.

Per Month

\$2.25
 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.

MISCELLANEOUS SERVICES

A. Custom Calling Services

1. Basic Feature Definitions

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

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

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

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

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.

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.

Speed Call 8¹ - This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in an 8 number capacity.

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

Shared Speed Call¹ - This arrangement allows 2 or more subscribers to "share" a speed calling list by notifying the Telephone Company which other telephone numbers will be involved in this arrangement.

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

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MISCELLANEOUS SERVICES

A. Custom Calling Services (Continued)

1. Basic Feature Definitions (Continued)

Call Transfer¹ - 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. (T)

Call Wake-Up¹ - This is an arrangement by which a subscriber dials a 2-digit code that allows him to program a wake-up time by a 24 hour clock. The telephone will then ring back the subscriber at the preprogrammed time. (C)

Warm Line¹ - This service places a call to a pre-selected 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.

Automatic Off-Hook Dialing¹ - 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. (T)

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.

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 subscriber to a Voice-Mail Service.

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

MISCELLANEOUS SERVICES

A. Custom Calling Services (Continued)

2. Advanced Feature Definitions

The Company does not assure the delivery or nondelivery of calling numbers or the accuracy or completeness in the name, number or other information delivered to the customer in conjunction with *69 Call Return, Caller ID, Caller Identification Plus Name, Automatic Recall services and other similar services identified in this Product Guide. Some calls may not display name and/or number information and/or Automatic Recall may not be available for some calls, including but not limited to, those calls from callers who block their information, calls from or routed through certain Company and/or third party equipment or networks, and calls from certain types of customer provided equipment. The Company is not liable to the customer or any party for any error, omission, incomplete call or mistake associated with *69 Call Return, Caller ID with Name, Caller Identification Plus Name, Automatic Recall or other similar services identified in this Product Guide.

*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.

*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.

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.

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MISCELLANEOUS SERVICES

A. Custom Calling Features (Continued)

2. Advanced Feature Definitions (Continued)

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

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.

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.

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.

Call Trace - Allows a customer to automatically activate (*57 or 1157 from a rotary phone) a trace record of the last incoming call tracing feature. The customer automatically authorizes and requests the Company to release the results of any and all traces initiated by the customer directly to the customer's servicing law enforcement agency. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.

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

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MISCELLANEOUS SERVICES

A. Custom Calling Features (Continued)

2. Advanced Feature Definitions (Continued)

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.

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Caller Identification¹

- (1) Caller Identification (Caller ID)¹ - Permits a customer to receive the calling party telephone number for calls placed to that customer, if the call is not placed from outside of the Caller ID area, through an operator or via a telephone credit card and provided the calling party has not activated the per call restrict options.

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

Caller Identification Service is not available to new subscribers after May 6, 1997. The service remains available to current customers with Caller Identification until such time that they discontinue or upgrade to Caller Identification Plus Name.

- (2) Caller Identification Plus 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 Caller 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 to the called party through the Caller ID feature for that call by dialing the Caller ID restrict activation code.

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

MISCELLANEOUS SERVICES

A. Custom Calling Features (Continued)

2. Advance Feature Definitions (Continued)

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.

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 Caller ID with Name feature and Call Forward No Answer feature to use this feature.

Operator Call Screening - Operator Call Screening will be provided to alert operator and carrier systems that the call is originating from a CLS line and may require special handling and billing treatment.

Toll Control with Pin - This optional feature 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. When a toll call is attempted prior to dialing the feature access code and PIN, the call will not be completed.

To place a toll call, the subscriber dials the Toll Control access code (*13 for touch-tone or 1113 for rotary), waits for a second dial tone, dials a PIN number (1-7 digits), dials "#" or waits for the critical time-out to occur (Usually 4-7 seconds), waits for a coded dial tone and then places the toll call. If the subscriber invokes the Toll Control with PIN, but places a local call, the local call will be completed. For Centrex subscribers, once the feature has been activated by dialing the access code, calls within the BG cannot be completed. Subsequent hookflashes which result in dial tones will default back to the BG dialing plan. Once the feature is invoked, the feature will remain active for the duration that the subscriber is off-hook. The subscriber will have a feature that allows additional toll calls to be made after hookflash. The feature access code and PIN would not be required to make additional toll calls.

Toll Control with PIN subscribers have the ability to change their PIN by dialing a PIN Change Access Code (*12 for touch-tone or 1112 for rotary), the old PIN and then the new PIN. If the old PIN dialed does not match the stored PIN or if the new PIN is invalid, the subscriber will receive an equipment busy tone. The new PIN will not be updated unless the subscriber enters it correctly twice.

MISCELLANEOUS SERVICES

A. Custom Calling Services (Continued)

2. Advanced Feature Definitions (Continued)

Telemarketing Control¹ - 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)⁽¹⁾ or Caller ID with Name⁽¹⁾ 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 Selective Call Rejection feature.

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

Remote Activated Call Forward - Allows customer to activate and deactivate Call Forward from any access line remotely, rather than only from the base station.

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

- a. Remote Call Forward service is offered subject to availability of suitable facilities and provided no unusual expense is involved.
- b. Remote Call Forward service is not offered where the terminating station is a coin telephone.
- c. The Company will not provide identification of the originating telephone number to the Remote Call Forward customer.

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

MISCELLANEOUS SERVICES

A. Custom Calling Services (Continued)

2. Advanced Feature Definitions (Continued)

Remote Call Forward Service (RCF) (Continued)

- d. Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.
- e. Remote Call Forward is not represented as suitable for satisfactory transmission of data.
- f. Remote Call Forward is available between the call forwarding location and another station within the same exchange or in another exchange and may be used in conjunction with EAS, Long Distance Telecommunications Service and Interstate or Intrastate Inward WATS¹ lines. The RCF customer is responsible for payment of any charges for calls forwarded from his RCF telephone number. Remote Call Forward is programmed in the Company's central office. The calls will be forwarded to any number the customer specifies. (C)
- g. Remote Call Forward is provided on the condition that the customer subscribe to sufficient RCF services and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company.
- h. One listing without charge, covering the exchange in which the call forwarding Central Office is located, is provided. Additional directory listings may be obtained in this Catalog.
- i. The message charges applicable to remotely forwarded calls shall be comprised of two separate charges; (1) a charge for that portion of the call from the originating station to the call forwarding location and (2) a charge for that portion of the call from the call forwarding location to the terminating station. The respective charge for each portion shall be as follows:

Between the originating station and call forwarding location. The charge for this portion of a remotely forwarded call shall be the charge specified in this catalog, or any other applicable Tariff/Catalogs, for the type of call involved.

Between the call forwarding location and the Terminating station. The Remote Call Forward customer is responsible for the applicable customer-dialed station-to-station charges or WATS¹ charges specified in interstate, intrastate/intralata, or intrastate/interlata Long Distance Message Telecommunications Service Tariffs and Wide Area Telecommunications Service Tariffs. The aforementioned charges apply to all calls answered at the terminating station, including person-to-person and collect calls, even though such calls might not be accepted at the answering location. (C)

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

MISCELLANEOUS SERVICES

A. Custom Calling Services (Continued)

3. Rates and Charges

	<u>Monthly Rates</u>		<u>Per Activation Rates</u>		
	<u>Residential</u>	<u>Business</u>	<u>Residential</u>	<u>Business</u>	
<u>Basic Features</u>					
Basic Call Forward	\$8.75	\$8.25			(1)
Call Forward Busy	\$8.75	\$8.25			
Call Forward Busy/No Answer	\$8.75	\$8.25			
Call Forward No Answer	\$8.75	\$8.25			
Call Waiting/Cancel Call Waiting	\$9.50	\$9.50			
3 Way Calling	\$9.75	\$9.25	\$3.50 ¹	\$3.00 ¹	(1)
Speed Call 8 ²	\$5.15	\$5.15			
Speed Call 30	\$5.15	\$5.15			
Shared Speed Calling ²	\$4.15	\$4.15			
Call Transfer ²	\$3.00	\$3.00			
Call Wake-Up ²	\$3.00	\$3.00			
Warm Line ²	\$3.00	\$3.00			
Automatic Off-Hook Dialing ²	\$3.00	\$3.00			
Visual Message Waiting Indication	\$.50	\$.50			
Audible Message Waiting Indication	\$.50	\$.50			

¹ Maximum per-activation monthly rate of \$15.00.

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

MISCELLANEOUS SERVICES

A. Custom Calling Services (Continued)

6. Rates and Charges (Continued)

	<u>Monthly Rates</u>		<u>Per Activation Rates</u>		
	<u>Residential</u>	<u>Business</u>	<u>Residential</u>	<u>Business</u>	
<u>Advanced Features</u>					
*69 Call Return	\$6.20	\$6.99	\$3.50 ¹	\$3.00 ¹	(I)
*66 Busy Number Redial	\$6.00	\$6.99	\$3.50 ¹	\$3.00 ¹	(I)
Priority Call	\$5.25	\$5.25			
Distinctive Ring	\$5.25	\$5.25			
Selective Call Forward	\$5.41	\$5.25			
Selective Call Rejection	\$5.25	\$5.25			
Selective Call Acceptance	\$5.41	\$5.25			
Call Trace			\$8.50 ²	\$8.75 ²	
Caller ID with Name	\$13.25	\$14.00			(I)
Caller ID ⁴	\$9.88	\$10.75			
Anonymous Call Block/Rejection (ACR)	6.00	\$6.00			(I)
Call Waiting Deluxe	\$5.20	\$5.20			
Operator Call Screening	N/A	\$2.00			
Toll Control with PIN	\$3.00	\$3.00			
Telemarketing Control ⁵	\$4.41	\$4.41			
Multiple Simultaneous Call Forward		\$11.00			
Remote Activated Call Forward	\$5.65	\$5.15			(I)
Remote Call Forward Service (RCF) ³	\$24.00	\$26.00			

¹ Maximum per-activation monthly rate of \$15.00

² Maximum per-activation monthly rate of \$32.50

³ Minimum charge is 6 months service. Regular Service Charges apply except on outside moves of customer's other service if there is no telephone number change.

⁴ Caller ID Service is not available to new subscribers after May 6, 1997. The service remains available to current customers with Caller ID until such time that they discontinue service or upgrade to Caller ID with Name.

⁵ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

MISCELLANEOUS SERVICES

B. Custom Calling Feature Packages

1. Feature Packages Descriptions

These feature packages include Custom Calling Features at a special package rate.

- | | | | |
|----|--|---|-----|
| a. | <u>Total Package</u> ¹
Caller ID with Name
Anonymous Call Block/Rejection
Basic Call Forward
Call Waiting/Call Waiting ID | Busy Number Redial (*66)
Speed Call 8 ³
3 Way Calling
Maestro 1500CW Rental | (T) |
| b. | <u>Super Package</u> ²
Caller ID with Name
Anonymous Call Block/Rejection
2 CCF of Choice
Maestro 1500CW Rental
Applicable CCF of Choice | Call Waiting
Speed Call 8 ³
Speed Call 30
3 Way Calling | (T) |
| c. | <u>Frontier Freedom Pack</u> ¹
Caller ID with Name
*69 Call Return
Basic Call Forward
Call Waiting Deluxe | Busy Number Redial (*66)
Message Waiting Indication
Speed Call 8 ³
3 Way Calling | (T) |
| d. | <u>Frontier Savers Pack</u> ³
Caller ID with Name
2 Custom Calling Features of Choice
Applicable Custom Calling Features
*69 Call Return
*66 Busy Number Redial | Call Waiting
Basic Call Forward
Speed Call 8 ³
3 Way Calling | |
| e. | <u>Frontier Choices Package</u> ³
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 Waiting/Cancel Call Waiting
Basic Call Forward
Call Forward Busy/No Answer
Remote Call Forward
Speed Call 8 ³
Speed Call 30
Caller ID with Name
Anonymous Call Block/Rejection | *69 Call Return
*66 Busy Number Redial
Priority Call
Selective Call Forward
Selective Call Acceptance
Selective Call Rejection
Message Waiting Indication
Telemarketing Control ³ | |

¹ Total Package is not available to new subscribers after April 10, 1998. The package remains available to current subscribers with the Total Package until such time that they discontinue the package.

² Super Package is not available to new subscribers after July 15, 1998. The package remains available to current subscribers with the Super Package until such time that they discontinue the package.

³ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

MISCELLANEOUS SERVICES

B. Custom Calling Feature Packages (Continued)

1. Feature Packages Descriptions (Continued)

These feature packages include Custom Calling Features at a special package rate.
 (Continued)

f. Frontier Feature5 Package ¹ (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: (T)
 Caller ID with Name
 Basic Call Forward

Choice of 3 Custom Calling features from the following:
 Call Waiting/Cancel Call Waiting
 3 Way Calling (T)
 Speed Call 8 ³
 *69 Call Return
 *66 Busy Number Redial
 Call Transfer

2. Rates and Charges

	Monthly Rates		
	<u>Residence</u>	<u>Business</u>	
Total Package ¹	\$14.95	\$17.95	(T)
Super Package ²	9.95	12.95	
Frontier Freedom Pack ³	15.50	N/A	
Frontier Savers Pack ³	9.95	N/A	
Frontier Choices Package ³	17.95	17.95	(T)
Frontier Feature5 Package ³	N/A	11.95	

¹ Total Package and Super Package are not available to new subscribers after April 10, 1998. The package remains available to current subscribers with the Total Package until such time that they discontinue the package. (N)

² Super Package is not available to new subscribers after July 15, 1998. The package remains available to current customers with the Super Package until such time that they discontinue the package. (N)

³ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

MISCELLANEOUS SERVICES

C. Demonstration Period

a. General

- (1) The Demonstration Period gives the Telephone Company the option of waiving Recurring Charges, Nonrecurring Charges, or both, in order to promote the sale of Custom Calling Services.

b. Regulations

- (1) Individual promotional periods will not exceed 90 days.
- (2) 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 6.c., preceding 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. Installations or Service Charges for this initial installation may not apply. A subscriber can take advantage of this offer only once within the same serving Central Office.
- (3) Appropriate notification of waived charges will be made to eligible customers.

MISCELLANEOUS SERVICES

D. Trap and Trace Service

1. General

Trap and Trace Service is the service of attempting to trace and identify at the request of the end user, the source of origin of annoyance type telephone calls.

2. Regulations

- a. The customer should contact the serving law enforcement agency and advise them to give Frontier Communications of the South, LLC verbal or written authorization to furnish information concerning annoyance calls.
- b. When Trap and Trace Service has been set, the Network and Service Department personnel will advise the end user. At this time, the end user will be instructed in the method to follow when an annoyance call is received and that their telephone line may be inoperative during periods when a call is "trapped" and being held for trace. The end user will also be advised any information gathered as a result of the Trap and Trace Service will be released only to the Law Enforcement Officer.
- c. The Telephone Company will allow Trap and Trace Service to remain in place for a period of five days, provided Central Office identification equipment is available. Requests made for periods longer than that will be treated as a permanent Trap and Trace Service and subject to the availability of facilities, may be charged for on a Special Assembly basis.
- d. The Telephone Company does not guarantee successful call trace results however, subscribers will be given the option of changing telephone numbers at a no additional charge if the trace is unsuccessful. If it is determined that an individual end user is abusing the service by requesting traps and not following up on successful traces, the Telephone Company will charge the applicable Product Guided rate for a Number Change.
- e. The Telephone Company will not be liable for any damages or injuries of any kind to property or to any individuals, which may, in any manner result from the provision of this service or from any mistakes, interruptions, delays or errors by the Telephone Company in connection with the Trap and Trace Service.

MISCELLANEOUS SERVICES

E. Call Screening

1. General Regulations

- a. Call Screening 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 available to basic exchange customers with individual Residence Lines or Business Service or PBX trunks.
- b. Call Screening is furnished only from Central Offices equipped to provide this service and where facilities permit.
- c. Subscribing to Call Screening does not relieve customers of responsibility for calls charged to their numbers.
- d. Customers who subscriber to Call Screening which restricts operator access are required to place Telephone 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 user's of their service that an operator cannot be reached.
- e. The Telephone 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.
- f. Call Screening does not provide restriction of non-chargeable calls to Telephone Company numbers such as Repair Service, Public Service Emergency Numbers (911), or 1+800 calling.
- g. Codes that can be screened are 1+, 0-, 0+, 00-, (1+/0+, 411, 976, NPA 900, IDDD 01+, IDDD 011+).

2. Rates and Charges

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

Recurring Rate	\$1.50
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The recurring rate does not apply to 900, 900-976 screening.

MISCELLANEOUS SERVICES

F. Abbreviated Dialing - N11 Service

1. General

- a. N11 service is a three-digit dialing arrangement available in specified areas with Frontier Communications of the South, LLC recording and rating the call for delivery of general information via voice grade facilities. The N11 subscriber may apply a charge to the end user within the N11 subscriber's Local Calling Area (LCA) for services delivered in response to calls to an N11 Number. The Telephone Company will record and rate these calls on behalf of the N11 subscriber.
- b. The LCA of N11 Service Subscriber will be the basic LCA as defined in Section 4 of this Product Guide as facilities permit.
- c. N11 is limited to the following six dialing codes only: 211, 311, 511, 611, 711 and 811, where the service is available. 711 is assigned to the Florida Telecommunications Relay Service.
- d. Only one N11 number will be assigned to a N11 subscriber or their affiliates, per Local Calling Area.
- e. An "affiliate" of an N11 subscriber is an entity that directly or indirectly through one or more intermediary's controls, is controlled by or is under common control with the N11 subscriber. The 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.
- f. If the Telephone Company provides billing on behalf of the subscriber, the rules and regulations for Billing and Collection Services as defined in this Product Guide and in this Section are applicable.
- g. N11 Service is provided in the Telephone Company's territory only. To provide access to a N11 number to end users in any other Telephone Company territory within the LCA, the N11 subscriber must make appropriate arrangements with the Telephone Company serving that territory.
- h. This service is furnished subject to the availability of N11 numbers.
- i. Calls to a disconnected N11 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.

MISCELLANEOUS SERVICES

F. Abbreviated Dialing - N11 Service (Continued)

1. General (Continued)

- j. Directory listings may be provided for N11 Service at the rates and regulations specified in Section 8 of this Product Guide. The phrase "Charges Will Apply" will be included in the N11 Service listing at no additional charge.
- k. Local measured or message rate charges (if applicable) will be collected from end users subscribing to these services, for calls to an N11 number as facilities permit, in addition to the charge applied on behalf of the N11 subscriber.
- l. N11 Service is not available from the following classes of service:
 - (1) Public Telephones
 - (2) Hotel/Motel/Hospital Service
 - (3) 1+, 0+, 0- (credit card, third party billing, collect calls)
 - (4) Inmate Service
 - (5) 10xxx or 101xxxx
 - (6) Cellular-Type 2A
- m. N11 Service is not available to the following classes of service:

Operator assisted calls to an N11 subscriber will not be completed.
- n. N11 Service will not provide calling number information in real time to the N11 subscriber. If the N11 subscriber needs this type of information, the N11 subscriber must subscribe to a compatible Calling Number Identification Service, as available.
- o. The N11 subscriber is prohibited from selling or transferring their N11 number to any entity either directly or indirectly.
- p. If an N11 subscriber becomes an affiliate of or is acquired by another N11 subscriber through merger, acquisition or otherwise then the affiliated subscribers must surrender all, but one N11 number within 90 days of the merger or acquisition.
- q. If LCAs are merged and an N11 number exists in both areas, the N11 subscriber who established the N11 Service first in time will be entitled to retain the N11 Service in the merged LCA.
- r. N11 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.
- s. The N11 subscriber must comply with any or all rules pertaining to N11 service, adopted by the FCC in Rule Making Proceeding (CC Docket 92-105).

MISCELLANEOUS SERVICES

F. Abbreviated Dialing - N11 Service (Continued)

1. General (Continued)

- t. The N11 subscriber is prohibited from providing programming, which involves live group interaction, such as "GAB", chat lines, or similar type programs where the primary purpose is for callers to interact with one another.
- u. N11 Service will be provided only to those customers approved by the Florida Public Service Commission (FLPSC).
- v. The Product Guide will remain effective until or unless modified or removed by the Telephone Company or the Florida Public Service Commission.

2. Conditions and Requirements

- a. Requests for N11 Service will be accepted at a time beginning on the third business day after the availability of N11 service in a Local Calling Area is publicly announced by the Telephone Company. These requests will be accepted for a period of 60 days. An earnest money deposit must be included with the written request for N11 Service. This deposit should be in the form of a certified or cashiers check in the amount of the Non-Recurring Charge for N11 Service establishment in the Basic Local Calling Area for which the customer is requesting service. The earnest money deposit will be held until the end of the 60-day request period. If the customer is assigned N11 service number, the deposit will be applied to the customer's charges for establishing N11 Service. If the customer is not assigned a N11 Service number, the check will be returned to the customer. The Telephone Company will not pay interest on the earnest money deposit.

Assignment of N11 service codes will be conducted on a first in time basis, unless the number of requests received exceeds the number of available N11 codes. In the latter case, N11 numbers will be assigned on a lottery basis unless otherwise ordered by the Florida Public Service Commission. On the third business day after the 60-day request period has ended, N11 codes will be assigned and if necessary, a lottery will be conducted. The lottery will be conducted by an independent third party.

If a lottery is conducted, all customers who requested the codes during the 60-day request period will be automatically entered in the lottery and each will have an equal opportunity to be assigned a code through this lottery process. The lottery will be conducted by randomly selecting and listing in order of selection all of the customers entered in the lottery. The first five names selected will be assigned an N11 number. The remaining customers names will be entered on a waiting list in the order of selection in the lottery. This waiting list will determine the order in which customers will be entitled to receive surrendered, disconnected and/or new N11 codes as they become available.

Requests for an N11 number after the 60-day request period will be added to the waiting list in the order in which the requests are received.

MISCELLANEOUS SERVICES

F. Abbreviated Dialing - N11 Service (Continued)

2. Conditions and Requirements (Continued)

- b. The N11 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.
- c. A Minimum Usage Charge as shown in E.4.b.(4) of this Section will be billed to a subscriber after the N11 number has been in effect for six months if the total usage charges for a billing period falls below this Minimum Usage Charge.

The transfer of a N11 number to an affiliated whether through a merger, acquisition or otherwise will not restart the six months during which the Minimum Usage Charge does not apply.

- d. Use of N11 Service is subject to possible recall by the NANP (North American Numbering Plan) Administrator for national use. The N11 subscriber must prior to the provisioning of service, sign a written acknowledgment of this condition and an agreement to return the N11 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 N11 codes.

If the recall is effected by the NANP administrator, the Telephone Company will work with the N11 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 N11 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 N11 subscriber will be charged the appropriate Product Guide rates for the newly established service arrangements.

- e. The N11 Service is provided where facilities permit.
- f. Charges of calls made from cellular end users to the N11 number will be billed to the Cellular Company.

MISCELLANEOUS SERVICES

F. Abbreviated Dialing - N11 Service (Continued)

2. Conditions and Requirements (Continued)

g. N11 Service will be provided under the following conditions:

- (1) For network sizing and protection, each N11 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to an N11 number.
- (2) The Telephone Company will record the number of local calls made to each N11 number. This record will serve as the sole basis on which remittance will be made. Non-payment of the N11 call billing by the end user shall not be cause for denial or termination of the end user's telephone service. In the event, the Telephone Company's charges for calls exceed revenue from billed calls, the subscriber will be liable for payment of the differences to the Telephone Company.
- (3) The N11 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.
- (4) The N11 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.
- (5) When N11 Service is disconnected:
 - (a) All remittance money due to the N11 subscriber may be credited or applied to the final bill issued for the Recurring Charges associated with this Product Guide.
 - (b) The N11 number will be reassigned to another subscriber after 60 days.
- (6) The Telephone Company has full authorization to discontinue N11 service to a subscriber if they fail to comply with regulation and conditions set forth herein, upon five days notice to the subscriber.

MISCELLANEOUS SERVICES

F. Abbreviated Dialing - N11 Service (Continued)

2. Conditions and Requirements (Continued)

g. N11 Service will be provided under the following conditions: (Continued)

- (7) The N11 subscriber is responsible for notifying potential end users that a call to the N11 number at a charge the subscriber establishes and if applicable will be billed by the Telephone Company for calls within the N11 subscriber's Local Calling Area (LCA).

The N11 subscriber must notify in writing, the Telephone Company at least 30 days in advance of any changes to the rate and charges. Such charge shall begin on the date requested by the subscriber. As a result, the N11 end user bills may show calls to the N11 number at different rates during the same billing period.

- (8) If the Telephone Company provides billing for N11 Service, descriptions to appear on the end user bill must be specified by the N11 subscriber. A telephone number must also be provided for printing on the bill for end user inquiry purposes.
- (9) The N11 subscriber shall subscribe to adequate exchange facilities to transport the calls to the N11 subscriber's premises.
- (10) The Telephone Company will not be responsible for recording and rating calls that by-pass the N11 routing.
- (11) The N11 subscriber shall provide appropriate answer supervision for a minimum two-second duration for all calls completed to the N11 subscriber to ensure proper recording and rating for the service.
- (12) When end users are charged for services delivered in response to calls to an N11 number, the N11 subscriber must provide preamble at the beginning of each N11 Service call stating the charge for the N11 Service call. The N11 subscriber's preamble on all calls where there is a potential for minors (defined as under 18 years of age) to be attracted to the program must provide clear and conspicuous notification in language understandable to children of the requirement to obtain parental permission before placing or continuing with the call. The preamble message must be given within 15 seconds and must be followed by a 3 second period within which the caller can hang up without being charged the N11 Service Charge for the call. The N11 subscriber may allow a caller to affirmatively bypass the preamble. However, if the period of time from off-hook condition to on-hook condition is 18 seconds or less, the N11 Service charge will not be recorded or rated. In those instances where the call is likely to exceed the maximum \$5.00 rate level specified in E.2.g.(17) following, the preamble must advise the caller that an additional call may be required to complete the transaction.

MISCELLANEOUS SERVICES

F. Abbreviated Dialing - N11 Service (Continued)

2. Conditions and Requirements (Continued)

g. N11 Service will be provided under the following conditions: (Continued)

- (13) Children's programs shall not have rates in excess of \$5.00 per call and shall not include the enticement of a gift or premium.
- (14) No N11 subscriber shall promote N11 Service with the use of an autodialer or broadcasting of tones that dial an N11 number.
- (15) The N11 subscriber must prominently disclose the additional cost per minute or per call for any other telephone number that the caller is referred to either directly or indirectly.
- (16) Price changes to existing service must be submitted in writing to a Telephone Company designated representative at least thirty (30) days prior to the effective date of the price change.
- (17) The N11 subscriber will charge callers to the N11 number a rate that does not exceed a maximum of \$5.00 per call. In those cases where N11 subscribers rate their own calls, prior to the termination of a call which has reached a maximum \$5.00 rate level, a caller will be advised that he may terminate the call and initiate another call which will not require the caller to hear the preamble provided for the initial call. The maximum rate of \$5.00 per call will apply to all subsequently initiated calls placed following the original call.
- (18) The N11 subscriber shall respond promptly to any and all complaints made to the Telephone Company or by a Regulatory Authority concerning the subscriber's N11 Service or type of service.
- (19) A written notice will be sent to any N11 subscriber when their service interferes (unreasonably) with or impairs other services rendered to the Public by the Telephone Company or by other subscribers of N11 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.

MISCELLANEOUS SERVICES

F. Abbreviated Dialing - N11 Service (Continued)

2. Conditions and Requirements (Continued)

- h. If a pre-recorded announcement is provided by the N11 subscriber, the following conditions apply:
 - (1) The N11 subscriber will provide announcements and the Telephone Company will deliver the call.
 - (2) N11 subscriber sponsorship of any particular announcement of recorded program service shall not preclude another N11 subscriber from sponsoring the same or similar announcement or recorded program service.
 - (3) The provision of access to the N11 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.
 - (4) The N11 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.
- i. The Telephone Company may take all legal and practical steps to disassociate itself from N11 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.
- j. 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 Product Guide. 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.
- k. The N11 subscriber must be located within the principle exchange of the basic LCA in which they subscriber to the N11 service.

MISCELLANEOUS SERVICES

F. Abbreviated Dialing - N11 Service (Continued)

3. Advertisement Regulations for N11 Service

- a. All advertising inviting the use or in any way relating to the N11 service shall conform to and comply with the requirements and conditions contained herein as well as other applicable Product Guide provisions, rules, ordinances, laws and statutes.
- b. Advertising may be distributed in any form the subscriber chooses, provided it conforms with/to the specifications contained herein.
- c. No advertising shall be permitted which in form or substance, does not allow for an audit trail which is verifiable, independent of the subscriber for review and confirmation, at any given moment of compliance with the procedures and specifications set out herein, as well as in other applicable Product Guide Sections.
- d. Each advertisement shall inform potential callers, the name of the person responsible for the advertisement, the charge for the N11 call(s), and if billing is provided by the Telephone Company that the charge will appear on the telephone bill. This information shall be displayed or told with such clarity and prominence to permit it to be noticed and understood by prospective callers. In order to ensure that callers will have an adequate opportunity to notice and understand the foregoing information, advertisements inviting the use of or in any way relating to N11 service will at a minimum, be conducted in compliance with the following media-specific specifications.
 - (1) Print Media - Notice of the charge for each N11 call and when applicable, the fact of inclusion of this charge on the telephone bill and the telephone number of the person responsible for the advertisement shall be displayed on any printed material immediately above, below or next to the N11 service number in type size that can be seen as clearly and conspicuously as the N11 service number.
 - (2) Audio or Verbal Media - Notice of the charge for each N11 call and when applicable, the fact of the inclusion of the charge on the telephone bill shall be stated once during audio or verbal advertisements. This portion of the advertisement shall be broadcast at the same audio level and with the same diction and pace as the remaining portions of the ad.
 - (3) Audio/Visual - Notice of the charge for each N11 call and when applicable, the fact of inclusion of these charges on the telephone bill and the person responsible for the advertisement shall be both displayed/broadcast during any audio/visual advertisement. When displayed, this information shall be shown for the same duration as the N11 service number is shown and each time the N11 service number is shown. In all other respects, the advertisement shall conform to the specifications for print advertisements and audio or verbal advertisement set out in E.3.d.(1) and E.3.d.(2) above.

MISCELLANEOUS SERVICES

F. Abbreviated Dialing - N11 Service (Continued)

3. Advertisement Regulations for N11 Service (Continued)

e. In addition to complying with the procedures stated in preceding and all other specifications relating to the advertisement of the charge and bill consequences associated with N11 service, each N11 subscriber shall comply with the following:

- (1) The N11 subscriber shall exclude from any advertisement, any matter the dissemination of which is prohibited by law. No advertisement shall be used which because of words, phrases, statements or illustrations therein or information omitted therefrom, has the capacity or tendency to mislead or deceive prospective callers as to the cost, extent, quality, caller's qualification or nature of any information or service to be received from an N11 call. The N11 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority regarding advertisement for N11 service. If requested by the Telephone Company, the N11 subscriber shall assist the Telephone Company in responding to complaints to the Telephone Company concerning advertisements for N11 service.
- (2) Where detailed and complete information concerning the N11 Service is prominently displayed in a publication, other references to the N11 Service within that publication need not repeat all of the information, so long as each other reference clearly reflects that there is a charge for dialing the N11 Service number and where the complete information is located.

MISCELLANEOUS SERVICES

F. Abbreviated Dialing - N11 Service (Continued)

4. Rates and Charges

a. Application of Rates

- (1) Non-Recurring charges shall apply for each N11 number per local calling area.
- (2) If the Telephone Company provides billing, the charges shown herein apply.
- (3) N11 subscribers will pay normal Product Guided charges for the local access arrangements used for transporting and termination of messages at the N11 subscriber's designated premises.
- (4) Applicable Service Order Charges as specified in other Section(s) of this Product Guide apply, in addition to the following rates.
- (5) A charge will apply to changes to the billing arrangement at the subscriber's request.
 - (a.) Change of rates charged to end user for a N11 service call.
 - (b.) Change in subscriber name or telephone number provided on the end user's bill.
- (6) A Minimum Usage Charge will be billed to the N11 subscriber in each billing period, following the six month period after the service has been provisioned in which the N11 subscriber's usage charges fall below the amount the Minimum Usage Charge.

MISCELLANEOUS SERVICES

F. Abbreviated Dialing - N11 Service (Continued)

4. Rates and Charges (Continued)

b. Charges applicable to the N11 Subscriber

(1)	Establishment of N11 service, per N11 service number, per Local Calling Area (LCA)	Non-Recurring <u>Charge</u>	\$2,500.00
(2)	Billing arrangement change by subscriber	Non-Recurring <u>Charge</u>	
	(i) change in rate to end user		\$500.00
	(ii) change in subscriber name and/or telephone number		750.00
(3)	Usage Charges	Monthly <u>Rate</u>	
	(i) Per call		\$ 0.15
	(ii) Per minute charge for each message in excess of 5 minutes		0.02
(4)	Minimum Usage Charge (after 6 months of provisioning)		1,200.00

MISCELLANEOUS SERVICES

G. Abbreviated Dialing - 511 Service

1. General

- a. 511 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 511 code is assigned to travel information service. In addition, the subscriber must comply with any orders adopted by the FCC.
- b. The LCA of 511 Service Subscriber will be the basic LCA as defined in Section 4 of this Product Guide as facilities permit.
- c. Only one 511 number will be assigned to a 511 subscriber or their affiliates, per Local Calling Area. If Local Calling Areas are merged, and a 511 number exists in both areas, the 511 subscriber who established 511 first in time, will be entitled to retain the 511 number in the merged local calling area.
- d. An "affiliate" of a 511 subscriber is an entity that directly or indirectly through one or more intermediaries controls, is controlled by or is under common control with the 511 subscriber. The 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.
- e. 511 Service is provided in the Telephone Company's territory only. To provide access to a 511 number to end users in any other Telephone Company territory within the LCA, the 511 subscriber must make appropriate arrangements with the Telephone Company serving that territory.
- f. This service is furnished subject to the availability of 511 numbers.
- g. Calls to a disconnected 511 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.
- h. Directory listings may be provided for 511 Service at the rates and regulations specified in Section 8 of this Product Guide. The phrase "Charges Will Apply", if applicable, will be included in the 511 Service listing at no additional charge.

(N)

MISCELLANEOUS SERVICES

G. Abbreviated Dialing - 511 Service (Continued)

1. General (Continued)

i. 511 Service is not available from the following classes of service:

- (1) Public Telephones
- (2) Hotel/Motel/Hospital Service
- (3) 1+, 0+, 0- (credit card, third party billing, collect calls)
- (4) Inmate Service
- (5) 10xxx or 101xxxx
- (6) Cellular-Type 2A

j. 511 Service is not available to the following classes of service:

Operator assisted calls to a 511 subscriber will not be completed.

k. 511 Service will not provide calling number information in real time to the 511 subscriber. If the 511 subscriber needs this type of information, the 511 subscriber must subscribe to a compatible Calling Number Identification Service, as available.

l. The 511 subscriber is prohibited from selling or transferring their 511 number to any entity either directly or indirectly.

m. If a 511 subscriber becomes an affiliate of or is acquired by another 511 subscriber through merger, acquisition or otherwise then the affiliated subscribers must surrender all, but one 511 number within 90 days of the merger or acquisition.

n. 511 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.

o. The 511 subscriber must comply with any or all rules pertaining to 511 service, adopted by the FCC in Rule Making Proceeding (CC Docket 92-105).

p. 511 Service will be provided only to those customers approved by the Florida Public Service Commission (FLPSC).

q. The Product Guide will remain effective until or unless modified or removed by the Telephone Company or the Florida Public Service Commission.

r. 511 can be delivered via regular exchange access lines (by individual business lines, PBX, trunks, etc).

s. Limitations and use of this service as stated in other Sections of this Product Guide apply.

MISCELLANEOUS SERVICES

G. Abbreviated Dialing - 511 Service (Continued)

2. Conditions and Requirements

- a. The 511 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.
- b. Use of 511 Service is subject to possible recall by the NANP (North American Numbering Plan) Administrator for national use. The 511 subscriber must prior to the provisioning of service, sign a written acknowledgment of this condition and an agreement to return the 511 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 511 codes.

If the recall is effected by the NANP administrator, the Telephone Company will work with the 511 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 511 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 511 subscriber will be charged the appropriate Product Guide rates for the newly established service arrangements.

- c. The 511 Service is provided where facilities permit. Only one seven (7) or ten (10) digit toll free numbers 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.
- d. The 511 subscriber should work with cellular companies to ascertain whether the Type 1 cellular customers will be able to reach 511.
- e. The 511 subscriber should work separately with CLECs to ascertain that its end users will be able to reach travel information services provided by 511.

MISCELLANEOUS SERVICES

G. Abbreviated Dialing - 511 Service (Continued)

2. Conditions and Requirements (Continued)

f. 511 Service will be provided under the following conditions:

- (1) For network sizing and protection, each 511 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to an 511 number.
- (2) The 511 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.
- (3) The 511 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.
- (4) The Telephone Company has full authorization to discontinue 511 service to a subscriber if they fail to comply with regulation and conditions set forth herein, upon five days notice to the subscriber.
- (5) The 511 subscriber shall subscribe to adequate exchange facilities to transport the calls to the 511 subscriber's premises
- (6) The 511 subscriber shall respond promptly to any and all complaints made to the Telephone Company or by a Regulatory Authority concerning the subscriber's 511 Service or type of service.
- (7) A written notice will be sent to any 511 subscriber when their service interferes (unreasonably) with or impairs other services rendered to the Public by the Telephone Company or by other subscribers of 511 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.

MISCELLANEOUS SERVICES

G. Abbreviated Dialing - 511 Service (Continued)

2. Conditions and Requirements (Continued)

- g. If a pre-recorded announcement is provided by the 511 subscriber the following conditions apply:
 - (1) The 511 subscriber will provide announcements and the Telephone Company will deliver the call.
 - (2) 511 subscriber sponsorship of any particular announcement of recorded program service shall not preclude another 511 subscriber from sponsoring the same or similar announcement or recorded program service.
 - (3) The provision of access to the 511 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.
 - (4) The 511 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.
- h. The Telephone Company may take all legal and practical steps to disassociate itself from 511 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.
- i. 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 Product Guide. 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.

MISCELLANEOUS SERVICES

G. Abbreviated Dialing - 511 Service (Continued)

3. Rates and Charges

a. Application of Rates

- (1) Service Order Establishment shall apply for each 511 number per local calling area.
- (2) 511 subscribers will pay normal Product Guided charges for the local access arrangements used for transporting and termination of messages at the 511 subscriber's designated premises.2. Conditions and Requirements (Continued)
- (3) Applicable Service Order Charges as specified in other Section(s) of this Product Guide apply, in addition to the following rates.
- (4) A Central Office activation charge will apply per Central Office switch translation to the lead number
- (5) A change charge will apply to change the point-to-number translation at the subscriber's request.

b. Charges applicable to the 511 Subscriber

	<u>Non-Recurring Charge</u>
(1) Establishment of 511 service, per 511 service number, per Local Calling Area (LCA)	\$100.00
(2) Central Office Activation	112.00
(3) Translation change of point-to-number	19.00

MISCELLANEOUS SERVICES

H. Abbreviated Dialing - 211 Service

1. General

- a. 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.
- b. The LCA of 211 Service Subscriber will be the basic LCA as defined in Section 4 of this Product Guide as facilities permit.
- c. 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.
- d. 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. The 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.
- e. 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.
- f. This service is furnished subject to the availability of 211 numbers.
- g. 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.
- h. Directory listings may be provided for 211 Service at the rates and regulations specified in Section 8 of this Product Guide. The phrase "Charges Will Apply", if applicable, will be included in the 211 Service listing at no additional charge.

MISCELLANEOUS SERVICES

H. Abbreviated Dialing - 211 Service (Continued)

1. General (Continued)

i. 211 Service is not available from the following classes of service:

- (1) Hotel/Motel/Hospital Service
- (2) 1+, 0+, 0- (credit card, third party billing, collect calls)
- (3) Inmate Service
- (4) 101xxxx
- (5) Cellular-Type 2A

j. 211 Service is not available to the following classes of service:

Operator assisted calls to a 211 subscriber will not be completed.

k. 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.

l. The 211 subscriber is prohibited from selling or transferring their 211 number to any entity either directly or indirectly.

m. 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.

n. 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.

o. 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).

p. The Product Guide will remain effective until or unless modified or removed by the Telephone Company or the Florida Public Service Commission.

t. 211 can be delivered via regular exchange access lines by individual business lines, PBX, trunks, etc.

u. Limitations and use of this service as stated in other Sections of this Product Guide apply.

MISCELLANEOUS SERVICES

H. Abbreviated Dialing - 211 Service (Continued)

2. Conditions and Requirements

- a. 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.
- b. 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 Product Guide rates for the newly established service arrangements.

- c. 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.
- d. The 211 subscriber should work with cellular companies to ascertain whether the Type 1 cellular customers will be able to reach 211.
- e. 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.
- f. 211 Service will be provided under the following conditions:
 - (1) 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.
 - (2) 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.

MISCELLANEOUS SERVICES

H. Abbreviated Dialing - 211 Service (Continued)

2. Conditions and Requirements (Continued)

f. 211 Service will be provided under the following conditions: (Continued)

- (3) 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.
- (4) 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.
- (5) The 211 subscriber shall subscribe to adequate exchange facilities to transport the calls to the 211 subscriber's premises.
- (6) 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.
- (7) 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.

MISCELLANEOUS SERVICES

H. Abbreviated Dialing - 211 Service (Continued)

2. Conditions and Requirements (Continued)

- g. If a pre-recorded announcement is provided by the 211 subscriber, the following conditions apply:
 - (1) The 211 subscriber will provide announcements and the Telephone Company will deliver the call.
 - (2) 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.
 - (3) 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.
 - (4) 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.
- h. 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.
- i. 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 Product Guide. 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.

MISCELLANEOUS SERVICES

H. Abbreviated Dialing - 211 Service (Continued)

3. Rates and Charges

a. Application of Rates

- (1) Service Order Establishment shall apply for each 211 number per local calling area.
- (2) 211 subscribers will pay normal Product Guided charges for the local access arrangements used for transporting and termination of messages at the 211 subscriber's designated premises.
- (3) Applicable Service Order Charges as specified in other Section(s) of this Product Guide apply, in addition to the following rates.
- (4) A Central Office activation charge will apply per Central Office switch translation to the lead number
- (5) A change charge will apply to change the point-to-number translation at the subscriber's request.

b. Charges applicable to the 211 Subscriber

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

MISCELLANEOUS SERVICES

I. Abbreviated Dialing - 811 Service

1. General

- a. 811 Dialing Service ("811") is a three-digit local dialing arrangement available in specified areas with Frontier Communications of the South, Inc. for the delivery of a One Call notification system, established by either operators of underground facilities and/or state governments, to provide a means for both excavators and the general public to notify facility operators in advance of any excavation activities. Pursuant to Order 05-59, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 811 code is assigned for excavation notice.
- b. The LCA of 811 Service Subscriber will be the basic LCA as defined in Section 4 of this Product Guide as facilities permit.
- c. Only one 811 number will be assigned to a 811 subscriber or their affiliates, per Local Calling Area. If Local Calling Areas are merged, and a 811 number exists in both areas, the 811 subscriber who established 811 first in time, will be entitled to retain the 811 number in the merged local calling area.
- d. An "affiliate" of a 811 subscriber is an entity that directly or indirectly through one or more intermediaries controls, is controlled by or is under common control with the 811 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.
- e. 811 Service is provided in the Telephone Company's territory only. To provide access to a 811 number to end users in any other Telephone Company territory within the LCA, the 811 subscriber must make appropriate arrangements with the Telephone Company serving that territory.
- f. This service is furnished subject to the availability of 811 numbers.
- g. Calls to a disconnected 811 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.
- h. Directory listings may be provided for 811 Service at the rates and regulations specified in Section 8 of this Product Guide. The phrase "Charges Will Apply", if applicable, will be included in the 811 Service listing at no additional charge.

MISCELLANEOUS SERVICES

I. Abbreviated Dialing - 811 Service (Continued)

1. General (Continued)

i. 811 Service is not available from the following classes of service:

- (1) Public Telephones
- (2) Hotel/Motel/Hospital Service
- (3) 1+, 0+, 0- (credit card, third party billing, collect calls)
- (4) Inmate Service
- (5) 10xxx or 101xxxx
- (6) Cellular-Type 2A

j. 811 Service is not available to the following classes of service:

Operator assisted calls to a 811 subscriber will not be completed.

k. 811 Service will not provide calling number information in real time to the 811 subscriber. If the 811 subscriber needs this type of information, the 811 subscriber must subscribe to a compatible Calling Number Identification Service, as available.

l. The 811 subscriber is prohibited from selling or transferring their 811 number to any entity either directly or indirectly.

m. If a 811 subscriber becomes an affiliate of or is acquired by another 811 subscriber through merger, acquisition or otherwise, then the affiliated subscribers must surrender all but one 811 number within 90 days of the merger or acquisition.

n. 811 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.

o. The 811 subscriber must comply with any or all rules pertaining to 811 service, adopted by the FCC in Rule Making Proceeding (CC Docket 92-105).

p. 811 Service will be provided only to those customers approved by the Florida Public Service Commission (FLPSC).

v. The Product Guide will remain effective until or unless modified or removed by the Telephone Company or the Florida Public Service Commission.

w. 811 can be delivered via regular exchange access lines by individual business lines, PBX, trunks, etc.

x. Limitations and use of this service as stated in other Sections of this Product Guide apply.

MISCELLANEOUS SERVICES

I. Abbreviated Dialing - 811 Service (Continued)

2. Conditions and Requirements

- a. The 811 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.
- b. Use of 811 Service is subject to possible recall by the NANP (North American Numbering Plan) Administrator for national use. The 811 subscriber must prior to the provisioning of service, sign a written acknowledgment of this condition and an agreement to return the 811 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 811 codes.

If the recall is effected by the NANP administrator, the Telephone Company will work with the 811 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 811 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 811 subscriber will be charged the appropriate Product Guide rates for the newly established service arrangements.

- c. The 811 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.
- d. The 811 subscriber should work with cellular companies to ascertain whether the Type 1 cellular customers will be able to reach 811.
- e. The 811 subscriber should work separately with CLECs to ascertain that its end users will be able to reach travel information services provided by 811.
- f. 811 Service will be provided under the following conditions:
 - (1) For network sizing and protection, each 811 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to an 811 number.
 - (2) The 811 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.

MISCELLANEOUS SERVICES

I. Abbreviated Dialing - 811 Service (Continued)

2. Conditions and Requirements (Continued)

f 811 Service will be provided under the following conditions: (Continued)

- (3) The Telephone Company has full authorization to discontinue 811 service to a subscriber if they fail to comply with regulation and conditions set forth herein, upon five days notice to the subscriber.
- (4) The 811 subscriber shall subscribe to adequate exchange facilities to transport the calls to the 811 subscriber's premises.
- (5) The 811 subscriber shall respond promptly to any and all complaints made to the Telephone Company or by a Regulatory Authority concerning the subscriber's 811 Service or type of service.
- (6) A written notice will be sent to any 811 subscriber when their service interferes (unreasonably) with or impairs other services rendered to the Public by the Telephone Company or by other subscribers of 811 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.

g. If a pre-recorded announcement is provided by the 811 subscriber, the following conditions apply:

- (1) The 811 subscriber will provide announcements and the Telephone Company will deliver the call.
- (2) 811 subscriber sponsorship of any particular announcement of recorded program service shall not preclude another 811 subscriber from sponsoring the same or similar announcement or recorded program service.

MISCELLANEOUS SERVICES

I. Abbreviated Dialing - 811 Service (Continued)

2. Conditions and Requirements (Continued)

- g. If a pre-recorded announcement is provided by the 811 subscriber the following conditions apply: (Continued)
 - (3) The provision of access to the 811 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.
 - (4) The 811 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.
- h. The Telephone Company may take all legal and practical steps to disassociate itself from 811 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.
- i. 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 Product Guide. 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.

3. Rates and Charges

a. Application of Rates

- (1) Service Order Establishment shall apply for each 811 number per local calling area.
- (2) 811 subscribers will pay normal Product Guideed charges for the local access arrangements used for transporting and termination of messages at the 811 subscriber's designated premises.

MISCELLANEOUS SERVICES

I. Abbreviated Dialing - 811 Service (Continued)

3. Rates and Charges (Continued)

a. Application of Rates (Continued)

- (3) Applicable Service Order Charges as specified in other Section(s) of this Product Guide apply, in addition to the following rates.
- (4) A Central Office activation charge will apply per Central Office switch translation to the lead number
- (5) A change charge will apply to change the point-to-number translation at the subscriber's request.

b. Charges applicable to the 811 Subscriber

	<u>Non-Recurring Charge</u>
(1) Establishment of 811 service, per 811 service number, per Local Calling Area (LCA)	\$100.00
(2) Central Office Activation	\$112.00
(3) Translation change of point-to-number	\$19.00

MISCELLANEOUS SERVICES

J. Telecommunications Service Priority

1. General

- a. 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 Product Guide language contained herein.

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

MISCELLANEOUS SERVICES

J. Telecommunications Service Priority (Continued)

2. TSP Request Process

a. TSP Request Process - Restoration

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

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

MISCELLANEOUS SERVICES

J. Telecommunications Service Priority (Continued)

2. TSP Request Process (Continued)

b. TSP Request Process - Provisioning

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

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

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.

3. Responsibilities of the End-User

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

- a. Identify telecommunications services requiring priority.
- b. Request, justify, and revalidate all priority level assignments. Revalidation must be completed every two years and must be done before expiration of the end-user's TSP Authorization Code(s).
- c. Submit the TSP Authorization Code along with a service request to the Company. The TSP assignment is signified by the TSP Authorization Code.
- d. Accept TSP services by the service due dates.
- e. For services assigned priority levels, ensure (through contractual means or otherwise) the availability of Customer Premise Equipment (CPE) and Customer Premise Wiring (CPW) necessary for end-to-end service operation by the service due date and for continued operation. For services in the Emergency NS/EP category, ensure CPE and CPW for end-to-end service by the time vendors are prepared to provide the services. Additionally, designate the organization responsible for the service on an end-to-end basis.

MISCELLANEOUS SERVICES

J. Telecommunications Service Priority (Continued)

3. Responsibilities of the End-User (Continued)

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

- f. Pay the Company any authorized costs associated with priority services.

Report to the Company any failed or unusable services with priority levels.
- g. Designate a 24-hour point of contact for each TSP request and appraise the OPT.
- h. Cooperate with the OPT during reconciliation (comparison of NS/EP service information and resolution of any identified discrepancies) and revalidation.
- i. During certain emergencies, make TSP service requests verbally, but follow up with a written service order within two working days.

4. Responsibilities of the Company

The Company will perform the following:

- a. Provide TSP service only after the receipt of a TSP Authorization Code. The Company is not authorized to provide priority treatment to provision TSP services to customers that have no provisioning priority (i.e., "O" is the first character of the TSP code).
- b. Revoke TSP services at the direction of the end-user or OPT.
- c. Ensure the TSP Program priorities supersede any other telecommunications priority that may be provided (other than control services and order wires).
- d. Designate a 24-hour point of contact to receive reports of TSP service outages from TSP service users.
- e. Designate a 24-hour point of contact to coordinate TSP processes with the OPT.
- f. Confirm completion of TSP service order activity to the OPT.
- g. Participate in reconciliation of TSP information at the request of the OPT.
- h. Ensure that all subcontractors complete reconciliation of TSP information with the service vendor, when acting as the prime contractor.

MISCELLANEOUS SERVICES

J. Telecommunications Service Priority (Continued)

4. Responsibilities of the Company (Continued)

The Company will perform the following: (Continued)

- i. Ensure that other carriers supplying underlying facilities are provided, upon request, information necessary to implement priority treatment of facilities that support NS/EP services.
- j. Assist in ensuring that priority level assignments of NS/EP services are accurately identified "end-to-end" by providing to subcontractors and interconnecting carriers the restoration priority level assigned to the service.
- k. Disclose content of the NS/EP TSP database only as may be required by law.
- l. Comply with regulations and procedures supplemental to and consistent with guidelines issued by the OPT.

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.

5. Preemption

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

Non-TSP Services

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

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

MISCELLANEOUS SERVICES

J. Telecommunications Service Priority (Continued)

6. Rates and Charges

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

Initial Service Charge, per line* \$104.02

Change in TSP Priority Code Service Order Charge

MISCELLANEOUS SERVICES

K.	Digital Billing			(T)
	1.	General		
		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)
	2.	Rates and Charges		
			Monthly Rate	(N)
			<u>Residence</u> <u>Business</u>	(N)
		Rate for Digital Billing with Duplicate paper bill	\$5.00 \$5.00	(T)(I)

MISCELLANEOUS SERVICES

L. Business Traffic Study Service

1. General

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

2. Regulations

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

3. Rates and Charges

Monthly Rate

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

MISCELLANEOUS SERVICES

M. ROAD WORK RECOVERY SURCHARGE

1. General

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

2. Conditions

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.

3. Rates and Charges

	<u>Monthly Rate Per Account</u>	
Business	\$4.00	(I)
Residence	\$4.00	(I)

BUNDLED SERVICES

A. FronTIER Choices Bundles*

1. 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	Call Wait/Cancel Call Wait	
Call Forwarding	Call Forward Busy/No Answer	
Remote Activated Call Forward	Speed Calling 8 ¹	(C)
Speed Call 30	Caller ID Name	
Anonymous Call Block/Rejection	Call Return	
Repeat Dialing	Priority Ringing	
Preferred Call Forwarding	Call Block	
Message Waiting Indication	Selective Call Acceptance	
10 Local Directory Assistance Calls	Touch Tone	

Additional Line Bundle

Access Line	Call Wait/Cancel Call Wait	
Call Forwarding	Call Forward Busy/No Answer	
Remote Activated Call Forward	Speed Calling 8 ¹	(C)
Speed Call 30	Caller ID Name	
Anonymous Call Block/Rejection	Call Return	
Repeat Dialing	Priority Ringing	
Preferred Call Forwarding	Call Block	
Message Waiting Indication	Selective Call Acceptance	
10 Local Directory Assistance Calls	Touch Tone	
Additional Access Line		

2. Regulations

- a. Bundles are available where technically feasible.
- b. Bundled rates are based on the current access line rate groups.
- c. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
- d. It is the responsibility of the subscriber to enroll in the package.
- e. Residential customers currently subscribing to all services in the Bundles Package may request billing at the package price.

¹ This service offering is limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

A. FronTIER Choices Bundles* (Continued)

2. Regulations (Continued)

- f. When the customer changes or disconnects any component of the Bundles, then the remaining components of the package will be billed at their individually Product Guided rates. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package.
- g. Customers may add or delete any features offered in the package without a Service Order Charge.
- h. Customers may change Bundles without incurring a Service Order Charge.
- i. 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.
- j. The free directory assistance calls encompass any free Directory Assistance offering that may be available.
- k. Federal Subscriber Line charges, taxes, and surcharges will be billed separately, in addition to the Bundles offering.
- l. Any applicable charges for call completion that would otherwise apply are not included in the Bundled service price.

3. Demonstration Period

a. 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.

b. 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 upon notice to the Commission.

Appropriate notification of waived charges will be made to eligible customers.

* This service offering is limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

A. FronTIER Choices Bundles* (Continued)

4. Rates and Charges

a. Rules and Regulations

- (1) Rates may be reduced in varying amounts to the minimum rate.
- (2) Rates may be increased in varying amounts to the maximum rate.
- (3) The Telephone Company reserves the right to change the rates as described in (1) and (2) above, at any time upon 30 days notice to the Florida Public Service Commission.
- (4) A rate will not be changed unless it has been in effect for at least 30 days.
- (5) Appropriate customer notification of rate changes will be made.

b. Actual Rates with Minimum and Maximum Ranges

Basic Bundle

Rate Group

Monthly Rate

Molino	\$33.80	(1)
Walnut Hill	\$33.80	(1)

Additional Line Bundle

Rate Group

Molino	\$44.65	(1)
Walnut Hill	\$44.65	(1)

* This service offering is limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

B. FrontierWorks

1. General

FrontierWorks Small Business Solutions are package offerings available to business customers and include, as described below, either one or two business Access Lines, Touch Tone, Call Forward Busy, 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.

a. Bundle 1

- (1) One Business Access Line, Touch Tone, Call Forward Busy and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, See B.4.
- (2) Frontier dial-up Internet Service (Non-regulated)
- (3) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed).

b. Bundle 2

- (1) One Business Access Line, Touch Tone, Call Forward Busy and Call Forward No Answer, and local exchange service usage that would be otherwise subject to local measured service usage charges, See B.4.
- (2) 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
- (3) Frontier DSL Max Internet Service (Non-regulated)
- (4) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

BUNDLED SERVICES

B. FrontierWorks (Continued)

1. General (Continued)

c. Bundle 3

- (1) Two Business Access Lines, Touch Tone, Call Forward Busy and Call Forward No Answer, and local exchange service usage that would be otherwise subject to local measured service usage charges, See B.4.
- (2) Frontier dial-up Internet Service (Non-regulated)
- (3) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

d. Bundle 4

- (1) Two Business Access Lines, Touch Tone, Call Forward Busy and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, See B.4.
- (2) 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
- (3) Frontier DSL Max Internet Service (Non-regulated)
- (4) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

e. Bundle 5

- (1) Two Business Access Lines, Touch Tone, Call Forward Busy and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, See B.4.
- (2) 512 Kbps / 256 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
- (3) Frontier 512 Kbps Business DSL Internet Service (Non-regulated)
- (4) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

BUNDLED SERVICES

B. FrontierWorks (Continued)

1. General (Continued)

f. Bundle 6

- (1) Two Business Access Lines, Touch Tone, Call Forward Busy and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, See B.4.
- (2) 1 Mbps / 512 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
- (3) Frontier 1 Mbps Business DSL Internet Service (Non-regulated)
- (4) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

g. Bundle 7

- (1) One Business Access Line, Touch Tone, Call Forward Busy and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, See B.4.

h. Optional Services

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

- (1) FrontierWorks Select5

Choice of five of the following:

Caller ID with Name
Basic Call Forward
Call Waiting
Speed Call 8¹ or 30
3 Way Calling
*66 Busy Number Redial
*69 Call Return
Hunting, See G.4

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

Effective: January 9, 2015

BUNDLED SERVICES

B. FrontierWorks (Continued)

2. Regulations

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

BUNDLED SERVICES

B. FrontierWorks (Continued)

2. Regulations (Continued)

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

BUNDLED SERVICES

B. FrontierWorks (Continued)

3. Rates and Charges

- a. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 6 apply to the installation of individual components of the bundles.
- b. Service Charges apply if the customer switches from a bundle to an unbundled service.
- c. Service Charges do not apply if the customer switches to another FrontierWorks Small Business Solutions bundle of greater value.
- d. The customer may add or delete the services or features of the FrontierWorks Select5 package without incurring a Service Charge.
- e. Monthly Rates

(1) Bundle (Local Service Portion)

	Term		
	One Year	Two Years	Three Years
Walnut Hill	\$27.41	\$25.80	\$24.19
Molino	27.70	26.07	24.44

Monthly Rate

(2) FrontierWorks

Select5	\$9.95
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4. Endnotes

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

BUNDLED SERVICES

C. FrontierWorks Business Connections

1. General

- a. 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:

Touch Tone
Basic Call Forward
Call Transfer
Caller ID with Name
Hunting
3 Way Calling
Abbreviated Dialing (where available)

- b. Optional Feature Services

The following services may be added to a business access line bundle:

- (1) Business Connections Select5

Choice of five of the following:

Basic Call Forward
Call Waiting/Cancel Call Waiting
Speed Call 8⁽¹⁾ or 30
3 Way Calling
*66 Busy Number Redial
Call Return*69
Hunting
Selective Call Forward

The following services may be added to the Centrex bundle and will be billed on a per feature basis.

- (2) Centrex Connections Features

*66 Busy Number Redial
Call Return*69
Call Forward Busy
Call Forward No Answer
Speed Call 8¹ or Speed Call 30
Selective Call Acceptance
Call Waiting/Cancel Call Waiting

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

BUNDLED SERVICES

C. FrontierWorks Business Connections (Continued)

2. Regulations

- a. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- b. The bundles are offered only under one-year, two-year, and three-year term contracts.
 - (1) 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.
 - (2) The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
 - (3) To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.
 - (4) Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.
 - (5) 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.

BUNDLED SERVICES

C. FrontierWorks Business Connections (Continued)

2. Regulations (Continued)

- b. The bundles are offered only under one-year, two-year, and three-year term contracts. (Continued)
 - (6) The early termination liability charges described in the paragraph above does not apply within 90 days of activation.
 - (7) Customer contract will automatically renew at the current rate for one year if no cancellation notification is received
 - (8) 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.
- c. The FrontierWorks Business Connections Select5 package is available only in association with a FrontierWorks Business Connections Solutions bundle.
- d. The bundle rate will appear as a single line item on the customer's bill.
- e. 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.
- f. 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.
- g. The business access line does not include Key lines or PBX trunks or other business lines that are separately Product Guided with different rates from the regular Business One-Party access line.
- h. FrontierWorks Business Connections cannot be used in association with a key system or a PBX service.
- i. In the FrontierWorks Business Connections Select5 package, "Basic Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy and Call Forward No Answer.

BUNDLED SERVICES

C. FrontierWorks Business Connections (Continued)

2. Regulations (Continued)

- j. 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 upon notice to the Commission.
- k. Individual promotional periods will not exceed 120 days.
- l. Appropriate notification of waived charges will be made to eligible customers.

3. Rates and Charges

- a. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.
- b. Service Charges apply if the customer switches from a bundle to an unbundled service.
- c. The customer may add or delete the features within the FrontierWorks Business Connections Feature package without incurring a Service Charge.
- d. Monthly Rates

(1) Basic Business Bundle

		Term		
		One Year	Two Years	Three Years
Statesboro	\$29.50	\$27.76	\$26.03	
Register	29.50	27.76	26.03	

(2) Centrex Bundle

		Term		
		One Year	Two Years	Three Years
Statesboro	\$59.00	\$55.52	\$52.06	
Register	59.00	55.52	52.06	

(3) FrontierWorks

Business Connections Select5	\$9.99		
Centrex Connections Features	1.99 (per feature)		

BUNDLED SERVICES

D. Frontier Small Business Advantage

1. General

- a. 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.

- (1) Bundle 1 - Basic Bundle 300 Minutes
Two Basic Business or two Centrex lines
Touch Tone
Basic Call Forward
Call Transfer
Caller Identification Plus Name
Hunting (where available)
3 Way Calling
Abbreviated Dialing (where available)

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
Touch Tone
Basic Call Forward
Call Transfer
Caller Identification Plus Name
Hunting (where available)
3 Way Calling
Abbreviated Dialing (where available)

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
Touch Tone
Basic Call Forward
Call Transfer
Caller Identification Plus Name
Hunting (where available)
3 Way Calling

BUNDLED SERVICES

D. Frontier Small Business Advantage (Continued)

1. General (Continued)

(3) Bundle 3 - Basic Bundle 900 Minutes (Continued)

Abbreviated Dialing (where available)

900 Block of Time Long Distance Minutes provided by Frontier Communications of America, Inc.

The following services may be added to the bundle and will be billed on a per feature basis.

Additional Features:

*69 Call Return
*66 Busy Number Redial
Call Forward Busy
Call Forward No Answer
Speed Call 8¹ or 30
Priority Call
Call Waiting/Cancel Call Waiting

2. Regulations

a. 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.

b. The bundle is offered only under a two-year term commitment and requires a contract.

(1) If the Product Guided rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.

(2) 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.

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

BUNDLED SERVICES

D. Frontier Small Business Advantage (Continued)

2. Regulations (Continued)

- b. The bundle is offered only under a two-year term commitment and requires a contract. (Continued)
 - (4) 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:
 - (a) The ratio of the number of months remaining in the contract period multiplied by the Maximum Termination Liability.
 - (b) The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundle within 30 days of activation.
 - (c) Customer contract will automatically renew at the contract rate for two years if no cancellation notification is received.
- c. The bundle rate will appear as a single line item on the customer's bill.
- d. Frontier Small Business Advantage is a service mark of Citizens Communications Company.
- e. 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.
- f. 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.
- g. 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.
- h. The bundle cannot be used in association with a Residential Line, PBX Service or ISDN service.

BUNDLED SERVICES

D. Frontier Small Business Advantage (Continued)

2. Regulations (Continued)

- i. 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.

3. Rates and Charges

- a. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.
- b. Service Charges apply if the customer switches from a bundle to an unbundled service.
- c. 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.

Businesses or Centrex Bundle

	<u>Monthly Rate</u> <u>Two-Year Term</u>
Bundle 1	\$84.99
Bundle 2	94.99
Bundle 3	104.99
Additional Features (per feature)	1.99

BUNDLED SERVICES

E. Frontier Digital Phone Service – Grandfathered as of May 1, 2019

(C)

1. General

- a. 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 Forward Busy	Caller ID with Name
Call Forward No Answer	Message Waiting Indicator
Local and Extended Area Toll Calls	Touch Tone

- b. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

*66 Busy Number Redial
*69 Call Return
3 Way Calling
Speed Call 8¹ or 30

2. Regulations

- a. The Frontier Digital Phone Service is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually Product Guided rates.
- d. 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 Product Guide rules.
- e. Customers may add or delete any features offered in the package without a service order charge.
- f. No discounts from the bundled rate will be given to subscribers that do not use all the features or have some features turned off."

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

BUNDLED SERVICES

E. Frontier Digital Phone Service – Grandfathered as of May 1, 2019 (Continued)

2. Regulations (Continued)

- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- h. The bundles are offered on a month-to-month basis.
- i. The bundle will appear as a single line item on the bill.
- k. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

3. Stay Connected Seasonal Offering allows the customer to suspend the DigitalPhone Service while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. 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.
- b. 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.
- c. Customer's line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the CALC.
- g. This service does not change any other terms and conditions of the product

4. Rates and Charges

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	\$41.99
Digital Phone Enhanced Feature Pack	\$6.49
Stay Connected Seasonal Offering	\$9.99

BUNDLED SERVICES

F. Frontier Digital Phone X – Grandfathered as of May 1, 2019

(C)

1. General

The Frontier Digital Phone X 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 Forward Busy/No Answer	Caller ID with Name
Local and Extended Area Toll Calls	Message Waiting Indicator
Speed Call 8 ¹	Touch Tone

2. Regulations

- a. The Frontier Digital Phone X is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually Product Guided rates.
- d. 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 Product Guide rules.
- e. Customers may add or delete any features offered in the package without a service order charge.
- f. No discounts from the bundled rate will be given to subscribers that do not use all the features or have some features turned off."
- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- h. The bundles are offered on a month-to-month basis.
- i. The bundle will appear as a single line item on the bill.

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

BUNDLED SERVICES

F. Frontier Digital Phone X – Grandfathered as of May 1, 2019 (Continued)

2. Regulations (Continued)

j. 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.

3. 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.

a. 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.

b. 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.

c. Customer's line will be available for 911 calls only at the time of suspension.

d. The time that the customer is on the "Stay Connected" Seasonal Service will count or the fulfillment of the contract time.

e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

f. The cost of the service includes the CALC.

g. This service does not change any other terms and conditions of the product

4. Rates and Charges

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 Rate

Frontier Digital Phone X	\$26.99
Stay Connected Seasonal Offering	\$9.99

(I)

BUNDLED SERVICES

G. Frontier Business Unlimited Service

1. General

Frontier Business Unlimited Services 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, Touch Tone, Custom Calling features and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

Single Party Flat Rate Access Line
Touch Tone
Basic Call Forward
Unlimited Extended Area Service
Call Waiting/Cancel Call Waiting
Caller ID with Name
Speed Call 30

2. Regulations

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Product Guide.
- c. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- d. Frontier Business Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- e. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- f. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Product Guideed monthly rates.
- g. The bundle rate will appear as a single line item on the customer's bill.

BUNDLED SERVICES

G. Frontier Business Unlimited Service (Continued)

2. Regulations (Continued)

- h. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- i. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, Remote Call Forwarding Service and Foreign Exchange Services.
- j. The bundle is offered only under a month-to-month commitment and requires a contract.

3. Rates and Charges

- a. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- b. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.
- c. Frontier Business Unlimited Services provided at the following rate:

	<u>Monthly Rate</u>
Frontier Business Unlimited Service	\$35.00

BUNDLED SERVICES

H. Frontier Digital Phone Bronze*+

1. 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

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 3 Way Calling	*69 Call Return Speed Call 8 or 30
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2. Regulations

- a. The Frontier Digital Phone Bronze is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually Product Guided rates.
- d. 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 Product Guide rules.
- e. Customers may add or delete any features offered in the package without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

* This service offering is limited to all existing subscribers at their existing locations.

+ This bundle was previously called Frontier Digital Phone Essentials

BUNDLED SERVICES

- H. Frontier Digital Phone Bronze*+ (Continued)
 - 2. Regulations (Continued)
 - h. The bundles are offered on a month to month.
 - i. The bundle will appear as a single line item on the bill.
 - 3. 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.
 - a. 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.
 - b. 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.
 - c. Customer's line will be available for 911 calls only at the time of suspension.
 - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - f. The cost of the service includes the CALC.
 - g. This service does not change any other terms and conditions of the product
 - 4 Rates and Charges

	<u>Monthly Rate</u>
Digital Phone Bronze	\$21.99
Digital Phone Enhanced Feature Pack	\$6.49
Stay Connected Seasonal Offering	\$9.99

(1)

* This service offering is limited to all existing subscribers at their existing locations.

+ This bundle was previously called Frontier Digital Phone Essentials

BUNDLED SERVICES

I. Frontier Digital Phone Silver*+

1. General

The Frontier Digital Phone Silver 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

2. Regulations

- a. The Frontier Digital Phone Silver Bundle is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually Product Guided rates.
- d. 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 Product Guide rules.
- e. Customers may add or delete any features offered in the package without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- h. The bundles are offered on a month to month.
- i. The bundle will appear as a single line item on the bill.

* This service offering is limited to all existing subscribers at their existing locations.

+ This bundle was previously called Frontier Unlimited State.

BUNDLED SERVICES

I. Frontier Digital Phone Silver*+ (Continued)

3. 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.
 - a. 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.
 - b. 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.
 - c. Customer's line will be available for 911 calls only at the time of suspension.
 - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - f. The cost of the service includes the CALC.
 - g. This service does not change any other terms and conditions of the product
4. Rates and Charges

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	(I)
Stay Connected Seasonal Offering	9.99	

* This service offering is limited to all existing subscribers at their existing locations.

+ This bundle was previously called Frontier Unlimited State.

BUNDLED SERVICES

J. Frontier Business Essentials

1 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	Basic Call Forward
Unlimited Local Measured Service	Touch Tone
Call Waiting/Cancel Call Waiting	Caller ID with Name

Optional Features Package ¹

*66 Busy Number Redial	3 Way Calling
*69 Call Return	Speed Call 8 ¹ or 30
Basic Call Forward	

2. Regulations

- a. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- b. The bundles are offered on a month to month basis.
- c. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.
- d. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- e. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex, or ISDN service.

3. Rates and Charges

Monthly Rate

Frontier Business Essentials	\$39.99
Feature Bundle	3.99

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

BUNDLED SERVICES

K. Frontier Digital Phone Plus Service-2010 – Grandfathered as of July 14, 2012

1. General

The Frontier Digital Phone Plus Service-2010 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 Forward Busy/No Answer	Caller ID with Name
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.

*66 Busy Number Redial	3 Way Calling
*69 Call Return	Speed Call 8 or 30

2. Regulations

- a. The Frontier Digital Phone Plus Service-2010 is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
- c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing Product Guide rules.
- d. Customers may add or delete any features offered in the package without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. Federal Subscriber Line Charge will be billed separately. All other surcharges and taxes will apply.

BUNDLED SERVICES

K. Frontier Digital Phone Plus Service-2010 – Grandfathered as of July 14, 2012 (Continued)

2. Regulations (Continued)

- g. The bundle is offered on a one, two or three year term.
 - (1) If the Product Guided rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
 - (2) If the customer cancels one or more bundles before the end of the term contract, an early termination charge of \$200.00 shall apply to each bundle cancelled.
- h. The bundle will appear as a single line item on the bill.

3. 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.

- a. 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.
- b.. A \$25.00 re-activation fee will apply if the customer does not provide a r eactivation date at the time the order is placed to add the service.
- c. Customer's line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the CALC.
- g. This service does not change any other terms and conditions of the product

4. Rates and Charges

	<u>Monthly Rate</u>
Frontier Digital Phone Plus Service-2010	\$43.99
Digital Phone Enhanced Feature Pack	\$6.49
Stay Connected	\$9.99

BUNDLED SERVICES

L. Frontier Digital Phone X Plus Service – Grandfathered as of May 1, 2019 (C)

1. General

The Frontier Digital Phone X Service is a package offering available to residential customers. The package includes two basic flat rate access lines, a combination of local features, an non-regulated services. Customers can take any combination of features for the same charge.

Basic Bundle

Two Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Call Forward Busy/No Answer	Caller ID with Name
Local and Extended Area Toll Calls	Touch Tone
Speed Call 8 ¹	

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	3 Way Calling
*69 Call Return	Speed Call 8 ¹ or 30

2. Regulations

- a. The Frontier Digital Phone X Plus Service is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
- c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing Product Guide rules.
- d. Customers may add or delete any features offered in the package without a service order charge.
- e. No discounts from the bundled rate will be given to subscribers that do not use all the features or have some features turned off."
- f. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

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

BUNDLED SERVICES

L. Frontier Digital Phone X Plus Service – Grandfathered as of May 1, 2019 (Continued)

2. Regulations (Continued)

- g. The bundle is offered on a one, two or three year term.
 - (1) If the Product Guided rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
 - (2) If the customer cancels one or more bundles before the end of the term contract, an early termination charge of \$200.00 shall apply to each bundle cancelled
- h. The bundle will appear as a single line item on the bill.

3. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone X Service while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. 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.
- b. 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.
- c. Customer's line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the CALC.
- g. This service does not change any other terms and conditions of the product

4. Rates and Charges

	<u>Monthly Rate</u>
Frontier Digital Phone X Plus Service	\$26.99
Digital Phone Enhanced Feature Pack	\$6.49
Stay Connected	\$9.99

BUNDLED SERVICES

M. Frontier Business Metro

1. 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.

Basic Bundle

Flat Rate Business Line	Call Waiting/Cancel Call Waiting
Extended Area Service	Basic Call Forward
Caller ID with Name	
Touch Tone	

Add-On Feature Pack

Busy Redial	*69 Call Return
3 Way Calling	Speed Call 30 or 8 ¹
Basic Call Forward	

2. Regulations

- a. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- b. The bundles are offered on a monthly basis.
- c. The bundle rate includes Extended Area Service (EAS)
- d. 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.
- e. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex, or ISDN service.

3. Rates and Charges

- a. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.
- b. Service Charges apply if the customer switches from a bundle to an unbundled service.

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

BUNDLED SERVICES

M. Frontier Business Metro (Continued)

3. Rates and Charges (Continued)

- c. 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

BUNDLED SERVICES

N. Frontier Digital Phone 100 # - Grandfathered as of May 1, 2019

(C)

1 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.

Basic Bundle

Flat Rate Access Line
Extended Area Calling

Speed Call 8¹
Touch Tone

2. Regulations

- a. The Frontier Digital Phone 100# is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
- c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing Product Guide rules.
- d. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- e. The bundles are offered on a month to month.
- f. The bundle will appear as a single line item on the bill.
- g. 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.

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

BUNDLED SERVICES

N. Frontier Digital Phone 100 # - Grandfathered as of May 1, 2019 (Continued)

2. Regulations (Continued)

Basic Call Forward	*66 Busy Number Redial
Call Forward Busy	3 Way Calling
*69 Call Return	Speed Call 30
Call Forward No Answer	Anonymous Call Block/Rejection
Call Waiting/Cancel Call Waiting	Anonymous Call Acceptance
Caller ID with Name	Call Trace

3. 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.

- a. 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.
- b. 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.
- c. Customer's line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the CALC.
- g. This service does not change any other terms and conditions of the product.

4 Rates and Charges

	<u>Monthly Rate</u>	
Digital Phone 100#	\$20.99	(I)
One Feature	5.99	
Two Features	7.99	
Three Features	9.99	
All listed features	12.99	
Stay Connected Seasonal Offering	9.99	

This bundle was previously called Frontier Digital Phone Essentials.

BUNDLED SERVICES

O. Frontier Unlimited State-2010 – Grandfathered as of July 14, 2012

1 General

The Frontier Unlimited State-2010-2010 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
Extended Area Calling
Touch Tone
Call Waiting/Cancel Call Waiting

2. Regulations

- a. The Frontier Unlimited State-2010 is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
- c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing Product Guide rules.
- d. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- e. The bundles are offered on a month to month.
- f. The bundle will appear as a single line item on the bill.
- g. Features will be available to the Frontier Unlimited State-2010 bundle at a special price. The following features are available:

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

BUNDLED SERVICES

O. Frontier Unlimited State-2010 – Grandfathered as of July 14, 2012 (Continued)

2. Regulations (Continued)

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	Anonymous Call Block/Rejection
Caller ID	Anonymous Call Acceptance
Caller ID with Name	6-Way Calling
Call Waiting ID	Call Trace

3. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Unlimited State-2010 while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. 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.
- b. 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.
- c. Customer's line will be available for 911 calls only at the time of uspension.
- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the CALC.
- g. This service does not change any other terms and conditions of the product.

4 Rates and Charges

	<u>Monthly Rate</u>
Frontier Unlimited State-2010	\$20.99
One Feature	5.99
Two Features	7.99
Three Features	9.99
All listed features	12.99
Stay Connected Seasonal Offering	9.99

BUNDLED SERVICES

P. Frontier Digital Phone Essentials 2-2010 – Grandfathered as of July 14, 2012

1 General

The Frontier Digital Phone Essentials 2-2010 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customer's 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 2-2010 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	Anonymous Call Block/Rejection
Caller ID	Anonymous Call Acceptance
Caller ID with Name	6-Way Calling
Call Waiting ID	Call Trace

2. Regulations

- a. The Frontier Digital Phone Essentials 2-2010 is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually Product Guideed rates.
- d. 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 Product Guide rules.
- e. Customers may add or delete any features offered in the package without a service order charge.

BUNDLED SERVICES

P. Frontier Digital Phone Essentials 2-2010 – Grandfathered as of July 14, 2012 (Continued)

2. Regulations (Continued)

- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- h. The bundles are offered on a month-to-month basis.
- i. The bundle will appear as a single line item on the bill.

3. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Essentials 2-2010 while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. 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.
- b. 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.
- c. Customer's line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the SLC.
- g. This service does not change any other terms and conditions of the product.

4. Rates and Charges

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials 2-2010 Package	\$23.99
Stay Connected Seasonal Offering	\$9.99
Unlimited Feature Pack	\$6.49

BUNDLED SERVICES

Q. Frontier Digital State Unlimited with Essentials 2-2010 – Grandfathered as of July 14, 2012

1. General

The Frontier Digital State Unlimited with Essentials 2-2010 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line 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 Forward	*66 Busy Number Redial
*69 Call Return	Call Waiting ID

2. Regulations

- a. The Frontier Digital State Unlimited with Essentials 2-2010 is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
- c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing Product Guide rules.
- d. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- e. The bundles are offered on a month to month.
- f. The bundle will appear as a single line item on the bill.
- g. Features will be available to the Digital Phone State Unlimited with Essentials 2-2010 bundle at a special price. The following features are available:

Speed Call 30	Anonymous Call Block/Rejection
Anonymous Call Acceptance	6-Way Calling
Call Trace	Call Forward Plus
Remote Call Forwarding	

BUNDLED SERVICES

Q. Frontier Digital State Unlimited with Essentials 2-2010 – Grandfathered as of July 14, 2012
(Continued)

3. 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.
 - a. 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.
 - b. \$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.
 - c. Customer's line will be available for 911 calls only at the time of suspension.
 - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - f. The cost of the service includes the Subscriber Line Charge.
 - g. This service does not change any other terms and conditions of the product.

3 Rates and Charges

	<u>Monthly Rate</u>	
Digital Phone State Unlimited with Essentials 2-2010	\$28.99	(l)
One Feature	5.99	
Two Features	7.99	
Three Features	9.99	
All listed features	12.99	
Stay Connected Seasonal Offering	9.99	

BUNDLED SERVICES

R. Frontier Digital Phone Nationwide Unlimited with Essentials 2-2010 – Grandfathered as of July 14, 2012

1. General

The Frontier Digital Phone Nationwide Unlimited with Essentials 2-2010 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 (Variable)	*66 Busy Number Redial
Caller ID - Name and Number	Speed Call 8
Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	

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 3.

Speed Call 30	Selective Call Acceptance
Call Forward Busy/No Answer	Selective Call Block/Rejection
Call Forward Busy	Remote Call Forward

2. Regulations

- a. The Frontier Digital Phone Service is available where technically feasible.
- b. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the Product Guide.
- c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Product Guide rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

BUNDLED SERVICES

R. Frontier Digital Phone Nationwide Unlimited with Essentials 2-2010 – Grandfathered as of July 14, 2012 (Continued)

2. Regulations

- f. The bundles are offered on a month to month.
- g. The bundle will appear as a single line item on the bill.

3. 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.

- a. 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.
- b. 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.
- c. Customer's line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the Subscriber Line Charge.
- g. This service does not change any other terms and conditions of the product.

4. Rates and Charges

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide Unlimited with Essentials-2010	\$31.99	(I)
Digital Phone Enhanced Feature Pack	\$6.49	
Stay Connected	\$9.99	

BUNDLED SERVICES

S. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2-2010 – Grandfathered as of July 14, 2012

1. General

The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2-2010 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)	*66 Busy Number Redial
Caller ID - Name and Number	Speed Call 8
Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	

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 3.

Speed Call 30	Selective Call Acceptance
Call Forward Busy/No Answer	Selective Call Rejection
Call Forward Busy	Remote Call Forward

2. Regulations

- a. The Frontier Digital Phone Service is available where technically feasible.
- b. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the Product Guide.
- c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Product Guide rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

BUNDLED SERVICES

- S. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2-2010 – Grandfathered as of July 14, 2012 (Continued)
2. Regulations
 - g. The bundles are offered on a month to month.
 - h. The bundle will appear as a single line item on the bill.
 3. 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.
 - a. 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.
 - b. 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.
 - c. Customer's line will be available for 911 calls only at the time of suspension.
 - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - f. The cost of the service includes the Subscriber Line Charge.
 - g. This service does not change any other terms and conditions of the product.
 4. Rates and Charges

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2-2010	\$33.99	(I)
Digital Phone Enhanced Feature Pack	\$6.49	
Stay Connected Seasonal Offering	\$9.99	

BUNDLED SERVICES

T. Frontier Business Nationwide Unlimited Service II ² – Grandfathered as of December 20, 2017 (C)

1. General

The Frontier Business Nationwide Unlimited Service II is a package offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. Customers may select any or all of the following services and features for a monthly charge.

Basic Bundle

One Business Flat Rate Access Line
Touch Tone
Call Forward Busy/No Answer
Caller ID with Name
Six features from the Frontier Business All in Feature Package listed below

Frontier Business All in Feature Package

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Transfer
Speed Call 8 ¹ or 30	Caller ID with Name
Priority Call	*66 Busy Number Redial
Multiline Hunt Service	Basic Call Forward
Anonymous Call Block/Rejection	Call Forward Busy
Call Forward No Answer	Selective Call Forward
Distinctive Ring	Selective Call Acceptance
Selective Call Rejection	

2. Regulations

- a. The Frontier Business Nationwide Unlimited Service II is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
- c. Frontier Business Nationwide Unlimited Service II includes basic local service and on-basic local services. Non-payment or partial payment of the basic local service charge within the bundles may result in disconnection of your basic local service.
- d. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- e. The bundle will appear as a single line item on the bill.

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

² This service offering is limited to existing subscribers.

BUNDLED SERVICES

T. Frontier Business Nationwide Unlimited Service II ¹ – Grandfathered as of December 20, 2017 (C)
(Continued)

2. Regulations (Continued)

- f. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- g. The bundle is offered on a month-to-month basis.
- h. Up to eleven additional bundles can be purchased at a discounted rate.

3. Rates and Charges

- a. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- b. Unless otherwise stated elsewhere in this section, connection charges apply to the installation of individual components of the bundle.

	<u>MonthlyRate</u>
Frontier Business Nationwide Unlimited Service II	\$52.99
Additional Business Nationwide Unlimited Service II Lines	\$46.99
Frontier Business All in Feature Package	\$4.99

¹ This service offering is limited to existing subscribers.

BUNDLED SERVICES

U. Frontier Business Local Unlimited II ¹ – Grandfathered as of December 20, 2017 (C)

1. General

The Frontier Business Local Unlimited II is a package offering available to Business customers. Customers may select any or all of the following services and features for a monthly charge.

Basic Bundle

One Business Flat Rate Access Line
Touch Tone
Two features from the Frontier Business All in Feature Package listed below

Frontier Business All in Feature Package

Call Waiting/Cancel Call Waiting	Caller ID with Name
3 Way Calling	*69 Call Return
Speed Call 8 ¹ or 30	Call Transfer
Distinctive Ring	*66 Busy Number Redial
Multiline Hunt Service	Basic Call Forward
Anonymous Call Block/Rejection	Call Forward Busy
Call Forward No Answer	Selective Call Forward
Priority Ring	Selective Call Acceptance
Selective Call Rejection	

2. Regulations

- a. The Frontier Business Local Unlimited II is available where technically feasible.
- b. The bundle is offered on a month-to-month basis.
- c. All applicable surcharges and taxes will be billed separately from an in addition to the bundle rate.
- d. The bundle cannot be used in association with a Residential line, PBX service, or ISDN Service.
- e. Customers may select any two of the features in the Frontier Business All In Feature Package for no extra charge.
- f. Customers purchasing the Frontier Business All In Features Package may select any or all of the features listed in that package.

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

² This service offering is limited to existing subscribers.

BUNDLED SERVICES

U. Frontier Business Local Unlimited II ¹ – Grandfathered as of December 20, 2017 (Continued) (C)

3. Rates and Charges

	<u>Monthly Rate</u>
Frontier Business Local Unlimited II	\$35.99
Frontier Business All In Feature Package	4.99

¹ This service offering is limited to existing subscribers.

BUNDLED SERVICES

V. Frontier Digital Phone Essentials

1. General

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

Basic Bundle

Basic Flat Rate Access Line	Touch Tone
Unlimited Extended Area Service	Caller ID with Name
Call Waiting/Cancel Call Waiting	

Feature Package

3 Way Calling	Selective Call Acceptance
*66 Busy Number Redial	Speed Call 8 ¹ or 30
*69 Call Return	Call Forward Busy/No Answer
Anonymous Call Block/Rejection	Selective Call Rejection
Basic Call Forward	Priority Call
Distinctive Ring	Call Forward Busy
	Call Forward No Answer

2. Regulations

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
- c. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Product Guided rates.
- d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing Product Guide rules.
- e. Customers may add or delete any features offered in the bundle without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.

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

BUNDLED SERVICES

V. Frontier Digital Phone Essentials (Continued)

2. Regulations (Continued)

- g. The bundle is offered on a month-to-month basis.
- h. The bundle will appear as a single line item on the bill.
- i. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- j. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- k. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.

3. Stay Connected Seasonal Offering ¹ allows the customer to suspend the Frontier Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate. (C)

- a. 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.
- b. 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.
- c. 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.
- d. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- e. The cost of the service includes the Subscriber Line Charge.
- f. This service does not change any other terms and conditions of the product.
- g. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
- h. The Federal Subscriber Line Charge is included in the monthly rate.
- i. All applicable taxes and surcharges apply.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 11, 2020. (N)

BUNDLED SERVICES

V. Frontier Digital Phone Essentials (Continued)

4. Rates and Charges

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

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials	\$21.99
Feature Package	\$6.49
Stay Connected Seasonal Offering ¹	\$9.99

(I)

¹ This service offering is limited to all existing subscribers at their existing locations as of May 11, 2020.

BUNDLED SERVICES

W. Frontier Digital Phone Unlimited

1. General

The Frontier Digital Phone Unlimited Service is a bundle offering available to residential customers. The bundle includes one Basic Flat Rate Residential One-Party Access Line, Touch Tone, 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

Basic Flat Rate Access Line	*66 Busy Number Redial
Touch Tone	Speed Call 8 ¹
Unlimited Extended Area Service	*69 Call Return
Call Waiting/Cancel Call Waiting	Caller ID with Name

Feature Package

Basic Call Forward	3 Way Calling
Distinctive Ring	Speed Call 30
Priority Call	Anonymous Call Block/Rejection
Call Forward Busy/No Answer	Selective Call Rejection
Call Forward No Answer	Selective Call Acceptance
Call Forward Busy	

2. Regulations

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
- c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Product Guide rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. The bundle is offered on a month-to-month.

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

BUNDLED SERVICES

W. Frontier Digital Phone Unlimited (Continued)

2. Regulations (Continued)

- g. The bundle will appear as a single line item on the bill.
- h. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- i. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- j. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.

3. Stay Connected Seasonal Offering ¹ allows the customer to suspend the Digital Phone Unlimited while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate. (C)

- a. 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 not apply.
- b. 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.
- c. 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.
- d. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- e. The cost of the service includes the Subscriber Line Charge.
- f. This service does not change any other terms and conditions of the product.
- g. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
- h. The Federal Subscriber Line Charge is included in the monthly rate.
- i. All applicable taxes and surcharges apply.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 11, 2020. (N)

BUNDLED SERVICES

W. Frontier Digital Phone Unlimited (Continued)

4. Rates and Charges

- a. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- b. Nonrecurring Service Order Charges do not apply.
- c. Frontier Digital Phone Unlimited bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited	\$31.99
Feature Package	\$6.49
Stay Connected Seasonal Offering ¹	\$9.99

(I)

¹ This service offering is limited to all existing subscribers at their existing locations as of May 11, 2020.

BUNDLED SERVICES

X. Frontier Digital Phone Unlimited Plus

1. General

The Frontier Digital Phone Unlimited Plus Service is a bundle offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Touch Tone, 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

Two Flat Rate Access Lines	*69 Call Return
Touch Tone	*66 Busy Number Redial
Unlimited Extended Area Service	Speed Call 8 ¹
Call Waiting/Cancel Call Waiting	Caller ID with Name

Feature Package

Basic Call Forward	3 Way Calling
Anonymous Call Block/Rejection	Distinctive Ring
Call Forward Busy/No Answer	Priority Call
Call Forward Busy	Selective Call Rejection
Call Forward No Answer	Selective Call Acceptance

2. Regulations

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
- c. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Product Guided rates.
- d. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Product Guide rules.
- e. Customers may add or delete any features offered in the bundle without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.

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

BUNDLED SERVICES

X. Frontier Digital Phone Unlimited Plus (Continued)

2. Regulations (Continued)

- g. The bundle is offered on a month-to-month basis.
- h. The bundle will appear as a single line item on the bill.
- i. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- j. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- k. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.

3. Stay Connected Seasonal Offering ¹ allows the customer to suspend the Digital Phone Unlimited Plus Leader while they are away, a minimum of one month and up to nine months for a reduced rate. (C)

- a. 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 not apply.
- b. 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.
- c. 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.
- d. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- e. The cost of the service includes the Subscriber Line Charge.
- f. This service does not change any other terms and conditions of the product.
- g. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
- h. The Federal Subscriber Line Charge is included in the monthly rate.
- i. All applicable taxes and surcharges apply.

¹ This service offering is limited to all existing subscribers at their existing locations as of May 11, 2020.

BUNDLED SERVICES

X. Frontier Digital Phone Unlimited Plus (Continued)

4. Rates and Charges

- a. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- b. Nonrecurring Service Order Charges do not apply.
- c. Frontier Digital Phone Unlimited Plus bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus	\$31.99
Feature Package	\$6.49
Stay Connected Seasonal Offering ¹	\$9.99

(I)

¹ This service offering is limited to all existing subscribers at their existing locations as of May 11, 2020.

BUNDLED SERVICES

Y. Frontier Simply Unlimited Service-Leader² – Grandfathered as of December 20, 2017 (C)

1. Applicability

Applicable to Single-party Business Flat rate service.

2. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Simply Unlimited Service-Leader as said exchanges are defined on the maps contained in the Product Guide.

3. General

Frontier Simply Unlimited Service-Leader is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Touch Tone, Custom Calling features and Unlimited Extended Area Service. The bundle will also include the End User Common Line Charge and the Access Recovery Charge that is Tariffed in the appropriate FCC tariff. Customers may select any or all of the following services and features for a monthly rate charge.

a. Basic Bundle

Single Party Flat Rate Access Line
Touch Tone
Call Forward Busy/No Answer
Unlimited Extended Area Service
Caller ID with Name
Eight features from the feature package listed below

b. Frontier Business All in Feature Package

Call Waiting/Cancel Call Waiting	
3 Way Calling	*69 Call Return
Speed Call 8 ¹ or 30	*66 Busy Number Redial
Priority Call	Basic Call Forward
Multiline Hunt Service	Call Forward Busy
Anonymous Call Block/Rejection	Selective Call Forward
Call Forward No Answer	Special Call Acceptance
Priority Call	Selective Call Rejection
Call Transfer	

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

² This service offering is limited to existing subscribers.

BUNDLED SERVICES

Y. Frontier Simply Unlimited Service-Leader ¹ – Grandfathered as of December 20, 2017 (Continued) (C)

4. Rates and Charges

- a. The End User Common Line Charge and the Access Recovery Charge will be included in the bundle. All other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- b. Unless otherwise stated elsewhere in this section, Service Connection Charges apply to the installation of individual components of the bundle.

Monthly Rate

Frontier Simply Unlimited Service-Leader (1-3 lines)	\$48.99
Additional Bundle (4 to 12 lines)	33.99
All In Feature Package	4.99

5. Regulations

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Product Guide.
- c. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- d. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
- e. Frontier Simply Unlimited Service-Leader includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- f. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- g. The bundle rate will appear as a single line item on the customer's bill.

¹ This service offering is limited to existing subscribers.

BUNDLED SERVICES

Y. Frontier Simply Unlimited Service-Leader ¹ – Grandfathered as of December 20, 2017 (Continued) (C)

5. Regulations (Continued)

- h. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- i. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- j. The bundle is offered on a month-to-month basis.
- k. When the customer purchases the fourth through twelfth bundle additional discounts are given.
- l. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Product Guideed monthly rates.

¹ This service offering is limited to existing subscribers.

BUNDLED SERVICES

Z. Frontier OneVoice

1. APPLICABILITY

Applicable to Single-party Business Flat rate service.

2. TERRITORY

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

3. GENERAL

Frontier OneVoice is a bundled offering available to Business customers that subscribe to Single Party Business Line. The bundle includes the following components: one Basic Flat Rate Access Line, Touch Tone Custom Calling features and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

Single Party Flat Rate Access Line
Touch Tone
Call Forward Busy/No Answer
Unlimited Extended Area Service
Call Waiting/Cancel Call Waiting

Anonymous Call Block/Rejection
Caller ID
Basic 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

4. SPECIAL CONDITIONS

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

BUNDLED SERVICES

Z. Frontier OneVoice (Continued)

4. SPECIAL CONDITIONS (Continued)

- d. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- e. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- f. The bundle rate will appear as a single line item on the customer's bill.
- g. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- h. The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex, and Foreign Exchange Services.
- i. The bundle is offered on a month-to-month, or one year term basis. (C)

5. RATES AND CHARGES

- a. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- b. New customers will incur a nonrecurring charge up to \$95.00, per account. This charge supersedes the Initial Order and Connection charges.

Monthly Rate

Basic Bundle	\$57.99	(I)
Term Price with a 1 year commitment	\$42.99	(C)(I)
Premium Feature Package	\$9.99	

BUNDLED SERVICES

AA. ISDN - Primary Rate Interface (ISDN-PRI) Bundle

1. 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.

2. REGULATIONS

- a. ISDN PRI Bundle Service is available where technically feasible.
- b. The bundles are offered for 2-, 3- and 5-year term commitments. A termination fee of 50% of the Monthly Recurring Charges will incur for the remainder of the term commitment period.
- c. A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Subsequent Activity Charge for the change and will pay the current rates in effect for the term commitment chosen.
- d. When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).
- e. ISDN-PRI customers who are served from a foreign node may request to have their service provided from their local central office when facilities become available at that office. The Initial Service Ordering Charge and nonrecurring charges for T-1s and ports will be applicable, and termination charges will not apply on that transfer provided that the quantity of T-1s and ports are preserved. Customers who choose to continue service from a foreign node will be subject to the monthly rate for interoffice facilities. In addition, a number change generally will be required on any transfer from a foreign node to a local central office
- f. Ports will be provided at the T-1 level only.
- g. Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.

BUNDLED SERVICES

AA. ISDN - Primary Rate Interface (ISDN-PRI) Bundle (Continued)

2. REGULATIONS (Continued)

- h. The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI 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.
- i. 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.
- j. Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in Rates and Charges following.

C. Rates and Charges

	<u>Monthly Rate</u>
<u>2-Year Term</u> ¹	
ISDN-PRI Bundle	\$575.00
ISDN-PRI Bundle with 20 DID Numbers	590.00
ISDN-PRI Bundle with 50 DID Numbers	595.00
ISDN-PRI Bundle with 100 DID Numbers	600.00
<u>3-Year Term</u> ¹	
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</u> ¹	
ISDN-PRI Bundle	\$425.00
ISDN-PRI Bundle with 20 DID Numbers	440.00
ISDN-PRI Bundle with 50 DID Numbers	445.00
ISDN-PRI Bundle with 100 DID Numbers	450.00

¹ Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.

BUNDLED SERVICES

AB. Frontier Commercial Voice Unlimited ¹ – Grandfathered as of December 20, 2017

(C)

1. General

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

Basic Bundle

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

2. Regulations

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

¹ This service offering is limited to existing subscribers.

(N)

BUNDLED SERVICES

AB. Frontier Commercial Voice Unlimited ¹ – Grandfathered as of December 20, 2017 (Continued)

(C)

2. Regulations (Continued)

- f. The bundle rate will appear as a single line item on the customer's bill.
- g. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- h. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- i. At the end of the one or two year term, customers will be moved to the month to month pricing.
- j. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
- k. Term plans will auto renew unless notification is received from the customer sixty days in advance.

3. Rates and Charges

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

c. Monthly Rate

Basic Bundle

Month to Month	\$33.00
One Year Term	\$28.00
Two Year Term	\$28.00

(N)

¹ This service offering is limited to existing subscribers.

BUNDLED SERVICES

AC. Frontier Digital Phone Unlimited (Challenger)

(N)

1. General

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

Basic Bundle

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

Feature Package

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

2. Regulations

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
- c. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Product Guide rates.
- d. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Product Guide rules.
- e. Customers may add or delete any features offered in the bundle without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- h. The bundle is offered on a month-to-month basis.
- i. The bundle will appear as a single line item on the bill.

(N)

BUNDLED SERVICES

AC. Frontier Digital Phone Unlimited (Challenger) (Continued)

2. Regulations (Continued)

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

3. Rates and Charges

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

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited (Challenger)	\$21.99
Feature Package	\$6.49
Stay Connected Seasonal Offering ¹	\$9.99

(I)

¹ This service offering is limited to all existing subscribers at their existing locations as of May 11, 2020.

BUNDLED SERVICES

AD. Frontier Digital Phone Unlimited Plus (Challenger)

(N)

1. General

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

Basic Bundle

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

Feature Package

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

2. Regulations

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

(N)

BUNDLED SERVICES

AD. Frontier Digital Phone Unlimited Plus (Challenger) (Continued)

2. Regulations (Continued)

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

3. Rates and Charges

- a. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- b. Nonrecurring Service Order Charges do not apply.
- c. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99
Feature Package	\$6.49
Stay Connected Seasonal Offering ¹	\$9.99

(I)

¹ This service offering is limited to all existing subscribers at their existing locations as of May 11, 2020.

BUNDLED SERVICES

AE. Frontier Residential Unlimited Voice Service

(N)

1. General

The Frontier Residential Unlimited Voice Service is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications 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	Anonymous Call Block/Rejection
Unlimited Extended Area Service	Basic Voicemail
Call Waiting/Cancel Call Waiting	Touch Tone

2. Regulations

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
- e. Customers may add or delete any features offered in the bundle without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- g. The bundle is offered on a month-to-month basis.
- h. The bundle will appear as a single line item on the bill.
- i. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
- j. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- k. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America, Inc. Domestic Price List.

(N)

Effective: September 20, 2020

BUNDLED SERVICES

AE. Frontier Residential Unlimited Voice Service (Continued)

3. Rates and Charges

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

	<u>Monthly Rate</u>
Frontier Residential Unlimited Voice Service	\$20.00

(N)

(N)

BUNDLED SERVICES

AF. Frontier Unlimited Voice and Feature Bundle

(N)

1. General

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

2. Regulations

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
- c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Product Guide rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. The bundle is offered on a month-to-month basis.
- g. The bundle will appear as a single line item on the bill.

(N)

BUNDLED SERVICES

AF. Frontier Unlimited Voice and Feature Bundle (Continued)

(N)

2. Regulations (Continued)

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

3. Rates and Charges

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

Monthly Rate

Frontier Unlimited Voice and Feature Bundle \$50.00

(N)

TELEPHONE EQUIPMENT

A. Miscellaneous

1. Service charges, as covered in Section 6 of this Product Guide, are applicable.
2. All telephones must be located on the same premises as the terminal connecting the telephone, or telephones, to the telephone company's system, except as covered in A.5. and A.6. below.
3. The Telephone Company will not be responsible for poor service caused by a subscriber connecting more phones to the system than the system will properly accommodate.
4. 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 of facility will be used as that serving the subscriber's principal location.

When the only connecting facility required to be constructed is a regular drop (not exceeding 100 feet) and station wiring, regular Service Charges (in Section 6) will be charged for on a Labor and Material basis, in addition to the regular Service Charge.

A monthly outside extension mileage charge of \$.80 per 1/10 mile, or fraction thereof, air line measurement, will be made for each 2-wire circuit required to establish the connection.

5. Extension telephones located on premises other than that on which the connecting terminal is located may be permitted to meet the service requirements for public health and safety, or other exceptional cases. Such installations will be permitted where, in the judgment of the Telephone Company, its facilities are suitable and available and the service will not be adversely affected.

A monthly off-premise extension mileage charge of \$1.60 per 1/4 mile, or fraction thereof, air line measurement, will be made for each 2-wire circuit required to establish the connection between the connecting terminal and the off-premises extension.

The cost of any additional construction required will be paid by the subscriber.

When the only connecting facility required to be constructed is a regular drop (not exceeding 100 feet) and station wiring, regular Service Charges (in Section 6) will be applied. Any additional construction required will be charged for on a Labor and Material basis, in addition to the regular Service Charges.

TELEPHONE EQUIPMENT

A. Miscellaneous (Continued)

6. When the wiring required for either outside or off-premise extensions, as covered in A.5. above, is installed or provided by the customer, the following rules apply:
 - a. The wiring must be done in accordance with the National Electric Safety Code, or the Telephone Company may disconnect it.
 - b. The Telephone Company may require changes in the wiring or the addition of such protective equipment as it deems necessary for the proper protection of its equipment and personnel.
 - c. The Telephone Company is not required to maintain such customer provided wiring, and may disconnect it when it is in trouble.

TELEPHONE EQUIPMENT

B. Impaired Hearing Equipment

1. General

The equipment listed below is designed to be utilized as a telecommunications device for the deaf.

2. Rates and Charges

Monthly
Rates

Sales
Price

a.	Teletype for Handicapped SSI-220 printer/display. Designed for the deaf or hearing impaired, the printer/display is fully portable, includes a rechargeable battery and accessory jack.	\$10.00	\$600.00
b.	The Telephone Company will allow for the sale of a SSI-220 Printer/Display over a 36 month installment period with no rate of return.		
	(i.) 36 Months	\$16.50	---
	(ii.) 48 Months	\$12.50	---
c.	Visual Ring Indicator	\$.75	\$40.30
d.	Volume Control Handset	\$.30	\$17.50
e.	Audible Ring Signaler	\$2.25	\$54.54

3. Conditions

a. Impaired hearing equipment may be provided for use with all classes and grades of service, except Public Telephone Service.

TELEPHONE EQUIPMENT

C. Reserved for Future Use

(T)

(D)

(D)

TELEPHONE EQUIPMENT

C. Reserved for Future Use

(T)

(D)

(D)

MOBILE TELEPHONE SERVICE

A. Interconnection of Mobile Service Providers (MSPs)

1. General

- a. This Product Guide provides for the interconnection of Local Exchange Services for MSPs.
- b. The services described herein are for use by MSPs to interconnect their wireless or radio network to that part of the Switched Network owned by Frontier Communications of the South, LLC
- c. Except as noted, services provided in this Section are subject to all general regulations applicable to the provision of service by the Telephone Company as stated in other Sections of this Product Guide.
- d. These services are offered at the rates specified herein from Central Offices where necessary service options are available. The rates contained in this offering assumes the use of standard serving arrangements normally provided by the Telephone Company. Non-standard facility requirements, equipment or service options may be requested as a Special Assembly described in other Sections of this Product Guide, and the rates for these arrangements will be applied in addition to those applicable in this Product Guide.
- e. The services provided may be either Type 1 or Type 2 interconnections as described in Bellcore Technical Reference TR-NPL-000145.
- f. These services may be arranged for one-way inward (to the MSP), one-way outward (from the MSP) and two-way signaling (Central Office (CO) trunk terminating equipment arranged for signaling to and/or from the MSP).
- g. MSP Line and Trunk Pricing
 - (1) The price for a digital trunk termination used in providing DS1 service for twenty-four voice equivalent channel increments contemplates the termination of all twenty-four channels at the same company switch and at the same physical location at the Telephone Company switch. When the mixing of services on the same DS1 does not meet these requirements, the rates and charges for less than twenty-four voice equivalent channels are applicable.
 - (2) The mixing of "line based" and "trunk based" services on the same DS1 is considered to be terminating service at two different physical locations at the Telephone Company. MSP lines, one-way outward MSP trunks and two-way MSP trunks are "line based" connections to the Telephone Company switch. One-way inward MSP trunks, Type 1, Type 2A, Type 2B, and 800/DID Service Access trunks are considered "trunk based" connections to the Telephone Company switch.

Effective: January 9, 2015

MOBILE TELEPHONE SERVICE

A. Interconnection of Mobile Service Providers (MSPs) (Continued)

1. General (Continued)

g. MSP Line and Trunk Pricing (Continued)

(3) Service Type 1 and Type 2A connections terminate at different physical locations on a Telephone Company switch, the missing of these services on the same DS1 will be charged at the rates assigned for less than twenty-four connections to the Telephone Company switch.

h. The mileage to be used to determine the monthly rate for facilities is calculated on the airline mileage between the two locations involved.

i. The conditions and rates specified in other Product Guides for Services, which may be associated with these service types are in addition to those specified herein.

j. When Direct Inward Dialing (DID) is furnished in conjunction with these service types, it will be provided from COs where DID is offered and where adequate equipment is available. Rates specified herein will apply.

k. Directory listings for MSPs are provided in accordance with regulations and rates found in Section 8.

l. The services provided under this Product Guide shall be used by the MSP only for the handling of traffic originating or termination on the MSP's network in conjunction with its authorized services.

m. The services provided under this Product Guide may not be used, switched or otherwise connected together except on an ancillary basis such as call forwarding, for the purpose of completing a call from one land line telephone to another land line telephone.

n. Subscribers to the MSP shall report all cases of trouble to the MSP. The MSP shall handle such trouble reporting and advise the Telephone Company.

o. Service and installation charges are included in the Nonrecurring Rates specified for services offered under this Product Guide.

p. Billing disputes must be communicated to the Telephone Company in writing within 30 days from the billing date. The Telephone Company will make every effort to investigate such disputes and reconcile any differences within 30 days from the receipt of such notification.

MOBILE TELEPHONE SERVICE

A. Interconnection of Mobile Service Providers (MSPs) (Continued)

1. General (Continued)

q. Usage Charges for Mobile Originating Traffic

- (1) Charges apply to MSP subscriber originated calls terminating within the Local Calling Area and intraLATA calls terminating within the serving area of the Telephone Company.
- (2) Charges will not apply on calls to Telephone Company Business Offices, Directory Assistance, E911 Emergency Service or operator assisted and other services for which a charge or surcharge already applies.

r. Optional Land to Mobile (LTM) Calling Plan

- (1) An optional LTM calling plan is available to the MSPs. The LTM option allows intraLATA Toll calls and calls which terminate outside the Telephone Company's Local Calling Area (LCA), but within a 40 mile radius from the originating caller's wire center and telephone numbers served by the Telephone Company and terminating in the MSP network to be excluded from the originating customer's bill. The MSP will pay the usage charge per A.2.(5)(b) preceding, in lieu of the charges which would have been applicable to the originating user.
- (2) The LTM calling plan requires that an MSP dedicate an entire NXX for this option.
- (3) Two options are available with the LTM calling plan. LTM - Option 1 provides whole minute upward rounding for each call and LTM - Option 2 provides for 1/10 minute upward rounding for each call. A MSP can have only one option for all accounts.
- (4) Usage for LTM is billed by rounding each call according to the selected option totaling the time for all calls during the billing period, multiplying the total time by the appropriate rate per minute, and rounding the result to the nearest whole cent (e.g. \$100.18 = \$100.20). For LTM Option 2, there is an initial period of 18 seconds for all calls and the additional period for all calls is 6 seconds.

s. Usage Charges - Miscellaneous

When the Telephone Company relies on data supplied by the MSP to prepare and render a bill to the MSP, a right of audit by the Telephone Company is reserved. The audit of the Call Records shall be performed by an independent third party at the Telephone Company's discretion, but by no more than once a year. If the reported traffic is found to be understated by more than 5% (five percent), the MSP shall reimburse the Telephone Company for the reasonable cost of the audit.

MOBILE TELEPHONE SERVICE

A. Interconnection of Mobile Service Providers (MSPs) (Continued)

1. General (Continued)

t. Miscellaneous Information - Types of Interconnection Service

- (1) The MSP shall provide a voice intercept announcement of distinctive tone signals to the calling party when a call is directed to a number that is not assigned by the carrier.
- (2) The MSP shall return answer supervision on all calls except that routed to certain recordings indicating network conditions.
- (3) These services are four wire circuits using only multifrequency address pulsing with wink start operation and E&M supervision.
- (4) Type 1 Interconnection
 - (a) A Type 1 interconnection is a connection between a Telephone Company and Central Office (CO) and a MSP's point of termination. Within a Type 1 interconnection the MSP can establish connection to the Telephone Company's other CO's and other carriers through the connecting CO.
 - (b) The Trunk groups containing the Type 1 interconnection must be presubscribed to an interexchange carrier (IC) chosen by the MSP to complete interLATA calls. The MSP can access other IC's by using the 10xxx CO's.
 - (c) Selective Class of Call Screening or Call Restriction Services are optional services available with Type 1 Service, subject to the availability of suitably equipped CO's.

MOBILE TELEPHONE SERVICE

A. Interconnection of Mobile Service Providers (MSPs) (Continued)

1. General (Continued)

t. Miscellaneous Information - Types of Interconnection Service (Continued)

(5) Type 2A Interconnection

- (a) A Type 2A interconnection is a connection between a Telephone Company access tandem or local tandem office to a MSP's point of termination. The MSP's switch acts like an End Office.
- (b) The Type 2A interconnection can be optioned so that the MSP switch appears either an equal access end office or a non-conforming End Office.
- (c) If a Type 2A interconnection is optioned for 2-way inward (to the MSP), dedicated NXX to the MSP is required.
- (d) Type 2A interconnection cannot be used to access DA (Directory Assistance), Operator Services or 911 Service.

(6) Type 2B Interconnection

- (a) This type of connection is a connection between the Telephone Company End Office to the MSP's point of termination. This type of connection provides a high usage route to/from NXX codes located in the End Office.

MOBILE TELEPHONE SERVICE

A. Interconnection of Mobile Service Providers (MSPs) (Continued)

2. Rates and Charges

Unless otherwise specified, the following charges apply to Type 1 interconnection services.

		<u>Monthly Rate</u>	<u>Non Recurring Charge</u>
(1)	MSP Line	\$22.00	\$29.40
(2)	MSP TRUNK	\$22.00	\$35.90
(3)	Voice Grade Service		
	(a) Local Loop*		
	(i) Local loop, First	\$335.00	\$45.00
	(ii) Local loop, each additional	\$145.00	\$45.00
	(b) Signaling		
	(i) E&M (per loop)	\$44.00	\$10.00
	(c) CO Equipment Termination		
	(i) Trunk Termination (per loop)	\$24.60	\$37.55
	(d) Interoffice Channels **, ***		
	(i) 0 through 8 miles, fixed charge (per channel)	\$96.00	\$30.00
	(ii) 0 through 8 miles, per airline mile or fraction thereof	-	\$ 2.05
	(iii) 9 through 25 miles, fixed charge (per channel)	\$96.00	\$30.00
	(iv) 9 through 25 miles, per airline mile or fraction thereof	-	\$ 2.00
	(v) Over 25 miles, fixed charge (per channel)	\$96.00	\$30.00
	(vi) Over 25 miles, per airline mile or fraction thereof	-	\$ 1.95

* A local loop extends from the carrier location to the serving wire center.

** Each additional loop from the same carrier location to the same wire center.

*** Interoffice channels are required when the carrier requests connection to a wire center, which is not the normal serving wire center for the carrier location.

MOBILE TELEPHONE SERVICE

A. Interconnection of Mobile Service Providers (MSPs) (Continued)

2. Rates and Charges (Continued)

(4) DS1 Service****

(a) Twenty Four Voice Equivalent Channel Increments

(i) Facilities

(A) Facilities are provided at the rates specified in the South Central Bell Private Line Services Product Guides with which the Telephone Company concurs. Note that any service establishment fee for these services is applicable.

(ii) Trunk Termination

	<u>Non Recurring Charge</u>	<u>Monthly Rate</u>
At the Telephone Company Switch	\$90.00	\$204.25

(b) Less than Twenty Four Voice Equivalent Channel Increments

(i) Facilities

(A) Facilities are provided at the rates specified in the South Central Bell Private Line Services Tariffs with which the Telephone Company concurs. Note that any service establishment fee for these services is applicable.

(ii) Channelization

Channelization is provided at the rates specified in the South Central Bell Private Line Services Tariffs, with which the Telephone Company concurs. This will include a basic system of 24 channels at the CO, plus feature activation charges for the number of channels ordered.

**** DS1 Service denotes 24 voice grade channels encoded at 1.544 Mbps in accordance with the North America hierarchy of digital signal levels.

MOBILE TELEPHONE SERVICE

A. Interconnection of Mobile Service Providers (MSPs) (Continued)

2. Rates and Charges (Continued)

(4) DS1 Service**** (Continued)

(b) Less than Twenty Four Voice Equivalent Channel Increments (Continued)

(iii) Voice Grade Trunk Terminations

When less than 24 channels are provided on DS1 Service, rates and charges for voice grade trunk terminations apply in addition to facility and channelization rates and charges, for one-way inward MSP trunks, Type 1, Type 2A and Type 2B circuits. A voice grade trunk termination applies for each channel activated.

		Non Recurring <u>Charge</u>	Monthly <u>Rate</u>
(A)	MSP Trunks		
	1. Direct Inward Dialing Termination	\$50.00	\$24.00
(B)	Type 1, 2A or 2B Circuits		
	1. Per Voice Equivalent channel activated	\$24.60	\$37.55

**** DS1 Service denotes 24 voice grade channels encoded at 1.544 Mbps in accordance with the North America hierarchy of digital signal levels.

Effective: January 9, 2015

MOBILE TELEPHONE SERVICE

A. Interconnection of Mobile Service Providers (MSPs) (Continued)

2. Rates and Charges (Continued)

(5) Usage Rate

- (a) The following usage rates apply to mobile originated calls* as defined in Section A.1.q.

<u>Rate Per Minute of Use</u>
\$0.02353

- (b) The optional LTM calling plan is offered at the following rates:

	<u>Rate Per Minute of Use</u>
(i) LTM - Option 1 (upward rounding to the next whole minute)	\$0.07977
(ii) LTM - Option 2 (upward rounding to the next 1/10 minute)	\$0.08979

* Where the number of messages must be used for bill preparation.
A per call charge of mobile originated traffic of \$0.0525 will apply.

(6) NXX Establishment Charge

- (a) The following charge applies to the establishment of a dedicated NXX or the subsequent movement of that NXX to a different CO in the Telephone Company territory.

	<u>Non Recurring Charge</u>	<u>Monthly Rate</u>
(i) Per NXX Established	\$4,300.00	N/A

MOBILE TELEPHONE SERVICE

B. Paging Service

1. General

- a. Paging Service is defined as one-way communications from a base station to a receiver for the purpose of actuating a signaling device in a mobile unit or for communicating information to the desired receiver.
- b. As regards monthly bills and other topics not covered in this Section, the regular Product Guide Rules and Regulations will apply.
- c. Trouble must be reported by bringing the pager to the Main Office of the Telephone Company. Repairs will be made as promptly as possible.
- d. Service contracts will be taken for a minimum of one month. If service is discontinued prior to the expiration of one month, the subscriber will be required to pay the regular rental for the whole month.
- e. The Telephone Company will furnish each subscriber with information as to the expected range of the equipment. The equipment will be designed to give a high grade of service within the service area over 90% of the time.

2. Installation Charges

- a. The installation charge will be normal Service Order charge. (See Section 6).

3. Rental Charges

- a. Subscriber line service for single address (tone only) pagers will be \$7.00 per month, which includes 150 calls per month. This charge will be applied when any paging unit is assigned a local (Frontier Communications of the South, LLC) telephone number, regardless of whether the pager is owned or maintained by the subscriber.
- b. Subscriber line service for dual address (tone only) pagers will be \$8.50 per month, which includes 150 calls per month.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

A. General

1. Long Distance Message Telecommunications service is that of furnishing facilities for telephone communications between Local Service Areas.
2. The Telephone Company does not undertake to transmit messages, but offers the use of its facilities for communications between its customers and between its customers and customers of other Telephone Companies.

B. Long Distance

1. Interstate - An Interstate Long Distance Message Telecommunications Service Tariff is filed with the Federal Communications Commission by AT&T Communications.
2. Intrastate - The Telephone Company assents to, adopts, and concurs in the Intrastate Long Distance Message Telecommunications Service Tariff and WATS Tariff filed with the Public Service Commission by GTC, Inc., d/b/a Fairpoint Communications and Indiantown Telephone* as such Tariffs now exists, or as they may be revised, added to, or supplemented by succeeding sheets or issues.

* The Telephone Company concurs with Indiantown Telephone for the IntraLATA operator dialed surcharge tariff only, and for all other Intrastate tariffs with GTC, Inc.

C. Access Charges

1. Interstate - The Telephone Company adopts the Frontier Telephone of Rochester, Inc's, Interstate Access Charge Tariff for interstate use as approved by the FCC. This Tariff was filed with the FCC by Frontier Telephone of Rochester, Inc. on behalf of the Corporation's subsidiary companies. This Tariff includes all the rules, regulations, rates and charges under which interstate access services will be offered.
2. Intrastate - The Telephone Company assents to, adopts and concurs in the Florida Uniform Statewide Access Service Tariff filed with the Florida Public Service Commissions, except for the following sections: E.8.1.7, E.8.2.1, E.8.2.2, E.8.3.7, and E.8.4.7. The Telephone Company offers Billing and Collecting Services under contract rates.
3. The Telephone Company concurs in these Tariffs as they now exist, or as they may revised, added to, or supplemented by succeeding sheet or issues.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

D. Toll Restrictions

1. General

- a. 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 Public Telephone Lines.
- b. Toll Restriction is furnished only from Central Office equipped to provide this service and where facilities permit.
- c. Subscribing to Toll Restriction does not relieve customers of responsibility for calls charged to their numbers.
- d. 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.
- e. The Telephone 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.
- f. Toll Restriction does not provide restriction of non-chargeable calls to Telephone Company numbers, such as Repair Service, Public Service Emergency numbers (911), or 1+800 calling.
- g. Codes that can be screened are 1+, 0-, 0+, 00-, (1+/0+) 411, 976, NPA900, IDDD 01+, IDDD 011+.

2. Rates and Charges

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

Recurring Rate	\$3.00
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- b. 900/976 Blocking (Initial & Subsequent Order) No charge for either Recurring or Non-recurring

CENTREX SERVICE

A. General

1. 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.
2. All Centrex lines will be equipped with standard features as set forth in D.1. following. Additional optional features may also be selected and generally result in additional charges as specified.

B. Conditions

1. A Centrex customer must have a minimum of two Centrex lines.
2. The minimum charge period for services provided under this Product Guide shall be for one month.
3. Centrex is offered subject to the availability of outside plant and/or Central Office facilities.
4. One directory listing is provided without charge for each Centrex customer.
5. 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.
6. The monthly rate for customers choosing the service period plan is guaranteed against Telephone Company initiated charges during the selected service contract period.
7. Subsequent line additions/deletions to the original service contract period are stipulated as follows:
 - a. 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.
 - b. Subsequent line deletions, resulting in reductions equal to or exceeding 20% of the initial quantity under contract, will be considered a termination liability and treated as specified in 8., 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 rates for the smaller line size group.

CENTREX SERVICE

B. Conditions (Continued)

8. Termination Liabilities shall be treated as follows:
 - a. 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.
 - b. A customer who reduces the quantity of Centrex lines under contract has the following options for the duration of the contract period.
 - (1) Continue to pay an amount equal to the monthly rate for the number of Centrex station lines that are disconnected under contract, or
 - (2) Pay termination charges as described in (1) above on the number of Centrex station lines disconnected.
9. 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.
10. All exchange lines in a Centrex group must have the same billing arrangement.
11. 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 stations.
12. 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.
13. In this Product Guide, Centrex service does not include terminal equipment on the customer's premises. Terminal equipment may be covered under a separate Product Guide, contract, or may or may not be provided by the customer.
14. 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 this Product Guide.

CENTREX SERVICE

C. Definitions

1. Direct Inward Dialing - allows Centrex station users to directly receive incoming calls without the assistance of an attendant.
2. Direct Outward Calling - enables Centrex station users to call outside the Centrex group directly without the assistance of an attendant.
3. Business Group Automatic Identified Outward Dialing - provides identification of the calling line or the Centrex Group billing/pilot number of billable calls directed to the public network.
4. Intercom Dialing - allows Centrex station users to call other stations within their Centrex groups by dialing abbreviated codes.
5. 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.
6. 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.
7. Call Transfer - allows a station user to transfer calls to another station by flashing the switchhook and dialing the transfer-to number.
8. Off Premises Station - 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.
9. Basic Call Forward - 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.
10. Call Forward Busy - causes all calls to be redirected to an alternate station when the called station is busy.
11. 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.
12. Call Forward Incoming Only - is an option that can be used with any of the Call Forwarding features (Basic Call Forward, No Answer, and Busy) and allows only incoming calls (calls that originate outside the Centrex group) to be forwarded. Calls from within the group or a private facility are not forwarded.

CENTREX SERVICE

C. Definitions (Continued)

13. Call Forward Within Group Only - is an option that can be used with any of the Call Forwarding features (Basic Call Forward, No Answer, and Busy) 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.
14. Call Forward Distinctive Ring - is a Call Forward Line option that allows station users to distinguish between forwarded and non-forwarded calls. The distinctive ringing pattern is two short rings. This option is assigned to the base or forwarding station, but is active (rings) on the forward-to station.
15. 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.
16. 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.
17. 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.
18. Cancel Call Waiting - allows a station user, on a per-call basis, to deactivate Call Waiting by dialing an access code.
19. Voice/Data Protection - allows a station user to inhibit intrusion features such as Call Waiting which are directed to that line when it is busy.
20. Selective Call Rejection - 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 Selective Call Rejection.
21. Speed Cal 8 ⁽¹⁾ - 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.
22. Speed Call 30 - 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.
23. 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.

(T)

CENTREX SERVICE

C. DEFINITIONS (Continued)

24. Manual Line Service - automatically places a call to the operator when the station user lifts the receiver off the switchhook.
25. Warm Line ⁽¹⁾ - 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 owner 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.
26. 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.
27. 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.
28. 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.
29. Toll Restriction - blocks the completion of calls that are directed to 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.
30. Code Restriction - blocks the completion of calls that are directed to customer specified Area Codes (NPA's) and/or Central Office codes (NNX's). A Code Restriction list may be assigned to either an individual line or shared by multiple lines.
31. Outgoing Call Screening - blocks the completion of calls to specific directory numbers (3, 6, 7 or 10 digit basis). Outgoing Call Screening may be assigned to either an individual line or shared by multiple station users.
32. Distinctive Altering/Call Waiting Indication - allows a Centrex station user to determine the source of incoming calls (from within or outside the business) by the Distinctive Ringing pattern or the Call Waiting tone. 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.
33. 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 codes, Single-Digit Dialing and customized feature activation/deactivation codes. Each Centrex group may use either a standardized or a customized Business Group Dialing Plan.

CENTREX SERVICE

C. Definitions (Continued)

34. Special Intercept Announcement - may optionally be used to address the following conditions: a) 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.).
35. Paging Access - allows selected stations to have dial access to customer-provided loudspeaker paging equipment. A line or a tie-trunk is required to support the customer's paging equipment.
36. 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.
37. 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 limited to 20 simultaneous calls to/from the public network. This emulates the physical trunks to a similarly sized PBX.
38. 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).
39. OutWATS¹ - 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. (C)
40. OutWATS¹ - 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: (C)
- a. 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.
- b. OutWATS - Overflowing 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.
41. 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 for hunting when the next incoming call is received. Once hunting begins, it proceeds in a circular manner until an idle station is found.

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

CENTREX SERVICE

C. DEFINITIONS (Continued)

42. 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.
43. 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 queued for a Multiline Hunt Group. Queuing cannot be provided for Preferential Hunt groups or Series Completion groups.
44. 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.
45. 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.
46. 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 physical switch.
47. Voice Mail Integration - allows calls to be redirected to a Voice Mail System. Call Forward Busy Line and Call Forwarding Don't Answer are provided with this feature along with the following capabilities: (a) Called Party Identification (to the voice mail system) on forwarded calls, and (B) Message Waiting Activation/Deactivation (stutter dial tone).
48. Music on Hold Port - provides a connection to customer provided recording devices or music source. The customer device must support a 600 ohm termination.

CENTREX SERVICE

D. Rates and Charges

1. The monthly rates for Centrex lines specified in D.2. below, include the following standard features:
 - a. DTMF Signaling
 - b. Direct Inward Dialing*
 - c. Direct Outward Dialing*
 - d. Business Group Automatic Identified Outward Dialing
 - e. Intercom Dialing
 - f. Call Hold
 - g. 3 Way Calling
 - h. Call Transfer
 - i. Distinctive Ring
 - j. Call Pick-Up
 - k. Regular Hunting

*Direct Inward Dialing and Direct Outward Dialing capabilities may be limited by Simulated Facilities.

2. 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:

<u>Number of Lines</u>	<u>Monthly</u>	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	<u>48 Months</u>	<u>60 Months</u>
1-100	34.00	32.00	30.00	28.00	26.00	24.00

- | | | | |
|----|---------------------------------------|-----------------------------|-------------------------|
| | | <u>Non-Recurring Charge</u> | <u>Recurring Charge</u> |
| 3. | Service Establishment Charge per line | \$25.00 | |
| 4. | Rate per Simulated Facility | | \$36.00 |
5. 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.

CENTREX SERVICE

D. Rates and Charges (Continued)

6. The following individual station features can be provided at the monthly rates shown below in addition to other applicable rates and charges.

- a. Basic Call Forward
- b. Call Forward Busy
- c. Call Forward No Answer
- d. Directed Call Pick-Up
- e. Call Waiting
- f. Cancel Call Waiting
- g. Voice Data Protection
- h. Do Not Disturb
- i. Speed Call 8 ⁽¹⁾
- j. Direct Connect Service
 - (1) Manual Line Service
 - (2) Warm Line
- k. Speed Call 30
- l. Toll/Code Restriction Feature
 - (1) Toll Restriction
 - (2) Code Restriction
 - (3) Outgoing Call Screening
- m. Voice Mail Integration
- n. 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	\$13.00 non-recurring
Music on Hold Port	17.00 per line

INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICE

A. General

1. Shared Tenant Service (STS) is a class of resold Local Exchange Service furnished through a common switching or billing arrangement by a provider other than existing Local Exchange Telephone Company.
2. The reseller or provider is a person, firm, partnership or corporation which has requested and received proper STS certification from the Florida Public Service Commission. All other arrangements for resale or sharing of Local Exchange Service are not permitted.
3. In an STS arrangement, the Telephone Company's subscriber of record/customer of record is the STS provider who orders service and is responsible for paying the telephone bill. The STS tenant or end user is a "client" of the STS provider. Service arrangements for the STS client must be made through the STS provider, except where the customer requests service directly from the Telephone Company.
4. Requests to provide connection to the Local Exchange Network for the purpose of reselling local service, i.e., establishing an STS system, must be provided to the Telephone Company in writing. Such written request must contain at a minimum the following:
 - a. Name and address of STS provider;
 - b. Florida Public Service Commission certificate number;
 - c. STS technical advisor, if applicable;
 - d. New building or retro-fit;
 - e. A forecast as to the anticipated Local Exchange Access requirements for 60 months following initiation of the STS system;
 - f. Number of suites/offices in building;
 - g. The name of the agent or representative responsible for placing orders;
 - h. Billing responsibility.

A representative or agent for purposes of this Product Guide, is one who is authorized to act on behalf of another - usually under legal contract. Changes to the STS system or directory listings will be accepted by the Telephone Company from this authority.

INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICE

B. Limitations

1. If more than one building is served by a single PBX, the trunk groups serving, which building must be partitioned, i.e., not shared by the other and each requires certification.
2. STS arrangements are limited to two-hundred fifty (250) trunks per PBX switch.

This trunk limitation includes all inward/outward and combination trunks connected to the STS PBX switch, regardless of whether the trunks are pooled or switched.
3. No intercommunication may take place behind the STS PBX between unaffiliated STS clients.
4. Suspension of Service is not permitted in connection with Shared Tenant Service.

C. Regulations

1. STS providers are required to guarantee access for the Telephone Company to any STS client requesting direct service from the Telephone Company.
 - a. The Telephone Company must be able to gain access to all facilities up to the demarcation point of the building and/or the client's premises. The Telephone Company will retain responsibility and maintenance of the network up to that point.
 - b. The Telephone Company may construct facilities to directly serve the STS client or in lieu of Telephone Company owned facilities, the Telephone Company may choose to utilize privately owned distribution facilities, including purchase or lease of such facilities from the STS provider.
 - c. Should the Telephone Company choose to purchase or lease facilities from the STS provider, the Telephone Company will provide reasonable compensation not to exceed what it would have cost the Telephone Company to construct its own facilities.
2. In no case will the Telephone Company be a party to controversies between STS providers and an STS client desiring direct service from the Telephone Company.
3. STS providers must permit client access to long distance operators "zero" (0) and to E911 for emergencies.
4. An STS provider may not provide shared Wide Area Telephone Service (WATS) ¹ unless granted additional authority to do so by the Florida Public Service Commission. (C)
5. Private Bypass facilities may not be constructed for interconnecting STS locations or systems. STS providers are also prohibited from establishing dedicated Private Line facilities to an Interexchange Carrier's Point of Presence.

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

INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICE

C. Regulations (Continued)

6. STS providers may not authorize, arrange for or otherwise permit telephone intercommunications between unaffiliated commercial tenants.
7. Tie lines are restricted to the private use of a single STS client and cannot be used to access local exchange service in lieu of STS trunks.
8. An STS system may not be connected through Private Lines to other communications systems which subscribe to flat rate exchange service.
9. Customer Premise Equipment associated with STS and the provisioning thereof is the responsibility of the STS provider.
10. All repairs, rearrangements, moves and changes to the STS system beyond the Telephone Company's demarcation point or network interface will be the responsibility of the STS provider, except where the client elects to take service directly from the Telephone Company.
11. The STS provider will be responsible for payment of Trouble Location Charge for visits by the Telephone Company where a service difficulty or trouble report results from Customer-Provided Equipment or facilities, regardless of whether the trouble was reported to repair service by the STS provider or an STS client.
12. Unrestricted access must be provided to all locally available Interexchange Carriers and the Intraexchange Toll Service handled by the Telephone Company.

D. Shared Tenant Service Client Information

1. The rates and charges listed are those charged to the STS provider for resale of Local Exchange Service. The Telephone Company will not retain nor provide to any caller, the rates charged to the STS client by the STS provider. It is the STS provider's responsibility to disclose such information to the client(s).
2. Each STS provider is required to inform STS clients of its current rates and charges for resold Local Service. The STS provider must also inform each client that the Florida Public Service Commission will not set rates or regulate the service quality standards of the providers of STS system.
3. The STS provider is responsible for establishing repair reporting procedures to be used by STS clients.

Effective: January 9, 2015

INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICE

D. Shared Tenant Service Client Information (Continued)

4. STS arrangements are provided one free directory listing.

STS clients are allowed an additional directory listing at a charge of \$.35 per month. It is the STS provider's responsibility to arrange this.

5. The Telephone Company will not be a party to any controversies, which may arise between an STS provider and clients due to misspelling, omissions, delays or misunderstandings about the desired directory listing.

E. Shared Tenant Service Rates and Charges

The following rates and charges are applicable only to certified Shared Tenant Service systems:

	<u>Installation Charge</u>	<u>Monthly Rate</u>
1. Service Establishment Charge	\$300.00	
2. PBX Trunks (per trunk) Flat Rate		
Walnut Hill		\$39.57
Molino		31.71

Service charges as specified in this Product Guide apply, as appropriate.

EMERGENCY REPORTING SERVICE

A. General

1. When requested by local government authorities, and subject to the availability of facilities, the Telephone Company will provide a universal emergency number 911 for use of Public Safety Answering Points (PSAP's) engaged in assisting local government in the protection and safety of the general public.
2. Two types of service are offered, Basic 911 and Enhanced (E911). Selection of the appropriate service to serve various customers will be made by the Telephone Company and will be based on availability of facilities in each area.

B. Rules and Regulations

1. 911 Service is provided by the Telephone Company where facility and operating conditions permit.
2. This offering is limited to the use of the Central Office Number 911 as the universal emergency number and only one 911 service will be provided within any geographical area.
3. The 911 emergency number is not intended to replace the telephone service of the various public safety agencies which may participate in the use of this number.
4. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the customer contracting for 911 service. The Telephone Company shall not be liable to any person, corporation or other entity for any loss or damage in an amount greater than an amount equal to the pro rata allowance of the Product Guide rate for the service or facilities provided to the customer for the time such interruption continues, after notice to the Telephone Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer of the service.
5. Further, each customer agrees to release, indemnify, defend and hold harmless the Telephone Company from any and all loss, claim, demands, suits or other action or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or for any loss, damage or destruction of any property, whether owned by the customer or others, for any infringement or invasion of the right of privacy of any person or persons, caused to have been caused, directly or indirectly.
6. Temporary suspension of service is not provided for any part of the 911 service.
7. 911 service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis.

EMERGENCY REPORTING SERVICE

B. Rules and Regulations

8. The Telephone Company does not undertake to answer and forward 911 calls, but furnished the use of its facilities to enable the customer's personnel to respond to such calls on the customer premises.
9. E911 information consisting of the names, addresses and telephone numbers of customers whose listings are not published in directories or listed in Directory Assistance offices as confidential. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls. The E911 calling party forfeits the privacy afforded by private and semi-private telephone number service to the extent that the telephone number, address and names associated with the originating station location are furnished to the PSAP.

C. Rates and Charges

1. Messages

- a. The calling party is not charged for calls placed to the 911 number.

2. Service Features

a.	Combined Automatic Number and Location Identification per 1000 main stations	<u>Monthly Rate</u> \$98.40
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PRIVATE LINE SERVICE

A. General

1. 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.
2. Any applicant for private line service, extending beyond this Telephone Company's service area, who is located in this Telephone Company's area will normally contract for service with this Telephone Company and be treated as its subscriber however, such procedure is not mandatory.
3. This service is provided on an interexchange basis when a station or stations located in one Central Office service area is connected to a station or stations located in another Central Office area, and payment is made for such service as stated below. The connection of such private line stations with any other station or stations not covered by these charges and conditions may cause the immediate discontinuance of this Telephone Company's service.

B. Rates and Charges

1. When all terminals are located in a single Central Office area the following charges apply:
 - a. The monthly charge for each Intraexchange Private Line located in this Telephone Company's service area is as follows:
 - (1) Minimum Charge: \$3.50 per month, which includes:
 - (a) 2 terminal connections
 - (b) 2/10 of a route mile of circuit
 - (2) Additional charges: \$1.00 each for:
 - (a) A connection through a Central Office
 - (b) Each additional terminal connection over 2
 - (c) Each additional 1/10 of a route mile of circuit above the first 2
 - b. The monthly charge for each telephone provided is the rate shown in Section 15 of this Product Guide.
 - c. Service charges shall be applied as shown in Section 6.
 - d. Any other facilities required will be furnished by the Telephone Company at rates quoted elsewhere in this Product Guide.

PRIVATE LINE SERVICE

B. Rates and Charges (Continued)

2. When the terminals are located in the operating area of more than one exchange, the following charges apply:
 - a. Such charges are determined in accordance with appropriate Tariffs of the Bell System Company operating in this area or of AT&T Communications Company.
 - b. If Frontier Communications of the South, LLC furnishes any of the terminal equipment involved, Recurring charges shall be as set forth in Section 15 and Non-recurring charges as set forth in Section 6 of this Product Guide.

PROMOTIONS

- A. The Company may offer special promotions of new or existing services or products for limited periods as approved by the Public Service Commission. These promotions are a temporary waiver of certain recurring and/or non-recurring charges as stated in a completely non-discriminatory basis with each subscriber in the classification of service and area for which the promotion is offered having an equal opportunity for participation.
- B. Special Promotions
1. Beginning November 1, 2015 and extending until March 31, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of \$39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the 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 3/31/16 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.
 2. 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.
 3. New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between May 22, 2017 and August 19, 2017 with a term commitment of 1,2 or 3 years 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.
 4. New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between September 15, 2017 and December 20, 2017 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.
 5. Beginning July 22, 2018 through October 19, 2018 for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up and a monthly rate of \$19.99 for two years.
 6. Beginning May 19, 2019 and continuing through November 19, 2019 for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up.

(N)
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(N)

Effective: August 22, 2021

PROMOTIONS

B. Special Promotions (Continued)

7. 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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(N)